



SMS GupShup Enterprise

UI Help Document

Version 11.4.1

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1 Introduction

This help document is intended to help User to get the feel of SMS GupShup Enterprise. It is not intended as a specification book and no rights whatsoever can be derived from it. This manual shows the operation of SMS GupShup Enterprise and how its different functions and features work.

2 Getting Started

The SMS GupShup Enterprise User Interface (UI) enables you to perform various functions such as:

- Posting to one or many groups
- Message Templates
- Managing your groups (disabling, deleting, and so on)
- Scheduling Messages
- Uploading Bulk Messages
- Sending messages in various formats (such as English messages, Non-English Messages, Flash Messages)
- Viewing account statistics
- Message Statistics Report
- Setting up Keyword (s)
- Managing your account with SMS GupShup

The browsers recommended for viewing SMS GupShup Enterprise are as follows:

- Internet Explorer 7+
- Mozilla Firefox 3.0+

2.1 Password Recovery

In case you have forgotten your password, send an e-mail to SMS GupShup at enterprise-support@msgupshup.com mentioning your user ID and contact number. The support executive will call you and generate a new password after a simple verification process.

2.2 Home Page

After logging on to SMS GupShup Enterprise, the Home Page appears. Account Balance (applicable to prepaid accounts only) and Statistics are on the right side of the screen. Menu bar is at the top. Dashboard allows you perform the most common activities like bulk messaging and group messaging quickly.



Welcome, 2000055995 | [Logout](#)

Menu Bar

[Home](#) [Groups](#) [Messages](#) [Contacts](#) [Masks](#) [Keywords](#) [Ads](#) [Settings](#) [Help](#)

Account Status

Account Type : Prepaid
Account : 2,79,985 messages
Balance
Pending : 0 messages
Approval
Expiry Date : Dec 09, 2011
Posting Hours : 9:00 to 21:00
Industry : 2 Real Estate
[Recharge](#)

Account Usage Statistics
From Sep 14, 2011 To Sep 14, 2011
[Change Date](#)



Messages Requested	Count
NCPR Rejected	0
Not Sent to Operator	0
Messages in Queue	2
Delivered	0
Failed	0
Reports Pending	0
Credits Deducted	7
Recredits	0
Final Billed	7

*Stats for each day's activities till Sep 19, 2011 are available

Download Daily Reports
for Sep 14, 2011 [Change Date](#)
[Download](#) [View as HTML](#)

Dashboard

Account Usages Stats

New Features

Home

New on Enterprise GupShup

Enterprise mobile website
(m.msgupshup.com/e)
Now send group messages from anywhere with new Enterprise mobile website
[Take tour](#)

Message Templates
Create your own message templates or use our existing templates to quickly draft messages
[Take tour](#)

Messaging
Simple Messaging : No hassle of uploading contacts. Type upto 20 numbers and send message.

Group Messaging
Create and manage groups, and send SMSes.
[Go to Groups »](#)
[See Quick Help](#)

Bulk Messaging
Upload a list of numbers to send message.
[Go to Messages »](#)
[See Quick Help](#)

Contacts
Easy and efficient way to manage your contacts
[Go to Contacts »](#)
[See Quick Help](#)

Other Actions
[Manage Keywords](#)
[Set Posting Hours](#)
[Change Password](#)

Help
[What is Bulk Upload?](#)
[What is a mask?](#)
[What is a keyword?](#)

2.2.1 New Features

We regularly introduce new features to make Enterprise SMS GupShup more efficient and helpful for you. You can read all about such features here.

2.2.2 Dashboard

The dashboard allows the user to quickly access the most important functions such as bulk and group messaging, managing contacts through address book, quick help. This section enables you to perform various actions such as:

- Simple Messaging
- Bulk messaging
 - Upload a list of numbers and send message
- Group messaging
 - Send a message to many groups
 - Send a message within a group

- Contacts
 - Create and manage all your contacts
- Access quick help
- Perform other actions such as request for more masks, manage keywords and many others

Messaging

Simple Messaging : No hassle of uploading contacts. Type upto 20 numbers and send message.

Group Messaging

Create and manage groups, and send SMSes.

[Go to Groups »](#)

[See Quick Help](#)

Bulk Messaging

Upload a list of numbers to send message.

[Go to Messages »](#)

[See Quick Help](#)

Contacts

Easy and efficient way to manage your contacts

[Go to Contacts »](#)

[See Quick Help](#)

Other Actions

[Manage Keywords](#)
[Set Posting Hours](#)
[Change Password](#)

Help

[What is Bulk Upload?](#)
[What is a mask?](#)
[What is a keyword?](#)

2.2.3 Account Status Section

The Recharge option appears only if you have a prepaid account.

This section displays the balance of messages in your account as long as your account is valid (in case of prepaid accounts).

Account Status

Account Type : Prepaid
Account : 2,79,985 messages
Balance
Pending : 0 messages
Approval
Expiry Date : Dec 09, 2011
Posting Hours : 9:00 to 21:00
Industry : 2 Real Estate

Recharge

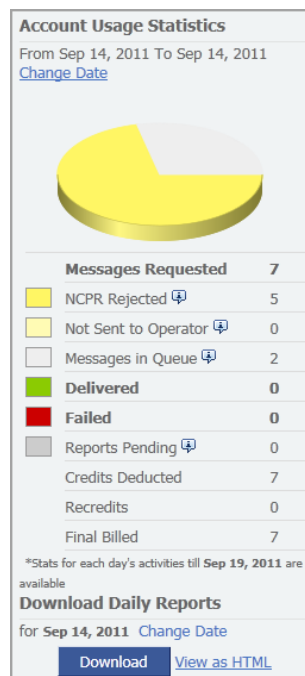
2.2.4 Account Usage Statistics

The **Account Usage Statistics** section displays the following details:

- Number of messages posted in total
- Number of messages rejected because the numbers are present in the NCPR database
- Number of messages not sent for other reasons, Example, if the message is cancelled after requesting
- Number of messages in queue to be sent
- Number of messages that were successfully sent
- Number of messages with report pending

Note:

- Account Usage Statistics has the information on delivery transactions for any date range. By default, the date shown is the date of last activity. You can change it by clicking on **Change Date**.
- To view the delivery reports transaction-wise, click on the **Group name** and then click on **View delivery report** for the desired transaction.



• **Parameters:**

- **Messages Requested** - Total no. of messages posted by user on a particular day.
- **NCPR Rejected** - No. of messages which were rejected out as the numbers are in TRAI's NCPR list.
- **Not Sent to Operator** - Messages which are not sent because of various reasons. e.g., If the messages are cancelled after requesting. For all reasons, please download and see the detailed delivery reports.
- **Messages in Queue** - Messages which are in our system queue and will soon be sent out.
- **Delivered** - Messages delivered to receivers.
- **Failed** - Messages that are not delivered.
- **Reports Pending** - Messages which have been submitted to the operator but delivery reports have not been received by us.
- **Credits Deducted** - Credits reduced for the number of messages sent
- **Recredits** - Credits returned in case of undelivered

○ **Final Billed** - Final credits charged

You can download the statistics in the form of a .zip file. The ZIP file consists of two files, one of which consists of a detailed report and the other gives a high level summary; both are text files. You can also view the statistics as HTML.

MOBILE NUMBER	MASK	TRANSACTION ID	MESSAGE ID	MESSAGE TEXT	TIMESTAMP	STATUS	CAUSE	LATENCY(MINS)	SMSTYPE
919960009089	eZone	1524060719056904301	211700604015979204	24hr Off-Buy Motorola WX180 GSM Mobile@Rs.899.M...	2010-08-08 09:34:00	Delivered	Successful Delivery	0.3	TEXT
919820190290	eZone	1524061268752949357	62283222382254708	24hr Off-Buy Motorola WX180 GSM Mobile@Rs.899.M...	2010-08-08 09:48:00	Delivered	Successful Delivery	14.2	TEXT

2.2.5 Menu Bar

Menu bar is situated at the top of the page. You can access most functions and features of SMS GupShup Enterprise through this menu bar. We will take a look at each of the menus in detail in the next sections.

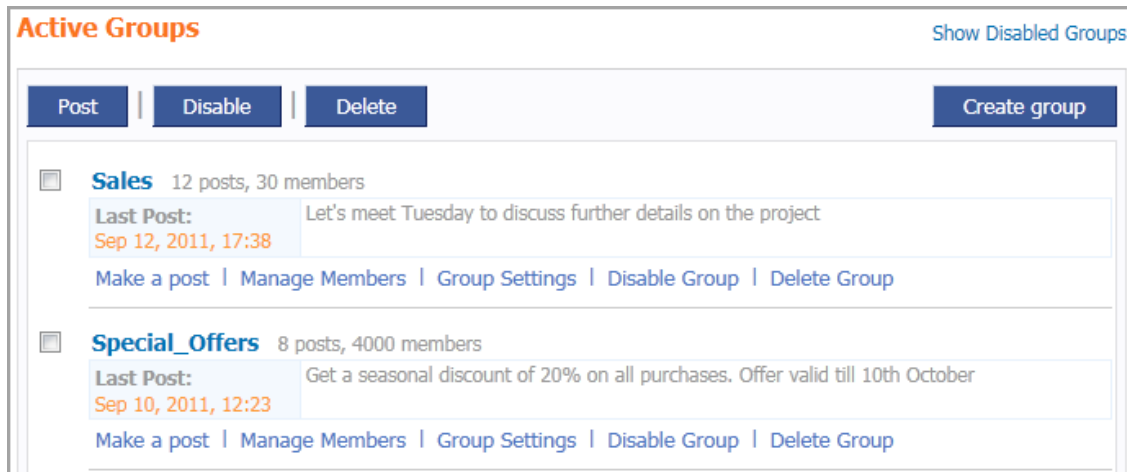


3 Groups

Groups help you easily organize and manage your data. You can create groups for numbers to which you send regular messages. It is an efficient method to save your data and send messages quickly in future. You can add/delete numbers from your groups as required.

Also posting becomes a breeze as you can make several sets of data and Post to one or more groups at a time.

You can view all the groups you have created in the **Active Groups** section.



