



NEW YORK

Talk: Delivery Reports

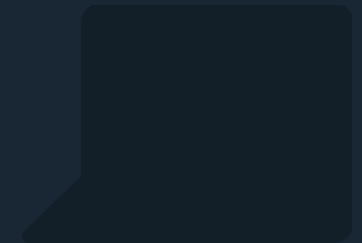
Who am I?



Parker DeWilde

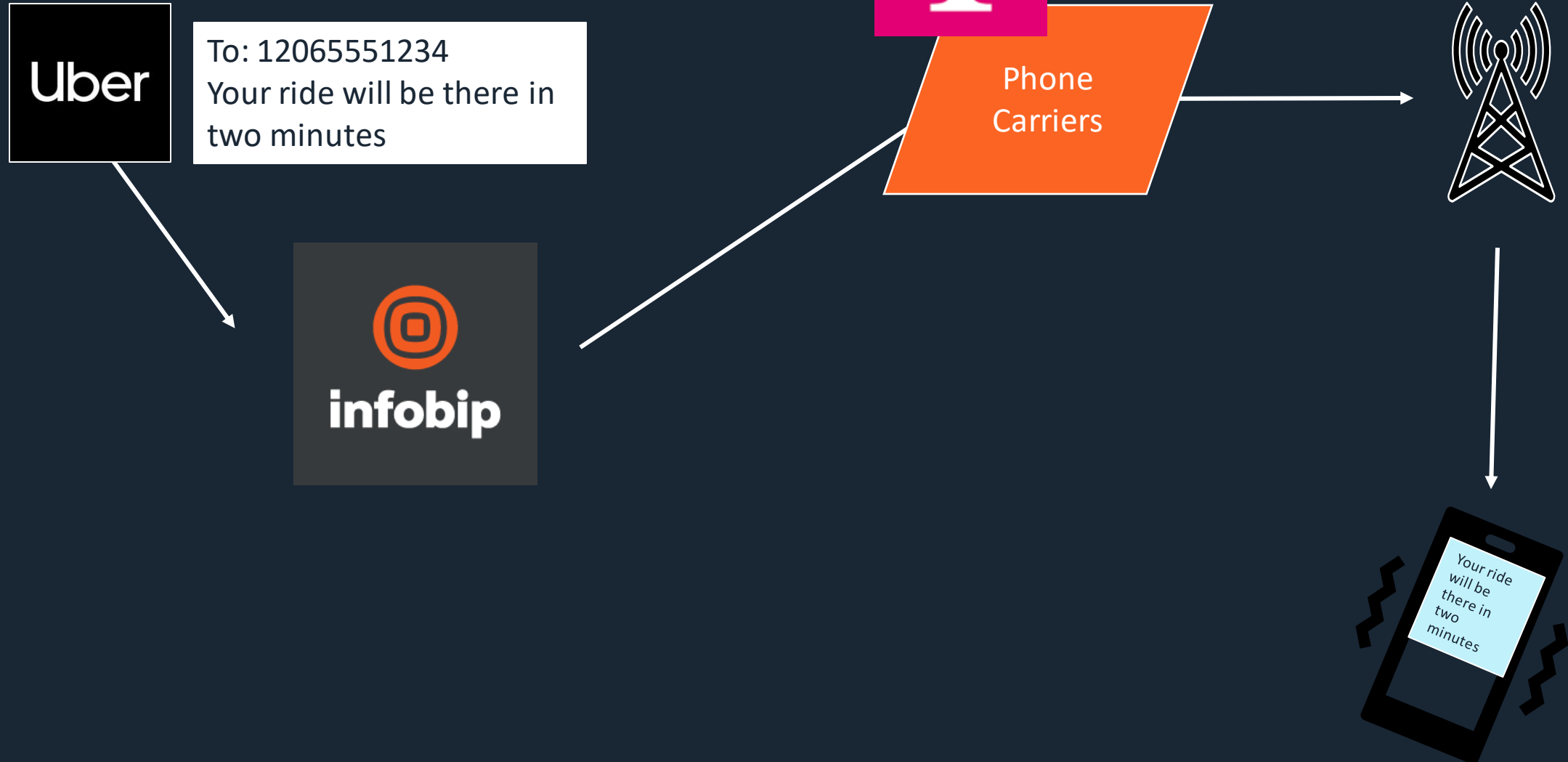
Senior Software Engineer @Infobip

- Seattle Based
- 3+ Years At Infobip
- Backend Java Developer
 - API+ SaaS backend
 - Performance focus (Python!)



