User Manual
Customer Web Portal Module

[Automation Broadcasting Platform]

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1 Introduction

eblast is a a service that allows user to deliver large number of voice and text messages via service web portal. It is a cost-effective communication tool developed for call automation and dialing services. This document describes the user manual for operating the customer module of the eblast web portal. To access the eblast web portal, you need a computer with a web browser and network connection that is able to access the network. Minimum browser requirement is Microsoft Internet Explorer 9 or Google Chrome (latest) or Mozilla Firefox (latest). In your web browser address bar, type the following URL:

http://localhost/eblast/web/index.php

You will be prompted with the home page. Figure 1-1 illustrates the home page. Click on Login menu to login to your account. Figure 1-2 illustrates the login page.
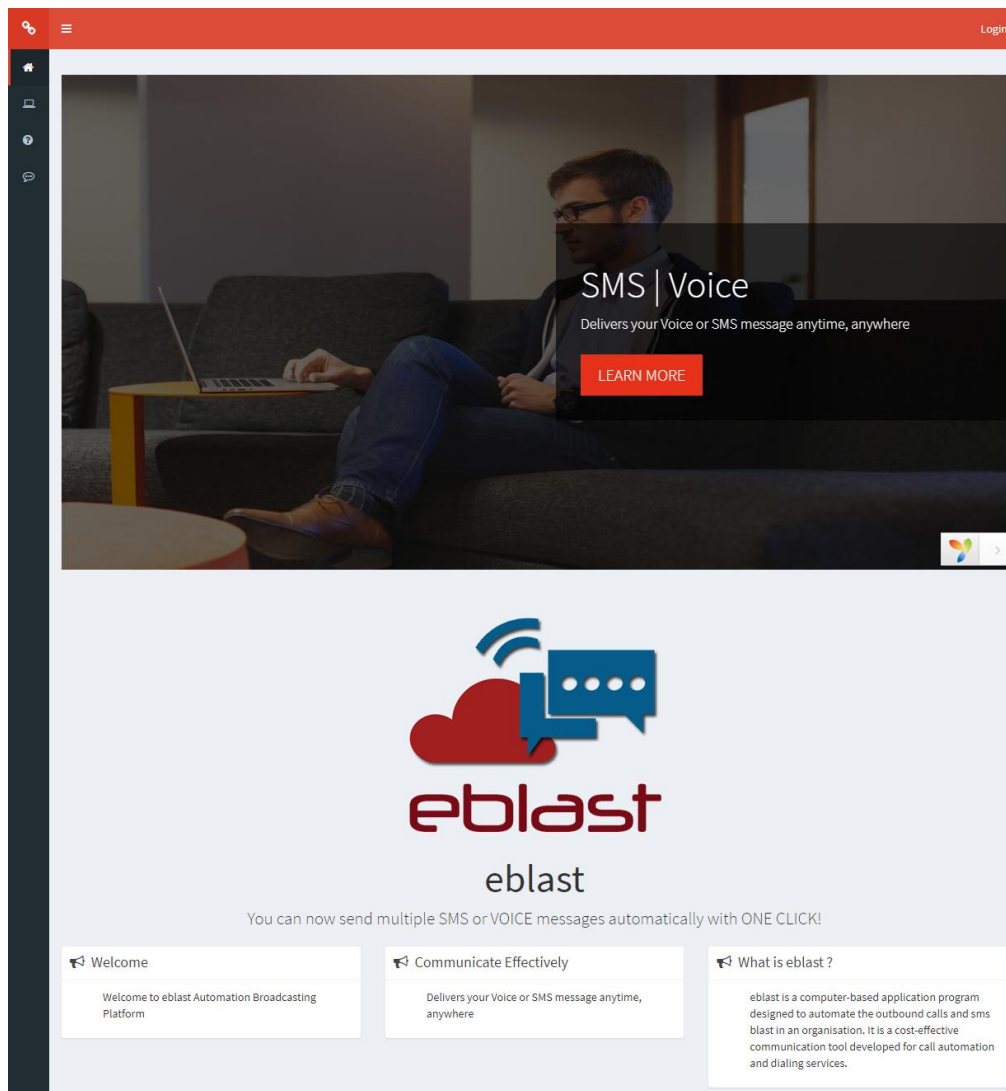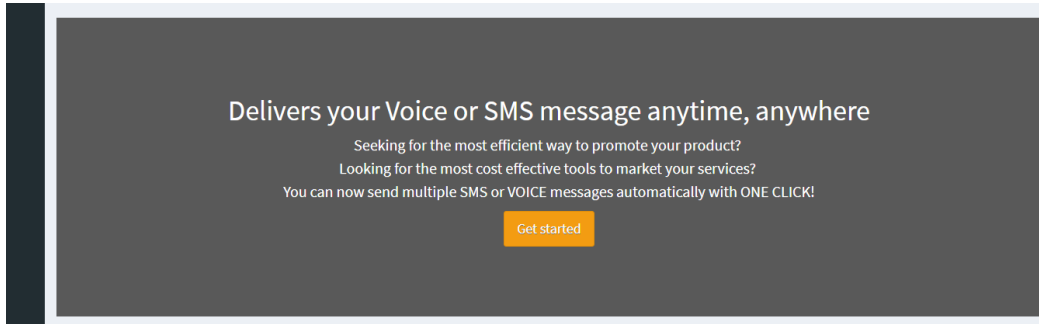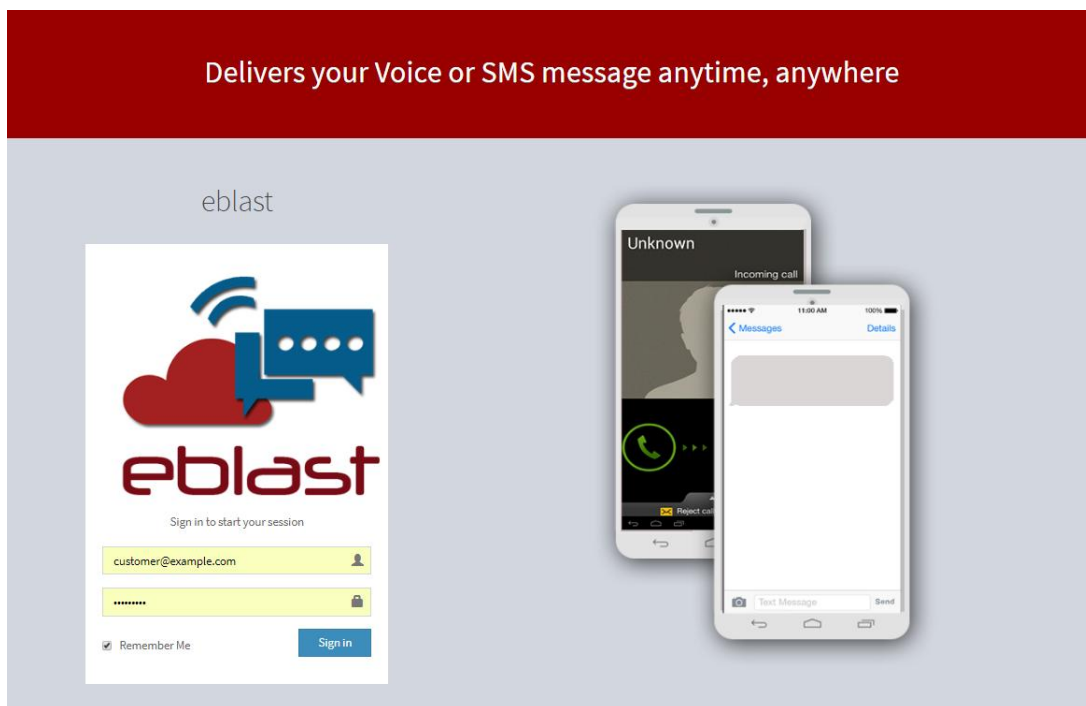
Figure 1-1 – Home page (continue)