The Active Groups section lists all the groups you are owner of. Each group also consists of details such as:

- Last activity performed in the group
- Date and time of last activity
- Number of members in the group
- Preview of the last message posted to the group

Each group also lists a few activities to perform, such as:

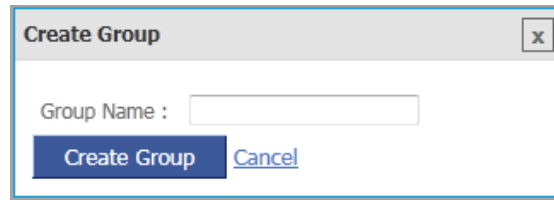
- Make a post
- Manage Members
- Group Settings
- Disable Group
- Delete Group

3.1 Creating a Group

You can easily create a group.

To create a group:

- 1 Click **Create Group** at the top right corner of the **Active Groups** section.
- 2 In the window that appears, enter group name.



A dialog box titled "Create Group" with a close button (X) in the top right corner. It contains a text input field labeled "Group Name :". Below the input field are two buttons: "Create Group" and "Cancel".

- 3 Click **Create Group** to create the group or click **Cancel** to cancel the operation.

3.2 Managing Members of a Group

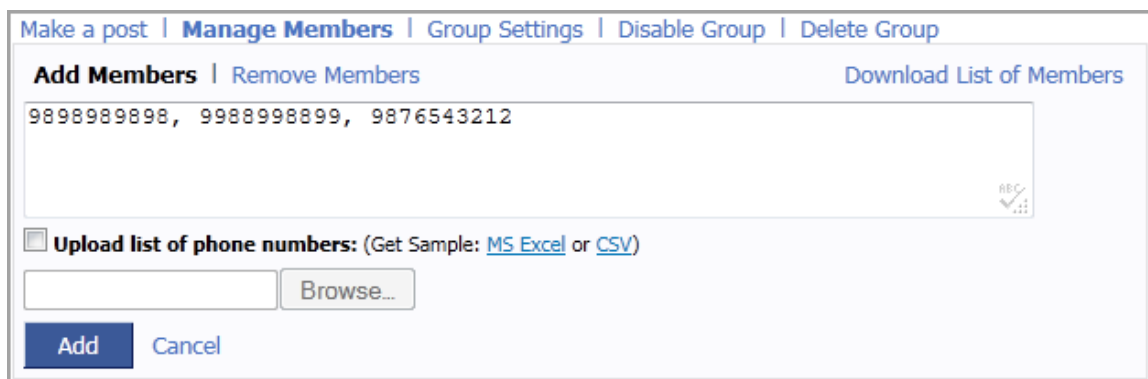
You can manage the membership of the groups created by you. Managing the members of the group includes:

- Adding members
- Removing members
- Downloading the list of the members in the form of a text file

3.2.1 Adding members

To add members to a group:

1. Click **Manage Members** in the list of activities under the group to which you want to add members.
2. Select **Add Members**.



The "Manage Members" interface shows a breadcrumb trail: "Make a post | Manage Members | Group Settings | Disable Group | Delete Group". Below this are two tabs: "Add Members" (selected) and "Remove Members". A link "Download List of Members" is on the right. A text input field contains the phone numbers "9898989898, 9988998899, 9876543212". Below the input field is a checkbox labeled "Upload list of phone numbers: (Get Sample: [MS Excel](#) or [CSV](#))". There is a "Browse..." button next to it. At the bottom are "Add" and "Cancel" buttons.

3. Either
 - a. Enter the phone numbers you wish to add to your group, separated by a comma, or
 - b. Select the **Upload list of phone numbers** check box. Click Browse and locate the file on your computer. (Use this option in case of large number of recipients)

Note:

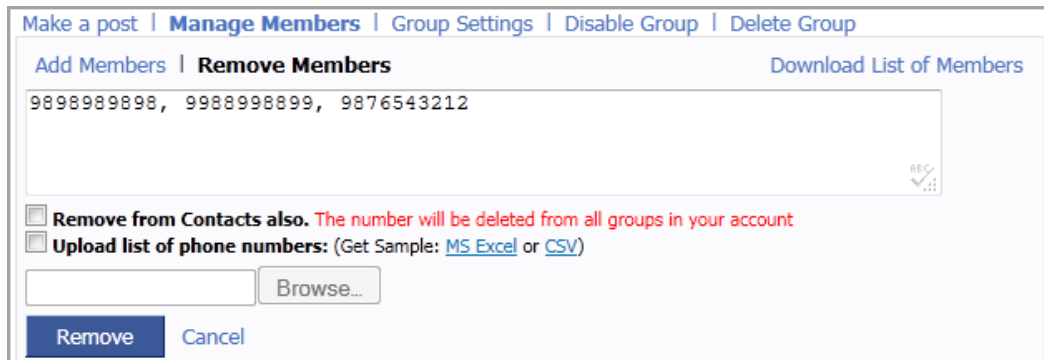
- When you select one option, the other option is automatically disabled.
 - You can download the sample **.xls**, and/or **.csv** file and then modify it before uploading again with new data.
-

4. Click **Add** to finish adding the members.
5. Confirm the addition with the help of the alert that appears.

3.2.2 Removing members

To remove members from a group:

1. Click **Manage Members** in the list of activities under the group from which you want to remove members.
2. Select **Remove Members**.



3. Either
 - a. Enter the phone numbers you wish to remove from your group, separated by a comma, or
 - b. Select the **Upload list of phone numbers** check box and enter the path of the file in the **Browse** field.

Note:

- When you select one option, the other option is automatically disabled.
- You can download the sample **.xls**, and/or **.csv** file and then modify it before uploading again with new data.

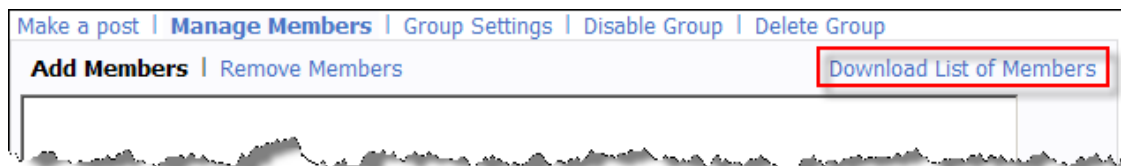
4. Click **Remove** to finish removing the members from the group or click **Cancel** to cancel the removal of members.
5. Confirm the removal of members by clicking **OK** on the alert that appears.

3.2.3 Downloading the list of members

To download the list of members:

1. Click **Manage Members** in the list of activities under the group.
2. Click **Download List of Members** at the top right corner of the **Manage Members** section.

The list is downloaded in the **.txt** format and contains a list of the phone numbers of the members of the group.



3.3 Posting to a Group

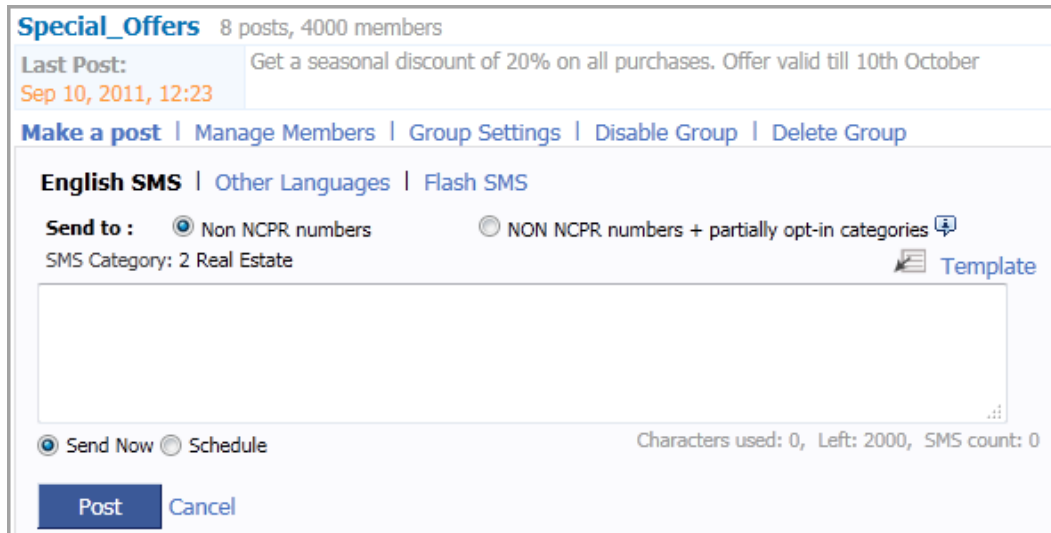
There are two different modes of posting when posting to a group:

- Posting a message within a single group.
- Posting message to multiple groups.

3.3.1 Posting a message within a single Group

To send a message to a single group:

1. Click **Make a post** in the list of activities under the group you want to post to.

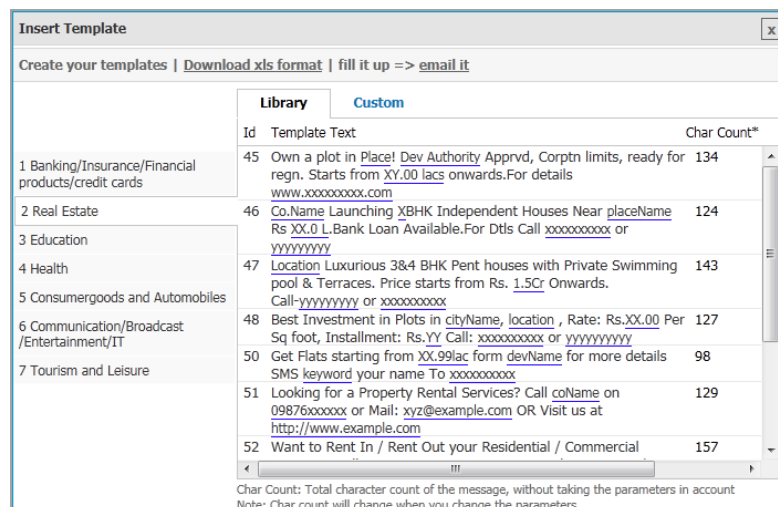


2. Select the type of message you want to send: **English SMS**, **Other Languages**, or **Flash SMS**.
3. For **Non NCPR numbers**: Enter the message you want to convey to the rest of the group members. Or you can use templates

Note:

- If your message is in English, you can type up to 2000 characters.
- If your message is in other Indian language(s), you can type up to 500 characters. Also, the ability to read messages in other languages depends on the make of the receiver's phones and their mobile operators.
- If your message is a Flash SMS, you can type up to 160 characters.
- Flash message is not supported on CDMA Phones.