parker.dewilde@infobip.com | github.com/pdewilde

Sending An SMS



Sending an SMS – What Could Go Wrong?

Mobile Subscriber Side



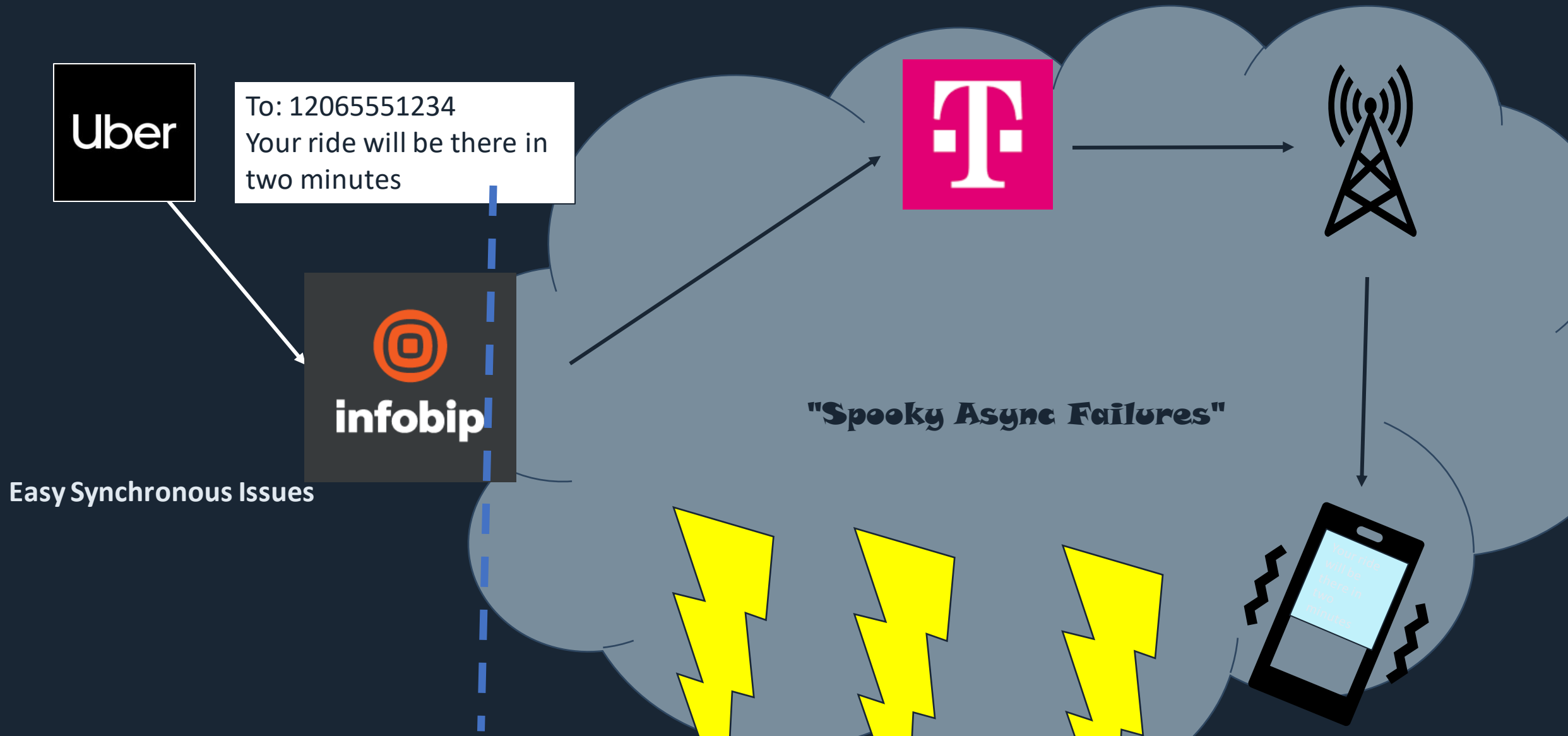
Sending an SMS – What Could Go Wrong?