4. For **Non NCPR numbers + partially opt-in categories**: You can only use templates

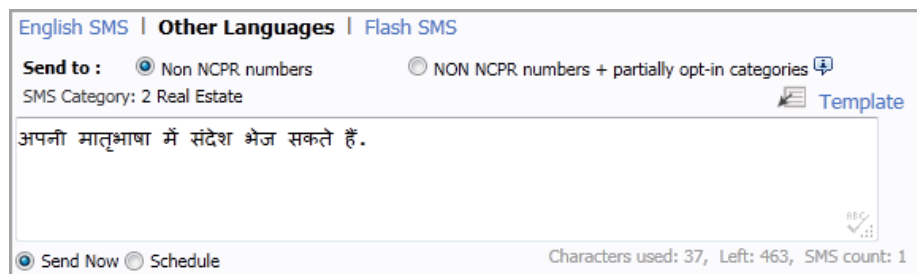


Id	Template Text	Char Count*
45	Own a plot in Place! Dev Authority Apprvd, Corptn limits, ready for regn. Starts from XY.00 lacs onwards.For details www.xxxxxxxxxx.com	134
46	Co.Name Launching XBHK Independent Houses Near placeName Rs XX.0 L.Bank Loan Available.For Dtl's Call xxxxxxxxxx or yyyyyyyy	124
47	Location Luxurious 3&4 BHK Pent houses with Private Swimming pool & Terraces. Price starts from Rs. 1.5Cr Onwards. Call-xxxxxxx or xxxxxxxx	143
48	Best Investment in Plots in cityName, location , Rate: Rs.XX.00 Per Sq foot, Installment: Rs.YY Call: xxxxxxxx or yyyyyyyy	127
50	Get Flats starting from XX.99lac form devName for more details SMS keyword your name To xxxxxxxx	98
51	Looking for a Property Rental Services? Call coName on 09876xxxxx or Mail: xyz@example.com OR Visit us at http://www.example.com	129
52	Want to Rent In / Rent Out your Residential / Commercial	157

5. Select the **Send Now** option to send the message immediately. Select the **Schedule** option to send the message at a later time.
6. Click **Post** to send the message or **Cancel** to cancel sending the message.
7. You will get confirmation message at the top.

Your request to send messages has been accepted. Transaction ID for this is : 1522313736601858216.
You can check the updated status of this post [here](#).

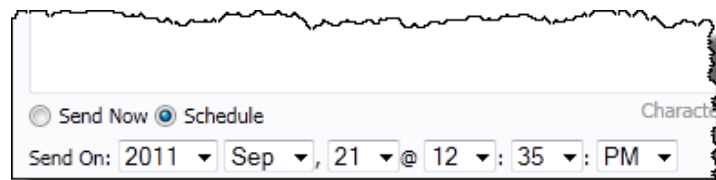
You can send messages in different languages. You will have to use an external editor, such as <http://www.google.com/translate/>, to create the message first. Then you can paste the message here. It supports 180 characters.



3.3.2 To schedule a message

To schedule a message to be sent later:

1. Select the **Schedule** option.
2. Select Date and Time for the message.
3. Select **Mask**.
4. Click **Post**.

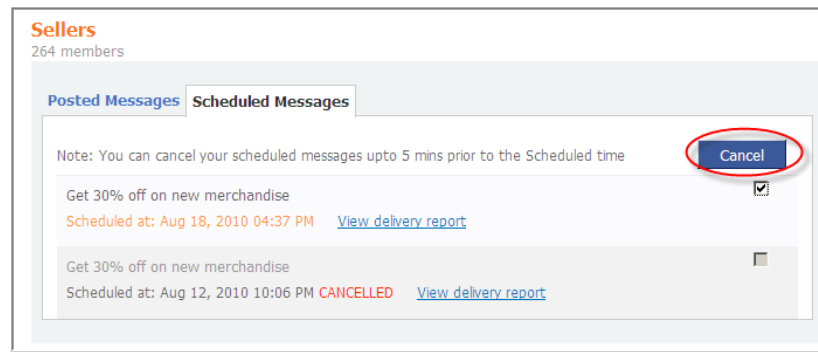


5. You will get confirmation at the top

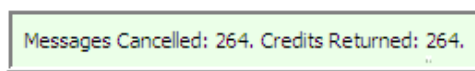
Your request to send messages has been accepted. Transaction ID for this is : 1522315446185107624.
You can check the updated status of this post [here](#).

To cancel a scheduled message to a group:

1. Click on the name of the group you have scheduled the message to.
2. Click on **Scheduled Messages** tab.
3. Select the message to cancel.
4. Click **Cancel**.



5. Click **OK**.
6. You will get a confirmation message at the top.



Note: You can cancel your scheduled messages up to 5 minutes prior to the scheduled time.

3.3.3 m.msgupshup.com/e (Posting messages via Enterprise mobile website)

Now you can send group messages from your mobile.

Note: The message sent through mobile website will only be sent to NON NCPR numbers

Just log on to

1. m.msgupshup.com/e.



2. Click **Post a Group Message**.



Welcome to SMSGupShup Enterprise

[Post a Group Message](#)
[Check Balance](#)
[Account Usage Statistics](#)


[Logout](#)
© 2011 Webaroo

- Click on the group name you want to send the message to.

Select a Group

[Default \(1\)](#)
[Mumbai_Sales \(4\)](#)
[SalesTeam \(0\)](#)

- Type the message, and click **Post**.



Group Post

Send message to [Mumbai_Sales](#) [Change](#)

Message (max 1500 chars):


A dynamic mask will be used while posting your SMS

[Cancel](#)

[Logout](#)
© 2011 Webaroo

You can also check the balance and usage report stats by clicking on Check Balance and Account Usage Statistics respectively.

Balance




Your Balance for account 2000054541

992 SMS
Account Type: Prepaid
Account Expiry: **Mar 16, 2012**

[Go to Homepage](#)

[Logout](#)
© 2011 Webaroo

Account Usage Statistics



Account Usage Statistics

From 22 Aug 2011 to 21 Sep 2011

Messages Requested	7
NCPR Rejected	0
Not Sent to Operator	0
Messages in Queue	2
Delivered	0
Failed	0
Reports Pending	0
Credits Deducted	0
Recredits	0
Final Billed	7

Select a different period

Last 90 days only

From: 22 Aug 2011

To: 21 Sep 2011

[Go to Homepage](#)

[Logout](#)

© 2011 Webaroo

3.3.4 Posting message to multiple groups

To send a message to multiple groups:

1. Select the check boxes of the groups you want to send a message to and click **Post**.

Selected Groups:
Default sushant

☒
Default 0 posts, 1 members
Last Post: Never
[Make a post](#) | [Manage Members](#) | [Group Settings](#) | [Disable Group](#)

☒
sushant 0 posts, 0 members
Last Post: Never
[Make a post](#) | [Manage Members](#) | [Group Settings](#) | [Disable Group](#)


2. Enter the message you want to post in the textbox like the one in below screenshot.

Send Messages to :

Default [X]
sushant [X]

Send to : ☒ Non NCPR numbers ☐ NON NCPR numbers + partially opt-in categories

SMS Category: 2 Real Estate [Template](#)



Characters used: 0, Left: 2000, SMS count: 0

Post

- 3 Click **Post**.
- 4 A success/failure message will appear at the top of the page.

Message was successfully sent to your selected groups.Transaction ID for this is : 659896832923140378.
You can check the updated status of this post [here](#).

[Hide](#)

3.4 Disabling a Group

You can disable a group if you are not interested in sending messages to the group or if there is no activity on it for a considerable amount of time.

To disable a group:

1. Select the group(s) you want to disable.
2. Click **Disable** to disable the group(s).

☒ **sushant** 0 posts, 0 members
Last Post:
Never
[Make a post](#) | [Manage Members](#) | [Group Settings](#) |

Post | **Disable** | **Delete**

3. Click **OK** to confirm disabling the group (s) or click **Cancel** to cancel the disabling operation.

The page at <http://enterprise.msgupshup.com> says:

 Are you sure you want to disable the selected groups?

OK **Cancel**

You can disable a single group by clicking **Disable Group** in the list of activities under that group.

Note: You cannot perform any operations, such as deleting members, adding members and so on, on disabled groups. To perform any such operations, first enable the required group.

You can view the disabled groups by clicking **Show Disabled Groups** in the top right corner of the **Active Groups** section.

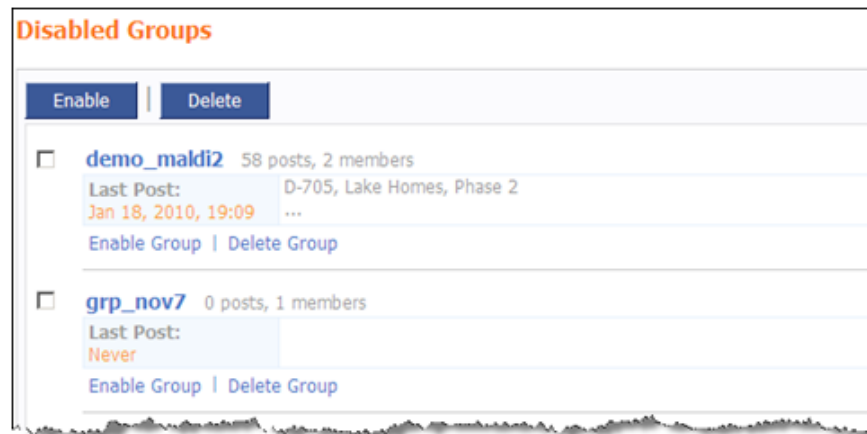
3.4.1 Enabling a group

To enable the disabled group(s):

1. Click **Show Disabled Groups** in the **Active Groups** section.



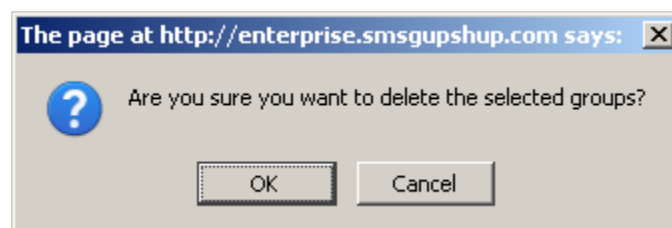
2. Click **Enable Group** to enable a particular group. Or in case of multiple groups, select as many groups you want to enable and click on **Enable**.