Service/Carrier Side



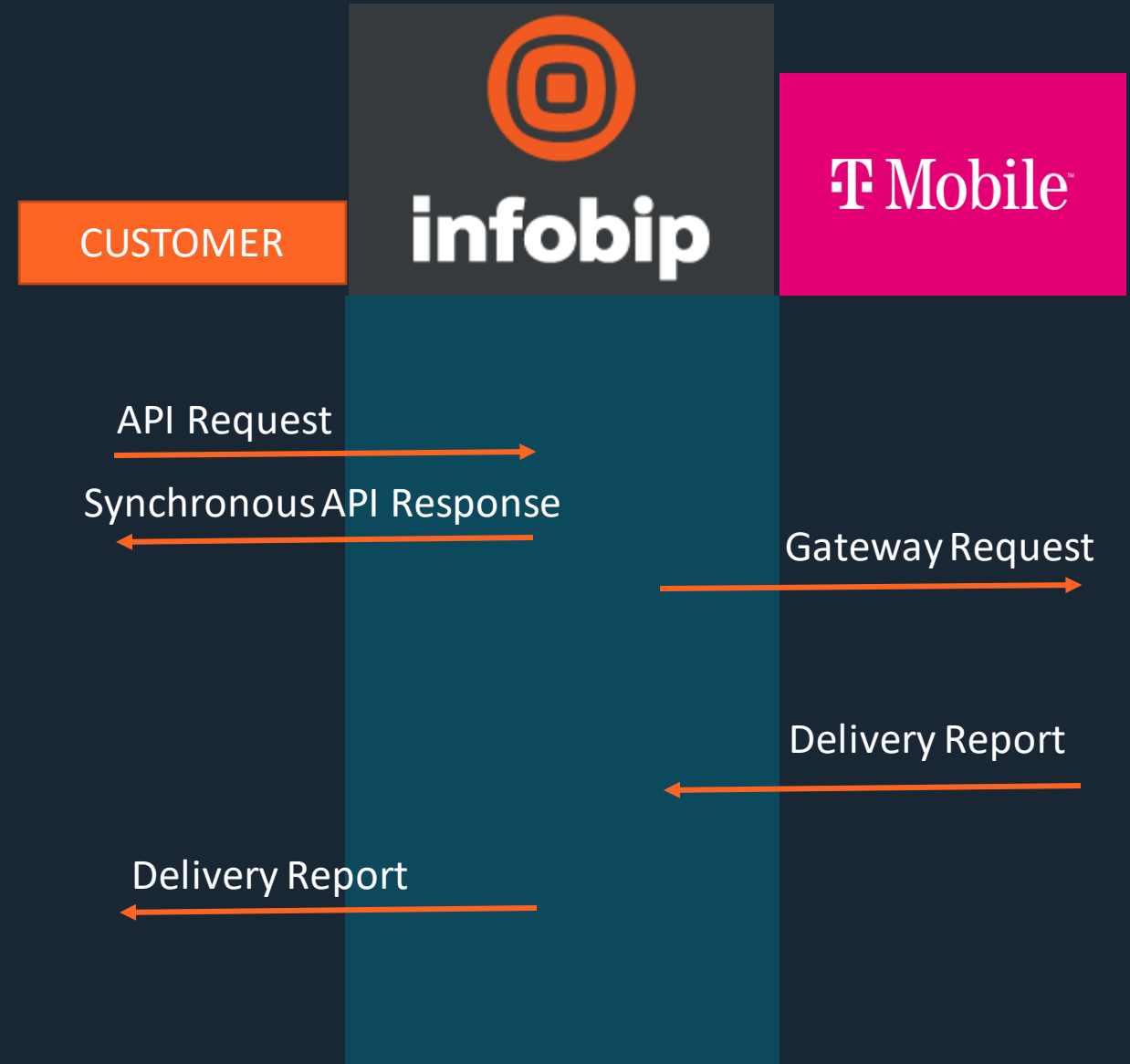
Sending an SMS – Feedback

API



What is a "DR"?

- Delivery Report or Delivery Receipt
 - DR or DLR for short
- Asynchronous
- Status of Message
 - Success
 - Carrier/Phone
 - Failure
 - Expired
 - Not Mobile Number
 - Number Not Active
 - Spam





What Does an Infobip DR Look Like?

- Infobip provide common formats for multiple channels
 - <https://www.infobip.com/docs/essentials/response-status-and-error-codes>
- Contents
 - Message ID
 - Destination Address
 - Price
 - Status – General
 - Error – Specific
- Push Or Pull

So how do I use delivery reports?

- Trigger Other Channels On Failure
- Discover SPAM issues
- Update Customer Contact Details
- Gauge Campaign Success