3.5 Deleting a Group

To delete group(s):

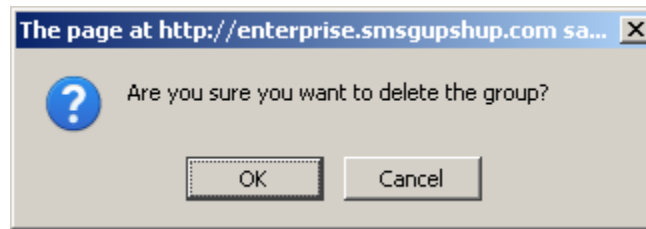
1. Select the groups you want to delete from the **Active Groups** section.
2. Click **Delete**.
4. Click **OK** to confirm deletion or **Cancel** to abort.



To delete a single group:

1. Click **Delete Group** in the list of activities under that group.

2. Click **OK** to confirm deletion or **Cancel** to abort.



Note: You will lose all information and history of messages when you delete a group.

Deleting vs. Disabling:

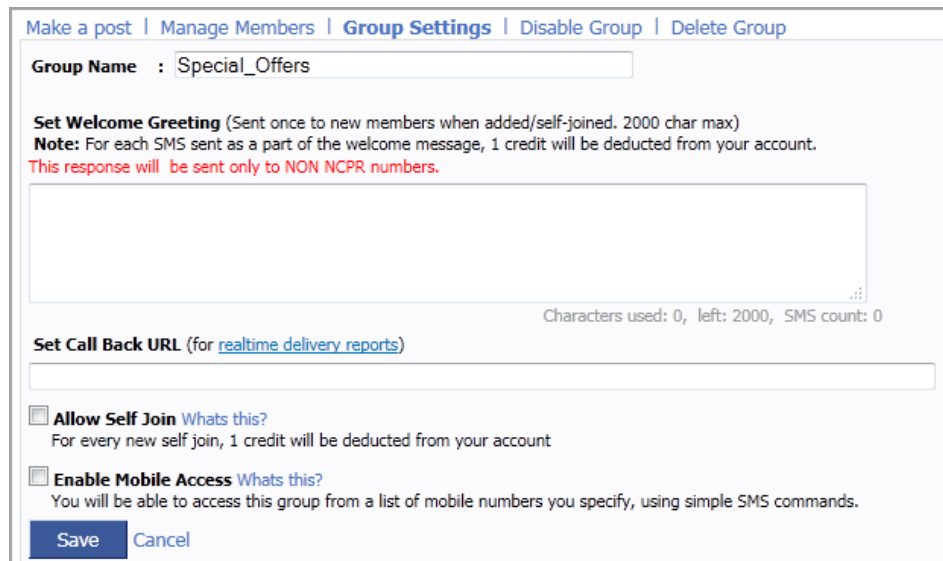
A disabled group retains the posts and subscriber information for your view till it is enabled again.

However, when you delete a group, all the posts and subscriber information associated with the group is deleted.

3.6 Modifying the Group Settings

To modify group settings:

1. Click **Group Settings** in the list of activities under the intended group.



- **Group Name:** Enter or modify the group name.
- **Set Welcome Greeting:** This message can consist of a welcome message, or a description of the group. It will be sent to new members when they are invited. You can type up to 2000 characters.

Note: For each SMS sent as a part of the welcome message, 1 credit will be deducted from your account. And this message will only be sent to NON NCPR numbers.



- **Set Call Back URL:** Set a call back URL for real-time delivery reports. Click [here](#) to learn more about Real Time Delivery reports.
- **Allow Self Join:** This allows your customers to self join this group by sending a simple SMS - 'JOIN [Keyword]' to **9220092200**.

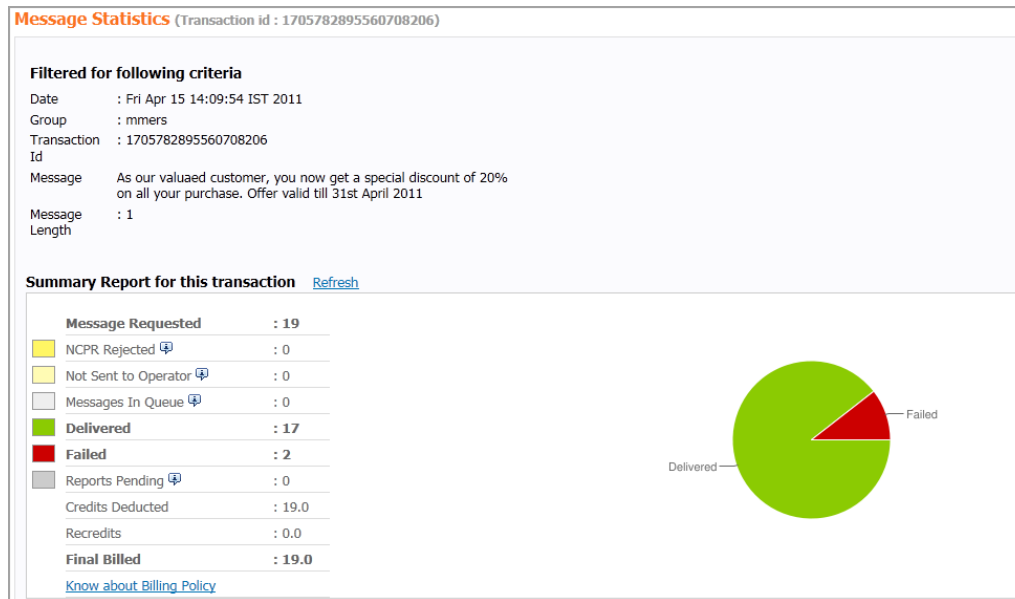


- **Enable Mobile Access:** You will be able to access this group from a list of mobile numbers you specify, using simple SMS commands. View <http://enterprise.msgupshup.com/doc/SMSAccessAPI.pdf> to learn more about mobile access.
- **Add Mobile Numbers allowed to Access this group:** You can add mobile numbers of the members who can access the group through SMS. View <http://enterprise.msgupshup.com/doc/SMSAccessAPI.pdf> to learn more about mobile access.

3.7 Viewing Message Statistics Delivery

You can view message delivery report for any group. This report shows history for both on-time and scheduled messages. **To view the Message Statistics Delivery Report:**

- 1 Under the **Active Groups** section click on the name of any group to view its delivery report.
- 2 Select the type of message – posted or scheduled.
- 3 Click on **View delivery report**.



You can also view the billing details to know more about the charges for messages.

4 Messages

Instead of using Groups, you can send messages to bulk lists. This feature is very useful when you want to send messages to many phone numbers, most of which belong to different Groups. Also, you can use this feature to send messages to a very large number of contacts.

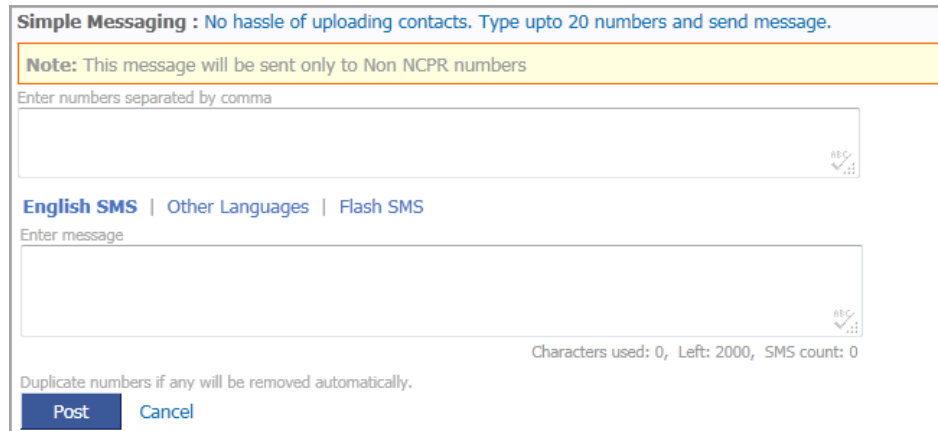
The Bulk Message Queue enables you to upload set of phone numbers and send messages to the listed numbers.

Note: Avoid creating a group when you need to send a **Bulk message**. In such an event, use the Bulk message feature and upload an Excel, Csv, Zip file consisting of the numbers.

4.1 Simple Messaging

You can send quick messages to phone numbers without the need to upload a file or creating groups. Simple Messaging allows you to just type in the numbers and message and then send it. To do this:

1. On the home page, click on Simple Messaging.



2. Type the recipients' numbers separated by commas.
3. Type the message in desired language.
4. Click Post

Note:

- If your message is in English, you can type up to 2000 characters.
- If your message is in other Indian language(s), you can type up to 500 characters. Also, the ability to read messages in other languages depends on the make of the receiver's phones and their mobile operators.
- If your message is a Flash SMS, you can type up to 160 characters.
- Flash message is not supported on CDMA Phones.
- **This message will only be sent to NON NCPR numbers.**

4.2 Posting Message to a List of Numbers

To send messages:

1. Click **Messages** in the menu bar.

Bulk Messages

Bulk Message Queue can be used to upload a set of numbers with corresponding messages, masks and schedules. For using a default message, mask or schedule, configure it in this page. The optional values supplied in the uploaded file will over-ride the defaults.

Bulk Message Queue

English SMS | Other Languages | Flash SMS

Send to : ☒ Non NCPR numbers ☐ NON NCPR numbers + partially opt-in categories [⬇](#)

SMS Category: 2 Real Estate [Template](#)

☒ **Send Now** ☐ Schedule Characters used: 0, Left: 2000, SMS count: 0

Upload list of phone numbers: (Get Sample: [MS Excel](#), [CSV](#) or [Zip](#))

[Select File](#)

Maximum file size : 20 MB.