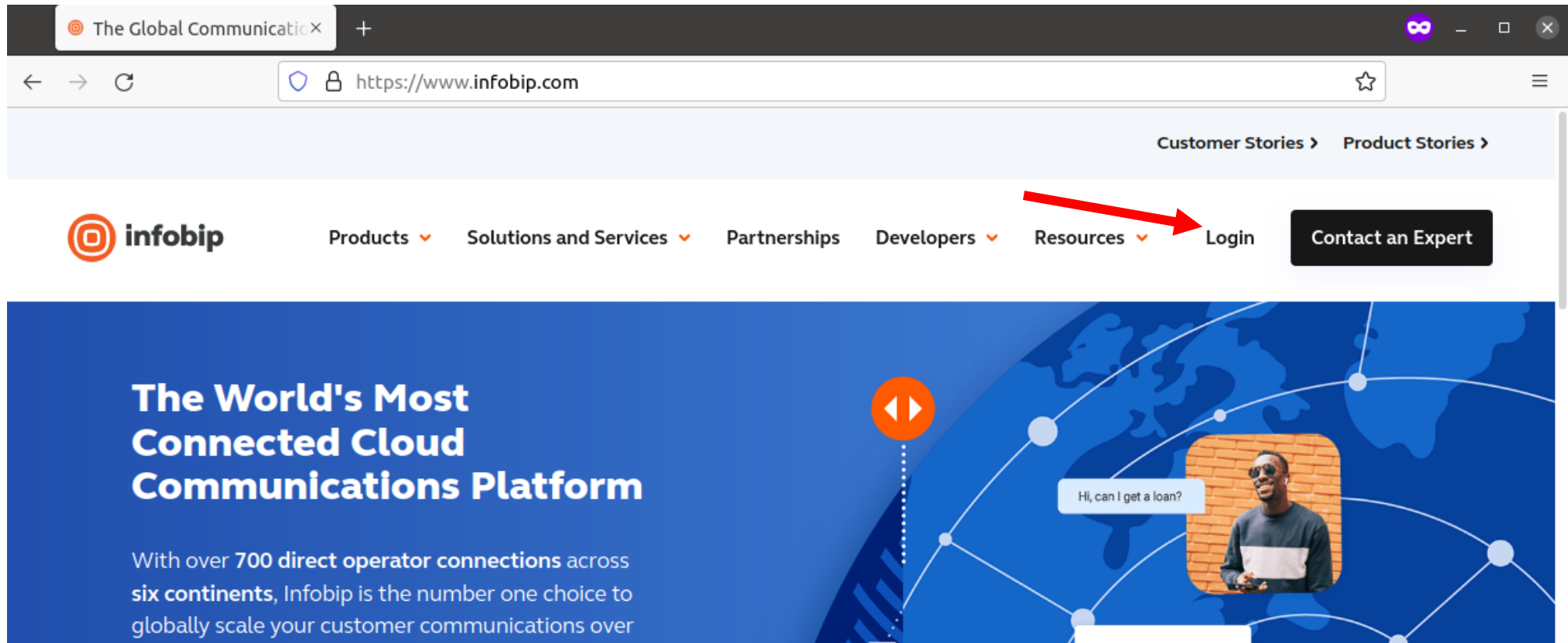


... probably don't print them :P



Demo Time!