☒ Remove duplicate entries from browsed file [\(What's this?\)](#)
(This will automatically remove duplicate entries from your file prior to being uploaded.)

[Upload And Post](#)

- Select the type of message you want to send: **English SMS**, **Other Languages SMS**, or **Flash SMS**.

Note:

- If your message is in English, you can type up to 2000 characters.
- If your message is in another language, you can type up to 500 characters. Also, the ability to read messages in other languages depends on the make of the receiver's phones and their mobile operators.
- If your message is a Flash SMS, you can type up to 160 characters.
- You can download the sample .xls, and/or .csv file and then modify it before uploading again with new data.
- The supported file types are .xls, .csv, .zip

- For **Non NCPR numbers**: Enter the message in the blank field. Or you can use templates.
- For **Non NCPR numbers + partially opt-in categories**: You can only use templates

Insert Template		
Create your templates Download xls format fill it up => email it		
Library	Custom	
Id		Char Count*
1 Banking/Insurance/Financial products/credit cards	45 Own a plot in Place! Dev Authority Apprpd, Corptn limits, ready for regn. Starts from XY.00 lacs onwards.For details www.xxxxxxxx.com	134
2 Real Estate	46 Co.Name Launching XBHK Independent Houses Near placeName Rs XX.0 L.Bank Loan Available.For Dtl's Call xxxxxxxx or yyyyyyyy	124
3 Education	47 Location Luxurious 3BHK Pent houses with Private Swimming pool & Terraces. Price starts from Rs. 1.5Cr Onwards. Call-yyy-yyyyy or xxxxxxxx	143
4 Health	48 Best Investment in Plots in cityName, location , Rate: Rs.XX.00 Per Sq foot, Installment: Rs.YY Call: xxxxxxxx or yyyyyyyy	127
5 Consumergoods and Automobiles	50 Get Flats starting from XX.99lac form devName for more details SMS keyword your name To xxxxxxxx	98
6 Communication/Broadcast /Entertainment/IT	51 Looking for a Property Rental Services? Call coName on 09876xxxxx or Mail: xyz@example.com OR Visit us at http://www.example.com	129
7 Tourism and Leisure	52 Want to Rent In / Rent Out your Residential / Commercial	157

Char Count: Total character count of the message, without taking the parameters in account
Note: Char count will change when you change the parameters.

5. Select the **Send Now** option to send the message immediately.
6. Upload the list of phone numbers in the form of a file. The supported file types are .xls, .csv, and .zip.

The advantages of uploading the phone numbers in the form of a .csv file are:

- You can store more rows of information
- CSV files are easier to compress

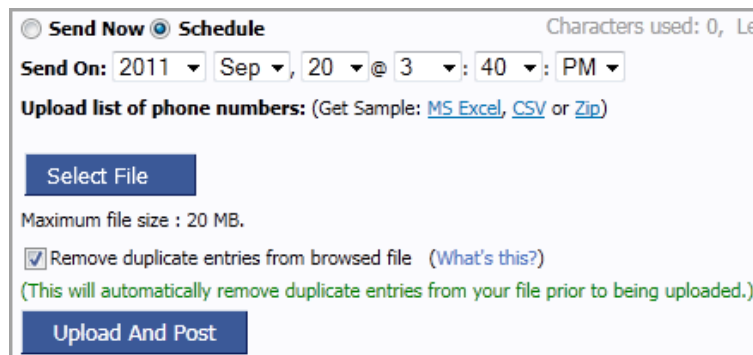
It is recommended to use ZIP files as zipped files are smaller in size and uploading file will take lesser time.

7. Check **Remove duplicate entries from browsed file** to remove any repeated/duplicate entries from the file. **It is recommended that you check this option.**
8. Click **Post** to send the message.

When you send the message, the Transaction ID and the status of the message (Success/Failure) appears on the screen.

success | Your File has been uploaded successfully. Your messages will be sent shortly subject to Current Status of your account. [Hide](#)
Your Transaction ID is 659767695283257615. Please check Upload History below for status of your message.

To schedule a message to be sent at the later time:



1. Select the **Schedule** option.
2. Select Date and Time for the message.
3. Click **Post**.

4.3 Cancelling a Scheduled Message

To cancel a scheduled message:

- Click **Cancel** for the message **Transaction ID** in **Upload History**.

Upload History				
Uploaded files				
Transaction ID	Upload Time (IST)	Uploaded File	Response File	Cancel
1816054862546534445	Sep 14, 2011 05:40:38 PM	Download	Download	Cancel
For the transaction id : 1816054862546534445, 1 entries were successfully uploaded and 1 entries failed. Duplicate entries found were: 0.				
1816054086919053357	Sep 14, 2011 05:39:07 PM	Download	N/A	N/A
The first row of the file should contain headers. Please see the sample file for details.				

A success/failure message will be displayed at the top showing number of messages cancelled and returned credits.

Messages Cancelled: 1. Credits Returned: 1.

4.4 Upload History and Delivery Report

You can view the Upload History at the end of the page. Here you can view the uploaded file(s) and the response file(s) along with cancelling any messages.

Upload History				
Uploaded files				
Transaction ID	Upload Time (IST)	Uploaded File	Response File	Cancel
1816054862546534445	Sep 14, 2011 05:40:38 PM	Download	Download	Cancel
For the transaction id : 1816054862546534445, 1 entries were successfully uploaded and 1 entries failed. Duplicate entries found were: 0.				
1816054086919053357	Sep 14, 2011 05:39:07 PM	Download	N/A	N/A
The first row of the file should contain headers. Please see the sample file for details.				

Clicking on Transaction ID of your message you can access the message statistics.



You can also view the billing details to know more about the charges for messages.

4.5 Customized Bulk Messaging

When you upload your contacts using a file for sending bulk messages, you can make changes in that file which will allow you to send different messages to different numbers.

To do so, create columns as shown in the image.

A	B	C	D
PHONE	TIMESTAMPS	MESSAGE	MSGID
9988998899	9/16/11 02:44 PM	MSG 1	1
9999999999	9/25/11 06:00 PM	MSG 2	2
9999988888	10/15/11 03:00 PM	MSG 3	3
9898989898	9/18/11 04:00 PM	MSG 4	4

When you upload this file, customized messages will be sent to all the numbers.

- **PHONE:** 0<phoneNo> , 091<phoneNo> , 91<phoneNo> , <phoneNo>
- **MESSAGE:** 2000chars for TEXT , 500 unicode , 160 flash
- **TIMESTAMPS:**
 - yyyy-MM-dd HH:mm:ss Eg: 2011-09-12 17:00:00
 - MM/dd/yy hh:mm a Eg: 09/12/11 05:00 PM
 - MM/dd/yy hh:mm:ss a Eg: 09/12/11 05:00:00 PM
 - MM/dd/yy HH:mm:ss Eg: 09/12/11 17:00:00
- **MSGTYPE:** TEXT/UNICODE_TEXT/FLASH
- **MSGID:** 14 digit numeric
- **ISINTLPHONE:** true/false

Note

- Values in file will always override the values selected from UI
 - If the values mentioned in file are wrong/incorrect, then the system will reject the entire action rather fall back on UI/default value
 - But if no are values mentioned in the file then it will fall back on UI/default value
-

5 Contacts

This feature allows you to view and manage all your contacts efficiently. You can perform most actions such as posting a message, creating a group, adding contacts, importing contacts from files.

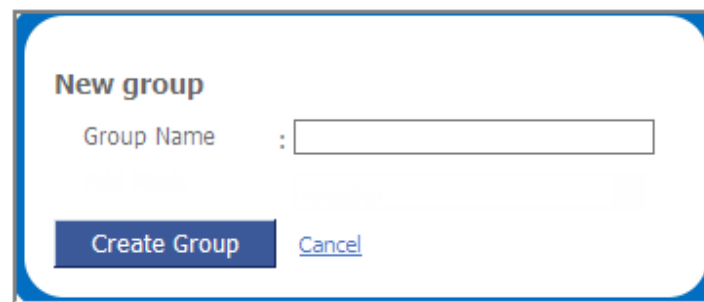


5.1 Groups

You can create groups for your contacts here just as well as from the **Groups** section.

To create a group:

- 1 Click + create new group.



- 2 Enter the name of the group.
- 3 Click **Create Group**.

Note: Groups created here will be reflected on the **Groups** page and vice versa.

5.2 Contacts Management

Address book functionality lets you perform various actions. We will see how you can add new contacts, and import a list of contacts to the address book. Then we will take a look at how you can send messages to single or multiple contacts. And you can assign contacts to groups as well.

5.2.1 Adding contacts

To add contacts:

- 1 Click Add Contacts.

All Contacts (8 contacts)
Showing all contacts in your account

Add Contacts
Import Contacts

2 Fill in required details

New Contact

Contact Info

Mobile No. * :
Home No. :
Office No. :
Email Id :

Name

First Name :
Last Name :

Address

Postal Address :
City :
Pin Code :

Other Details

--select--

--select--

--select--

--select--

--select--

--select--

Income : -- select --

Group Details

Every contact is visible in your All Contacts Make this contact members of relevant groups for easy messaging.

Add to Group : -- select --
cancel

+ add another Group

Save
cancel

3 Click Save.

5.2.2 Importing contacts

You can import contacts in from .xls or .csv files directly to the address book. You can use our templates for reference.

To import a list of contacts:

1 Click Import Contacts.

Import Contact Data File

The enterprise SMSGupShup import wizard will guide you through the process of importing your contact list into your GupShup account.

All imported contacts will be visible under *All Contacts*

You can also add them to a desired group during Uploading.

Add to group : -- select --



[+ add to another Group](#)

Click on "Select File" button to find the file.

Select File Upload and Import

Download Template Files

Use the GupShup XLS or CSV template for importing contacts. Files not matching the template cannot be imported.

Download XLS template Download CSV template

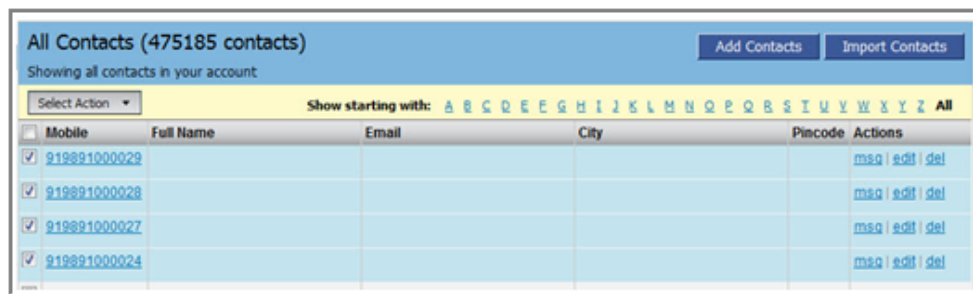
Use any of the above mentioned templates.

- 2 Click **Select File** to locate your file.
- 3 Select the group to which you want the contacts.
- 4 Click **Upload and Import**.

5.2.3 Sending a message to contact(s)

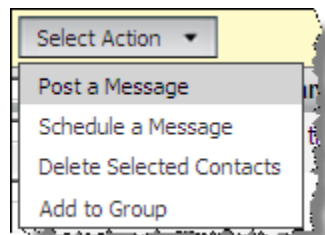
To send a message to contact(s):

- 1 Check the contact(s) you want to send the message to



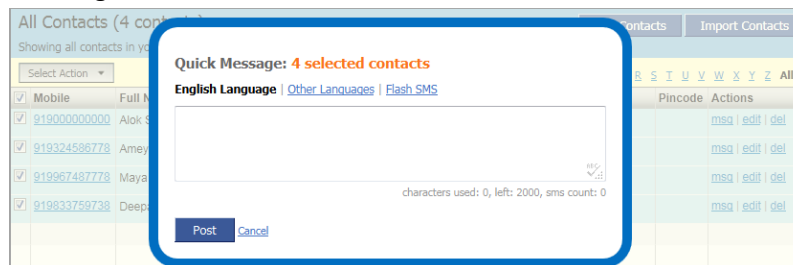
The screenshot shows the 'All Contacts' page with 475185 contacts. A table lists contacts with columns for Mobile, Full Name, Email, City, Pincode, and Actions. Four contacts are selected with checkboxes.

- 2 Select Action drop-down menu



The dropdown menu shows options: Post a Message, Schedule a Message, Delete Selected Contacts, and Add to Group.

- 3 Select **Post a Message**



The 'Quick Message' dialog box is shown, indicating 4 selected contacts. It has a text input field, a language selector (English Language), and buttons for Post and Cancel.

- 4 Select the type of message you want to send: **English SMS**, **Other Languages SMS**, or **Flash SMS**.

Note:

- If your message is in English, you can type up to 2000 characters.

- If your message is in another language, you can type up to 500 characters. Also, the ability to read messages in other languages depends on the make of the receiver's phones and their mobile operators.
- If your message is a Flash SMS, you can type up to 160 characters.

- 5 Enter the message in the blank field.
- 6 Click **Post**.

Sending message to single contact:

1. Click **msg** under **Action** for the contact you want to send the message to.

<input type="checkbox"/> Mobile	Full Name	Email	City	Pincode	Actions
<input type="checkbox"/> 919833413574	Guha B				msg edit del
<input type="checkbox"/> 919958294265	Gowtham				msg edit del
<input type="checkbox"/> 919994999699	Thiyagu Kamaraj				msg edit del
<input type="checkbox"/> 919920422662	Nitin Bhagyawant				msg edit del

2. Select the type of message you want to send: **English SMS**, **Other Languages SMS**, or **Flash SMS**.

Quick Message: Deepak (919C...

English Language | [Other Languages](#) | [Flash SMS](#)

characters used: 0, left: 2000, sms count: 0

☒ Send Now
 ☐ Schedule

3. Enter the message in the blank field.
4. Click **Post**.

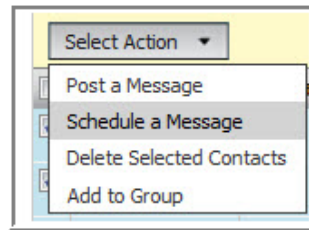
5.2.4 Scheduling a message to send later

To schedule a message to contact(s)

- 1 Check the contact(s) you want to send the message to

All Contacts (475185 contacts)						Add Contacts	Import Contacts
Showing all contacts in your account							
Select Action ▼ Show starting with: A B C D E F G H I J K L M N O P Q R S T U V W X Y Z All							
<input type="checkbox"/> Mobile	Full Name	Email	City	Pincode	Actions		
<input checked="" type="checkbox"/> 919891000029					msg edit del		
<input checked="" type="checkbox"/> 919891000028					msg edit del		
<input checked="" type="checkbox"/> 919891000027					msg edit del		
<input checked="" type="checkbox"/> 919891000024					msg edit del		

- 2 Click **Select Action** drop-down menu

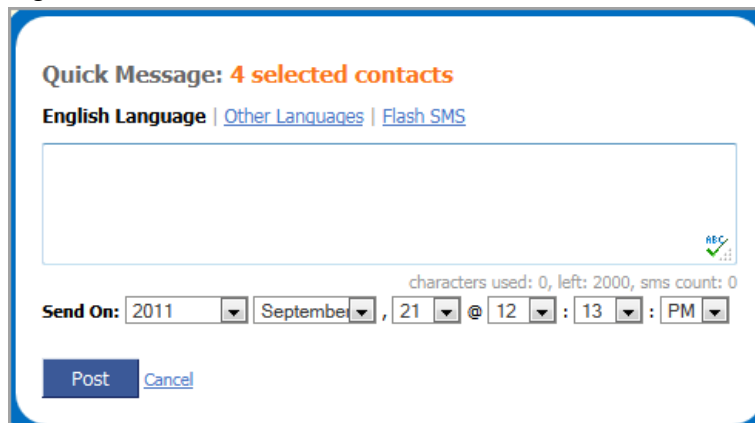


- 3 Select **Schedule a Message**
- 4 Select the type of message you want to send: **English SMS**, **Other Languages SMS**, or **Flash SMS**.

Note:

- If your message is in English, you can type up to 2000 characters.
 - If your message is in another language, you can type up to 500 characters. Also, the ability to read messages in other languages depends on the make of the receiver's phones and their mobile operators.
 - If your message is a Flash SMS, you can type up to 160 characters.
-

- 5 Enter the message in the blank field.



Quick Message: **4 selected contacts**

English Language | [Other Languages](#) | [Flash SMS](#)

characters used: 0, left: 2000, sms count: 0

Send On: 2011, September, 21 @ 12 : 13 : PM

Post [Cancel](#)

- 6 Select Date and Time for the message
- 7 Click **Post**

6 Masks

What is a mask?

A mask is a sender ID. When a user receives the message, the mask shows up as the name or numbers from where he has received the message.

Note: Mask is 5 to 8 character alphanumeric or numeric (for transactional and promotional messages respectively) string.

How do I create a mask?

As per TRAI directive, you now have to register as a telemarketer with TRAI and then apply for a mask. Contact us at enterprise-support@smsgupshup.com or call us on 022 42006799 and we will help you get a new mask.

How many masks can I have?

You can have only one mask per account per industry type. If you need more than one mask, you will have to create a new account and then apply.

Can I edit a mask?

No. Contact us sushant@smsgupshup.com or call us on 022 42006799 to know more.

Can I use different masks for different types of messages such as group messages, bulk messages, and keyword response?

No. One single mask is associated for all messages. Although you can create a new account and apply for a new mask if you need.

7 Keywords

This feature is not available for trial accounts.

Keywords are words used to collect responses to a particular request placed by the sender. You can create a keyword group to respond to request coming from a normal 10 digit phone number or a short phone code. A short phone code is a number lesser than 10 digits and usually begins with 5.

For example, in a banking scenario, your request to view your balance through SMS will consist of a word, say, BAL followed by an account number. Here, the word BAL is the keyword indicating to the receiving end that a registered phone number has sent a request to view balance of the aforementioned account number.

Note: One credit will be deducted from your account for each SMS received as a part of user response to set keyword

To access the Keywords feature:

- 1 Log on to <http://enterprise.msgupshup.com>.
- 2 Select **Keywords** from menu bar at top.

This section displays the **Active Keyword Groups**, **Keyword Groups Awaiting Approval**, and **Expired Keyword Groups**.

Keyword Settings

Active Keyword Groups

Create Keyword Group

Keyword Group	Incoming (Last 24 Hours)	Incoming (Last 7 Days)	Incoming (Till Date)	Active From (mm/dd/yyyy)	Active To (mm/dd/yyyy)
<input type="checkbox"/> Test (1)	0	0	0	7/6/2011	8/6/2011
<input type="checkbox"/> MrktResponse (14)	0	0	0	7/4/2011	8/4/2011

Delete

Awaiting Approval

Keyword Group	Status	Reason
<input type="checkbox"/> NewCampaign (1)	PENDING	This group will be activated upon approval

Delete

Expired Keyword Groups

Keyword Group	Total	Completed On
ForQA	0	6/30/2011
public_groups	4	6/30/2011

7.1 Creating a Keyword Group

To create a Keyword Group:

- 1 Select **Keywords** from menu bar at top.
- 2 Click **Create Keyword Group** in the top right corner of the **Keywords** section.

New Keyword Group Request

Keyword Group Name

Response Type
☒ Response URL
(This HTTP URL is called whenever a keyword from this group gets a request)
Note: If your URL has an SMS response set, one credit will be deducted per SMS sent to users who respond to your keyword.

☒ Default Response
(This text is sent to user whenever a keyword from this group gets a request)
Note: For each response sent, 1 credit will be deducted per SMS.
This response will be sent only to NON NCPR numbers

Characters used: 0, left: 2000, SMS count: 0

Active From: Active To:

Keyword: Phone Code [Select](#)

[Add More Keywords](#)

Keyword approval takes 2-3 working days.
Keyword costs, if applicable, will be as per your agreement with SMS GupShup.