Environment Setup

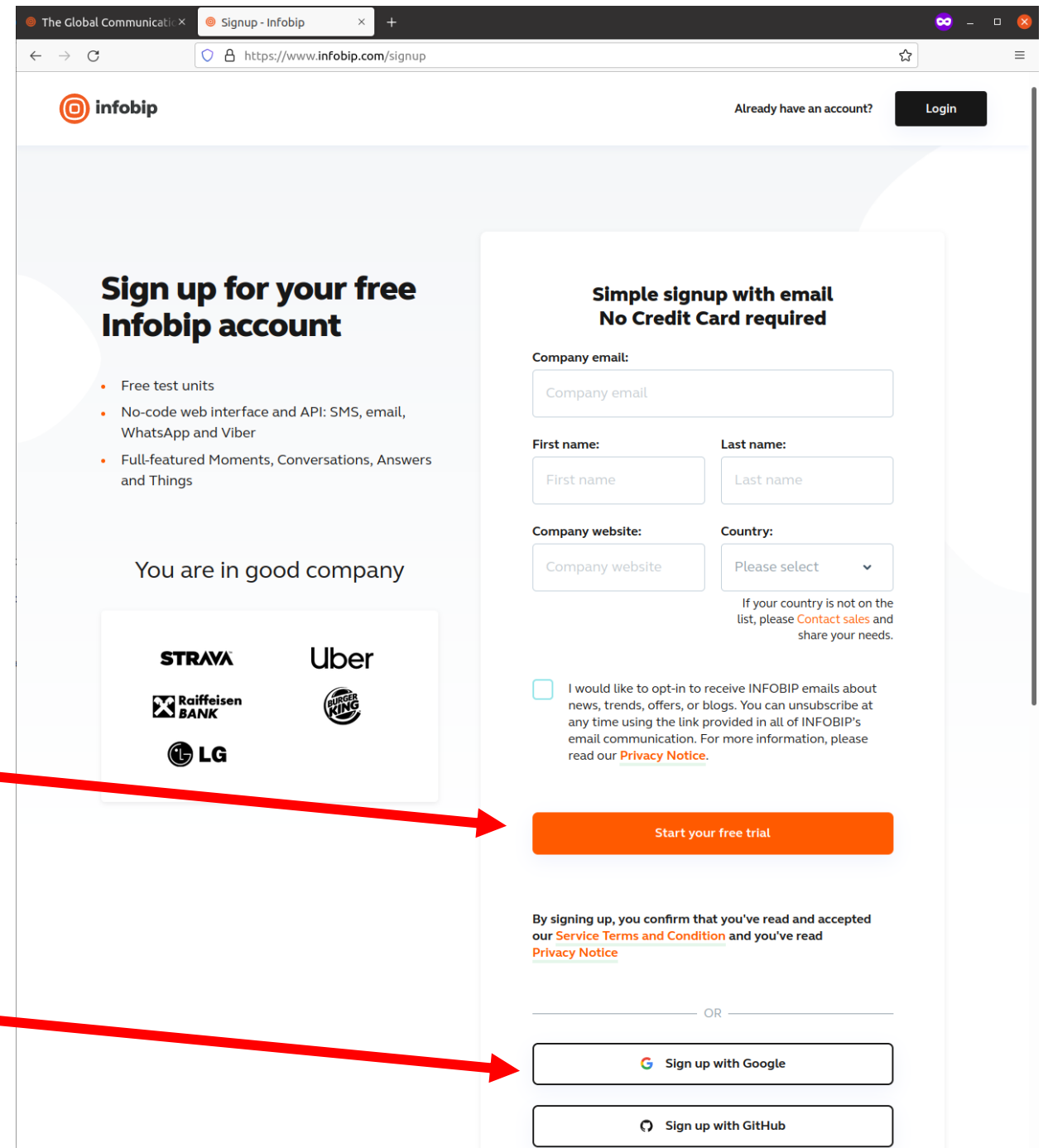


Environment Setup

The screenshot shows a web browser window with the address bar displaying `https://portal.infobip.com/login/?callback=https%3A%2F%2Fportal.infobip.com%2F%3F`. The page content is a login form with the following elements:

- Logo:** An orange circular logo with a white '@' symbol.
- Title:** "Log in to your account"
- USERNAME field:** A light gray input box with the placeholder text "Enter your username".
- PASSWORD field:** A light gray input box with the placeholder text "Enter your account password" and a toggle icon (an eye) on the right.
- Forgot your password?:** A blue link located to the right of the password field.
- LOG IN button:** A dark blue rectangular button with the text "LOG IN" in white.
- OR separator:** A horizontal line with the text "OR" centered below it.
- Log in with Google:** A button featuring the Google logo and the text "Log in with Google".
- Log in with GitHub:** A button featuring the GitHub logo and the text "Log in with GitHub".
- Sign up link:** A blue link at the bottom of the form that reads "Don't have an account yet? Sign up here." A red arrow points to this link from the bottom left of the image.


Environment Setup



The screenshot shows the Infobip signup page in a web browser. The browser's address bar displays `https://www.infobip.com/signup`. The page features the Infobip logo in the top left and a 'Login' button in the top right for users who already have an account. The main heading is 'Sign up for your free Infobip account', followed by a list of benefits: 'Free test units', 'No-code web interface and API: SMS, email, WhatsApp