- 3 Enter a name for the **Keyword Group Name**.
- 4 Select the **Response URL** and/or **Default Response** check boxes.

- 4.1 **Response URL:** Whenever a request is received on the defined keyword, it will be forwarded to the given Response URL, such as www.example.com. To respond to the keyword, the GupShup server calls the following URL:

```
http://www.example.com?phonecode=%pcode&keyword=%kw&location=%loc&carrier=%car&content=%con&phoneno=%ph&time=%time
```

The response URL consists details of response such as the sender's phone number, the time when request was received, the keyword on which request was received, the additional message with the request, and so on. Thus, for the keyword **Test**, phone code **9220092200**, and message **Test Nagpur**, the server calls the following URL:

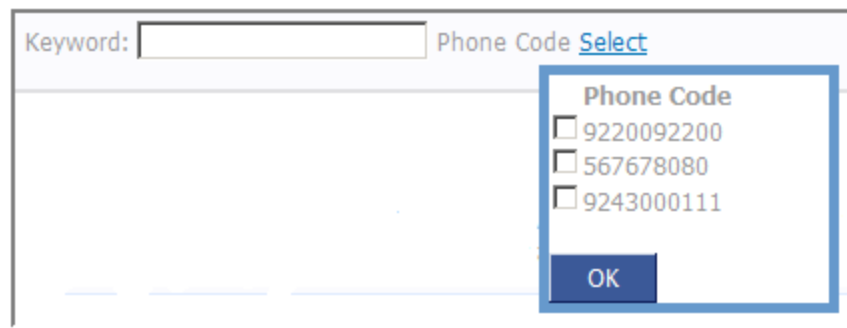
```
http://www.example.com?phonecode=9220092200&keyword=Test&location=Mumbai&carrier=Vodafone&content=Test Nagpur&phoneno=9812348765&time=27/09/2011 12:00:00
```

Note: If you wish to generate a response through the Callback URL, you must ensure that the response conforms to a specified XML format. If the remote server returns an invalid XML message or does not return an XML message at all, the first 160 characters of server response are used to compose the message.

- 4.2 **Default Response:** The Default Response is a response that is delivered to the sender's number on receiving the keyword instruction. You can set a default string as a response to a keyword. This response is only sent to NON NCPR numbers to comply with TRAI regulations.
- 5 Select the period during which you intend to keep the Keyword Group active (in mm/dd/yyyy format) This period can be a minimum of a month to a maximum of a year.

Note: The minimum bill cycle for a keyword group is one month. So, you cannot create a group for a period less than a month.

- 6 Enter the **Keyword** and select the **Phone Code**.
The Phone Code is a regular 10-digit number designated to receive the messages consisting of the keywords. To add a new phone code, send an e-mail to the SMS GupShup support team (enterprise-support@smsgupshup.com). Currently, the website does not allow you to add a phone code online.



To add more keywords, click the **Add More Keywords** link placed below the Keyword field section.

- 7 Click **Confirm** to confirm the creation of the Keyword Group and the keyword (s) or click **Cancel** to cancel the entire process.

When you confirm the creation of the Keyword Group and keywords in it, the Keyword Group is sent to the SMS GupShup team for approval. The approval process takes 1-2 working days.

Keyword vs. Keyword Group

A keyword is used to respond to collect a response to particular request placed by the sender. But to create a keyword, you must first create a keyword group and then create the associated keyword. A keyword group is used to organize all the keywords being used for a common purpose.

7.2 Editing a Keyword Group

To edit a Keyword Group:

- 1 Select **Keywords** from menu bar at top.
- 2 In the **Active Keyword Groups**, click the **Keyword Group** name you wish to edit.
- 3 To edit the details of the Keyword group, click **Edit Details**.

Keyword Group Details Edit Details

Edit Keyword Group Request

Keyword Group Name:

Response Type: ☐ Response URL
☒ Default Response
 (This text is sent to user whenever a keyword from this group gets a request)
Note: For each response sent, 1 credit will be deducted per SMS.
 This response will be sent only to NON NCPR numbers

Characters used: 0, left: 2000, SMS count: 0

Active From: Active To:

Keyword: Phone Code [Select](#) [\[X\]](#)

[Add More Keywords](#)

[Confirm](#) [Cancel](#)

Keyword approval takes 2-3 working days.
 Keyword costs, if applicable, will be as per your agreement with SMS GupShup.

- 4 Edit the details you wish to change in the Keyword Group request.
- 5 Click **Confirm** to confirm the changes or click **Cancel** to erase the changes.

Note: Editing a keyword property such as the keyword or phone code results in a Pending state for the particular keyword. You cannot use the keyword till the change is approved.

To change the duration of the activation period of the keyword group response:

- 1 Select **Keywords** from menu bar at top.
- 2 In the **Active Keyword Groups**, click the **Keyword Group** name you wish to edit.
- 3 In the **Keyword Group Responses** section, click the change link adjacent to the activation period displayed in the section.
- 4 Edit the activation period and click **Get** to confirm the change or click **Cancel** to the cancel the change.

Note: Editing the date results in a Pending state for the entire keyword group. You cannot use the keyword group till the change is approved.

You can also export the responses to the keywords for various time periods. To do so, click **Export All / Export Summary** at the bottom right corner of the Keywords and Response Details section. The responses are exported to Excel which is a downloadable file.

7.3 Deleting a Keyword Group

To delete a Keyword Group:

- 1 Select **Keywords** from menu bar at top.
- 2 Select the check box adjacent to the Keyword Group you want to delete and click **Delete**.

Active Keyword Groups					
					Create Keyword Group
Keyword Group	Incoming (Last 24 Hours)	Incoming (Last 7 Days)	Incoming (Till Date)	Active From (mm/dd/yyyy)	Active To (mm/dd/yyyy)
<input type="checkbox"/> blue (1)	0	0	0	8/23/2011	9/23/2011
Delete					

Keywords that will expire in 48 hours are marked in Red.

7.4 Approving a Keyword Group

The **Awaiting Approval** section lists the keyword groups that are awaiting approval from the SMS GupShup team.

7.5 Viewing Keyword Response

To view keyword response:

- 1 Select **Keywords** from menu bar at top.
- 2 Click the desired group name under Active Keyword groups
- 3 Click on the keyword name under Keyword Group Responses

Keyword Group Responses				
From: 3/10/2010 to 12/31/2012 change				
	Incoming (Last 24 Hours)	Incoming (Last 7 Days)	Incoming (Last 1 Month)	Incoming (Till Date)
Total Responses	0	0	3	24
▼ nk (ACTIVE)				
All	0	0	3	24
Mumbai	0	0	3	24
Phone Codes: [9220092200]				
Export as Microsoft Excel file				

7.6 Expired Keyword Groups

The **Expired Keyword Groups** section consists of the keyword groups the active duration of which has passed. You cannot view the details of expired campaigns.

Expired Keyword Groups		
Keyword Group	Total	Completed On
Testing KW	0	8/3/2010

8 Ads

Ads will only be sent to NON NCPR numbers.

SMS ad is a great way to reach your customers through the mobile medium. Your ads will be served to the millions of users on SMS GupShup. You can set up two types of SMS ads, viz. contextual and direct. Contextual ads get appended to GupShup messages. Direct ads go as separate messages. In both cases, your account mask is used.

8.1 Creating Ads

To create an ad:

1. Click on Create an Ad.
2. Enter the name of your ad.
3. Select the placement type.

Contextual	Direct
	
Contextual Ad is placed below a GupShup message as shown in the figure.	Direct Ad is sent as a separate message as shown in the figure.
Maximum 155 characters allowed.	Maximum 160 characters allowed.
Each Ad Impression will cost you 1.5 messages as credit.	Each Ad Impression will cost you 2.0 messages as credit.

4. Enter Ad text.

Basic Information

Ad Name*

Placement*
Contextual ▾ [\(What's this?\)](#)

Ad Text*

characters used: 0 left: 155 max allowed: 155
The above text will be displayed as ad content on GupShup SMS messages.

5. Specify your budget (in terms of messages). The number of impressions that you set determines the total cost of your ad campaign in terms of messages.

Ad Budget

Maximum No. of Ad Impressions

Each Ad Impression will cost you **1.5** messages as credit.
The total cost for the ad is **15000** messages and this will be debited from your account.

6. Select attributes, such as demographics and timestamp, for your ad. You can set required targeting by choosing appropriate locations and categories. You can specify the days of week when you want to send your ads and the duration of the ad campaign.

- a. Select the target location for your ad.

Location

You can target your ads to users located in the following circles

All | East | West | North | South | None

☒ Ahmedabad
☒ AP
☒ Assam
☒ Bangalore

☒ Delhi
☒ Gujarat
☒ Haryana
☒ HP

- b. Select the category of the ad.

Category

You Ad will be attached to messages to users subscribed to groups belonging to the following categories
Please note: If none of the options below are selected then your ad will be attached to any GupShup messages.

☐ Adult
☐ Alumni
☐ Apparel
☐ Associations
☐ Business

☐ Clubs_Nightlife
☐ Computers
☐ Culture_Society
☐ Education
☐ Entertainment

Note: If none of the options is selected then your ad will be attached to any GupShup messages.

- c. Select the time, start and end date, and delivery days to send out your ad.

Day of Week

You can target your ads to reach users during any or some of the following Days of the week

All | Weekday | Weekend | None

☒ Sunday
☒ Monday
☒ Tuesday
☒ Wednesday

☒ Thursday
☒ Friday
☒ Saturday

Dates

You can target your ads to users during preferred dates by specifying the following

Start Date: (mm/dd/yyyy)

End Date: (mm/dd/yyyy)

Hour of Day

7. Accept the SMS GupShup terms and conditions.

8. Click on the **Create Ad** button.
9. Your Ads Appear like this On Ads DashBoard.



The screenshot shows the 'Ad Dashboard' with a 'Create Ad' button in the top right. Below the button is a table with the following data:

Ad Name	Start Date	End Date	Max Ads	Cost	Delivery Progress	Status	Action
SmsGupshup Hello Welcome to the SmsGupShup	May 04, 2010	Jun 03, 2010	1000	1500	<div><div></div></div> 0 of 1000 messages	PENDING	

Click <http://enterprise.msgupshup.com/adDashboard> to know more about ads feature of SMS GupShup Enterprise or email us at enterprise-support@msgupshup.com

Note: It will take 1 working day for the ad to be approved.

8.2 Cancelling Ongoing Ads

To cancel/disable an ad:

1. Click **Ads** in the menu bar.
2. Under the **Ad Dashboard**, click on the red cross under **Action** for the ad you want to cancel/disable.
3. Any unused credits will be reccredited to your account.

8.3 Viewing the Reports

To view the reports for ad delivery:

1. Click **Ads** in the menu bar.
2. Click the name of the ad under the **Ad Dashboard**.

Ad Name	Start Date	End Date	Max Ads	Cost	Delivery Progress
Samir This is a Testing Ad	Dec 20, 2009	Jan 19, 2010	100	150	<div><div></div></div> 0 of 100 messages
TestAd1 Gupshup is having a large number of...	Dec 20, 2009	Jan 19, 2010	5	8	<div><div></div></div> 1 of 5 messages
TestDirectAd SMSGupshup is having great...	Dec 20, 2009	Jan 19, 2010	5	10	<div><div></div></div> 3 of 5 messages

3. Go to **Targeting Attributes** report
4. You can view these graphs
 - a. Location-wise (Pie chart)
 - b. Category-wise (Pie chart)
 - c. Date-wise (Line graph)

9 Settings

To access the **Settings** section:

- Select **Settings** from menu bar at top.

The **Settings** section enables you to perform the following tasks:

- View and edit your account details
- Change your password
- Perform more settings such as setting a callback URL and setting delivery hours

9.1 Account Settings

You can view and edit your account details in this section. This section lists your name, your mobile number, e-mail address, and so on. It also lists your other details such as the company name, the mailing address and so on.

Account Settings

Personal Details

Name*

NewWhite account

Company Name*

ds

Industry*

2 Real Estate

Mobile*

9212110651

PAN Number

Email*

admin@example.com

Mailing Address

Address*

1 Silver Metropolis

City*

Mumbai

State*

ANDAMAN_AND_NICOBAR

Pin Code*

110030

Additional Details

Phone No

(Landline No)

Fax No

Website

www.webaroo.in

[Edit](#)

To edit the details, click **Edit** at the top-right corner of the section. Change the details and click **Update**.

9.2 Recharging Your Pack

This is applicable only for prepaid accounts.

To recharge your account:

- 1 Click **Recharge** in the **Account Section** in the right panel.

Account Status

Account Type : Prepaid

Account : 2,79,985 messages

Balance

Pending : 0 messages

Approval

Expiry Date : Dec 09, 2011

Posting Hours : 9:00 to 21:00

Industry : 2 Real Estate

Recharge

- 2 You will be taken to a recharge plans page.

Recharge with current plan

Recharge with Current Plan: Ace Rainbow 3 Lakhs [view full details](#)

OR

Select a New Plan

Alert **Promo** **Power** **Ace** **Compare Packs**

Ace plans

Ace - Custom	Ace Rainbow 3 Lakhs	Ace 5 Lakhs	Ace 10 Lakhs	Ace 25 Lakhs	Samir0
Want a different number of messages	300000 Messages	500000 Messages	1000000 Messages	2500000 Messages	500000 Messages
Make your own plan	1.80 Paise/Message	2.71 Paise/Message	2.52 Paise/Message	2.30 Paise/Message	2.71 Paise/Message
Create plan	Rs. 6000	Rs. 15000	Rs. 27800	Rs. 63500	Rs. 15500
	90 Days validity	180 Days validity	365 Days validity	365 Days validity	180 Days validity
	Buy	Buy	Buy	Buy	Buy

*Total price includes 10.3% service tax

Why Ace Pack?

- Best option for bulk messaging
- Value pricing
- Send up to 1 lakh messages per day
- Re-credit if message not delivered within 2 hours

[Feature list and comparison](#)

- 3 To recharge with your current plan click **Recharge** or
- 4 Choose your desired pack and plan. Click on **Compare Packs** or **Feature list and comparison** to see and compare all packs
 - 4.1 You cannot choose a different pack if
 - 4.1.1 Your message balance is more than 1000 messages.
 - 4.1.2 You have scheduled messages to be sent
 - 4.1.3 You have recharge request /payment pending for a different pack

- 5 You can create your own custom plan with required number of messages.

Note: All SLAs of that pack will be valid for custom plan

- 6 Click **Buy**.

Payment: for (2000065245)

Selected : Ace Rainbow 3 Lakhs [Change](#)

No of Messages:	300000
Rate per Message:	1.8 Paise
Validity:	90 days
Messaging Price(A):	Rs 5,400
10.3% Service Tax(B):	Rs 600
Total Price(A+B)	Rs 6,000

Payment Options

Online Payment Mode

☐ Net Banking
☐ Credit Card

OR Offline Payment Mode

Please deposit the amount by **cash or cheque** at your local/nearest **ICICI Bank** branch, in favor of :

A/C Name : **Webaroo Technology India Pvt. Ltd.**
 A/C No. : 002005005028
 Branch : Galleria, Hiranandani Gardens, Powai, Mumbai - 400076

☐ Cheque
☐ Cash

Recharge

- 7 Select your mode of payment.

- 8 Fill in required details.

- 9 Click **Recharge**.

- 10 In case of offline payment, your messages will be credited to you account after payment is received.

Your request for account recharge has been sent

Account to be recharged	2000020097
Pack and Plan	Ace-Medium
Expiry Date	Sep 02, 2012
No. of Messages Purchased	100,000

Your messages will be credited to your account on payment realization. (This typically takes 3 working days)

Account Balance	100,234 messages
-----------------	------------------

Back to Home

- 11 In case of online payment, messages will be immediately credited to your account.

Your account has been recharged successfully

Account recharged	2000020097
Pack and Plan	Ace-Custom
Expiry Date	Sep 02, 2012
Messages Credited	600,000
Account Balance	100,234 messages

[Back to Home](#)

9.3 Viewing the Transaction History

This is applicable only for prepaid accounts.

You can view the list of the various packages purchased by you. The Transaction History section lists the following details:

- Date of the Purchase
- Pack Name
- Number of messages
- Price of the Pack (in Rupees)
- Payment Mode
- Through (mode through which you purchased this pack)
- Transaction ID Receipt

Transaction History						
Date of Purchase	Pack Name	No of Messages	Price (Rs)	Payment Mode	Through	Transaction ID Receipt
Sep 10, 2011	Ace Rainbow 3 Lakhs	300000	6000	CREDIT_CARD	SELF	193
Aug 30, 2011	Ace - Large	500000	20000	CASH	SUPPORT	

9.4 Changing Your Password

To change password of your account:

- 1 Select **Settings** from menu bar at top.

Change Password

You can change your password using the form below

Enter current password

Enter new password

Confirm password

[Submit](#)

- 2 In the **Change Password** section, enter your current password.
- 3 Enter new password and reenter to confirm it.
- 4 Click **Submit**.

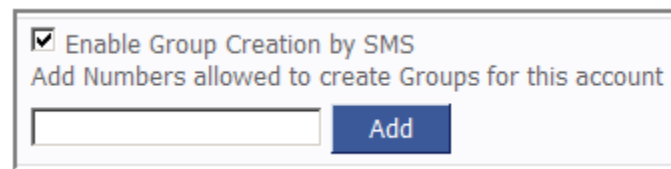
In case you have forgotten your password, send an e-mail to SMS GupShup at enterprise-support@smsgupshup.com mentioning your user ID and contact number. The support executive will call you and generate a new password after a simple verification process.

9.5 Advanced Account Settings

The Advanced Account Settings section has more advanced settings to enable you to operate the account effectively. This section consists of three parts:

- Mobile access for group creation
- Realtime Delivery URL
- Delivery hours

Mobile access for group creation: You can now create groups through the mobile phone. Add the mobile number on which you want provide this feature. You can add up to 7 different mobile numbers which will be able to create groups under your account. View <http://enterprise.smsgupshup.com/doc/SMSAccessAPI.pdf> to learn more about mobile access via SMS.



☒ Enable Group Creation by SMS
Add Numbers allowed to create Groups for this account

Identifier: Identifier acts as the first word of the SMS you send. So if you use a word associated with your company, the user will immediately know who sent the message from just by previewing it. This feature is especially useful when you have just a numeric mask.



Identifier
The text entered here will be used as the first word in your SMS
You can remove it manually if you want, before sending any SMS

Identity :
max 10 characters

Real-time Delivery URL: You can set a callback URL for each group and API to receive real time delivery reports.

If you set www.example.com/realtimereport/readurl as the callback URL, the format of the URL called by us is as follows:

<http://www.example.com/realtimereport/readurl?externalId=%0&deliveredTS=%1&status=%2&cause=%3&phoneNo=%4>.

The various parameters in the URL are explained as follows:

- **externalID:** Unique ID for each message.
- **deliveredTS:** Time of delivery of message as LONG number.
- **status:** Final status of the message, possible values are Success, Failure or Unknown.
- **phoneNo:** Phone number of the receiver.

Posting Hours: You can set the duration for which you would like the messages to be delivered. SMS GupShup will ensure that all the messages are sent to you or submitted by you during the time period specified by you.

Messages beyond the specified working hour will be differed based on the pack SLA.

To set up posting hours:

- 1 Select **Settings** from menu bar at top.
- 2 Set the Working Hours (in 24-hour system) and click **Save**.
- 3 By default the working hours are set as 09:00AM to 21:00PM. You can change the working hour as per your need but the posting hours need to be between 9:00 AM and 9:00 PM as per TRAI regulations.

Posting Hours:

We will send out messages from our system during posting hours set by you.

Please note that messages posted or scheduled outside posting hours will not be sent. The default time is 900 hrs to 2100 hrs.

Posting Hours : FROM 9 0 TO 21 0

For further assistance, questions and suggestions you can reach us via:

Email: enterprise-support@smsgupshup.com

Call: 022 42006799 (Monday to Friday, 8 AM to 9 PM; Saturday, Sunday & Holidays 10 AM to 6 PM) You are requested to keep your Enterprise ID and other Account details at hand for quick resolution of your problem.