and Viber', and 'Full-featured Moments, Conversations, Answers and Things'. Below this, it states 'You are in good company' and shows logos for STRAVA, Uber, Raiffeisen BANK, and LG. The right side of the page contains a 'Simple signup with email' form with fields for 'Company email', 'First name', 'Last name', 'Company website', and 'Country'. A checkbox for opting into emails is present, along with a note about contacting sales if the country is not listed. At the bottom, there is a 'Start your free trial' button, a confirmation statement about accepting terms and privacy, and two social login options: 'Sign up with Google' and 'Sign up with GitHub'. Two red arrows are overlaid on the image: one points from the 'You are in good company' section to the 'Start your free trial' button, and the other points from the bottom of the page to the 'Sign up with Google' button.

The Global Communicati... x Signup - Infobip x +


← → ↻ `https://www.infobip.com/signup` ☆ ☰

 **infobip** Already have an account? [Login](#)

Sign up for your free Infobip account

- Free test units
- No-code web interface and API: SMS, email, WhatsApp and Viber
- Full-featured Moments, Conversations, Answers and Things

You are in good company



Simple signup with email No Credit Card required

Company email:

First name: Last name:

Company website: Country:


If your country is not on the list, please [Contact sales](#) and share your needs.


☐ I would like to opt-in to receive INFOBIP emails about news, trends, offers, or blogs. You can unsubscribe at any time using the link provided in all of INFOBIP's email communication. For more information, please read our [Privacy Notice](#).

[Start your free trial](#)

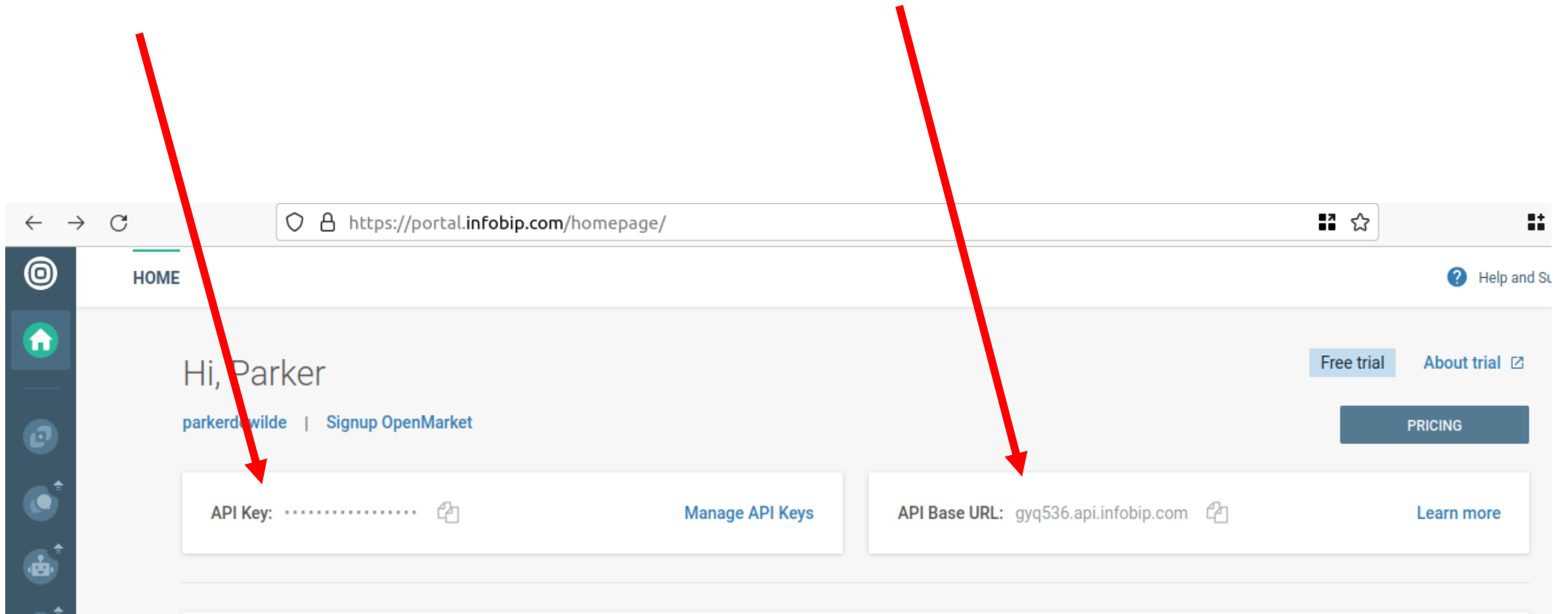
By signing up, you confirm that you've read and accepted our [Service Terms and Condition](#) and you've read [Privacy Notice](#)

OR

 [Sign up with Google](#)

 [Sign up with GitHub](#)

Environment Setup



The screenshot shows the Infobip portal homepage in a web browser. The address bar displays `https://portal.infobip.com/homepage/`. The page features a dark sidebar on the left with icons for home, messages, and other functions. The main content area has a header with "HOME" and a user greeting "Hi, Parker" with the username "parkerdwilde" and a "Signup OpenMarket" link. On the right, there are links for "Free trial", "About trial", and a "PRICING" button. Below the header, there are two white boxes. The first box contains the text "API Key:" followed by a copy icon and a "Manage API Keys" link. A red arrow points from the top left towards this box. The second box contains the text "API Base URL: gyq536.api.infobip.com" followed by a copy icon and a "Learn more" link. A red arrow points from the top right towards this box.

HOME

Hi, Parker

parkerdwilde | Signup OpenMarket

Free trial About trial

PRICING

API Key: Manage API Keys

API Base URL: gyq536.api.infobip.com Learn more

Enough Already, Show Us The Code!



Thanks For Listening!

<https://github.com/pdewilde/ib-comms-api-meetup>

parker.dewilde@infobip.com

#commsAPI