Figure 1-2 – Login page

Enter your username and password and click on *Login*. Once your credentials are validated, you will see the next page, which is the main menu page with the menu bar located on the top of the page. Figure 1-3 illustrates the main menu page and Figure 1-4 illustrates the main menu page with side menu.

If you forgot your password, have it reset by your system administrator. You need to contact your system administrator for this.
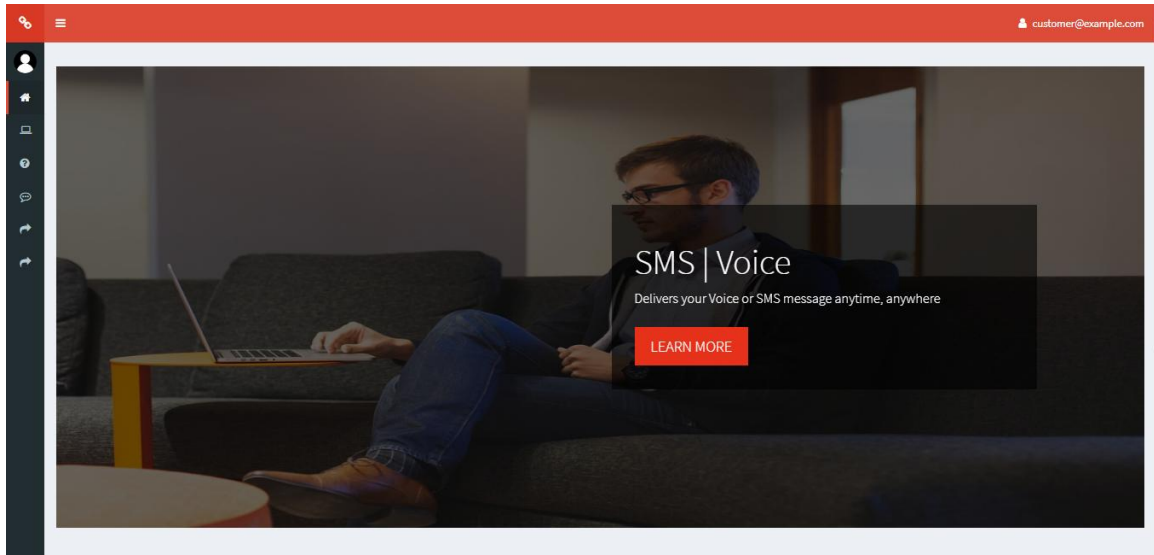
Figure 1-3 – Main menu page
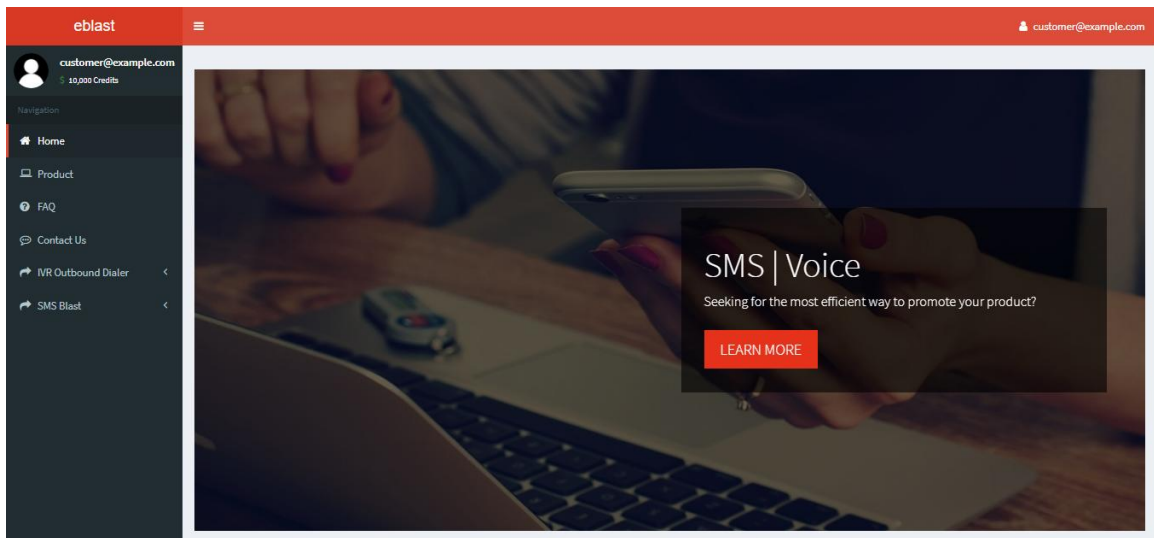
Figure 1-4 – Main menu page with side menu

The menu available in the main page varies depending on your group access. The menus available are as below.

- Home
- Product
- FAQ
- Contact Us
- IVR Outbound Dailer
  - Audio Management
  - IVR Call Flows
  - Campaign
  - Voice Rate Plan

- SMS Blast
  - SMS Template
  - SMS Blast
  - SMS Rate Plan

- Reports
  - Campaign Details
  - Campaign Summary
  - SMS Details
  - SMS Summary

- Change Password
- Sign out

2 Product

The *Product* page is the main page for the available product details. The information on this page is read-only and cannot be modified. In Addition, the information on this page also include our great features available. Figure 2-1 illustrates the *Product* page.

Figure 2-1 – Product Page

Figure 2-1 – Product Page (continue)

3 FAQ

The *FAQ* page is the frequently asked questions (FAQ) or Questions and Answers (Q&A), are listed questions and answers, all supposed to be commonly asked in some context, and pertaining to a particular topic. Figure 3-1 illustrates the *FAQ* page.
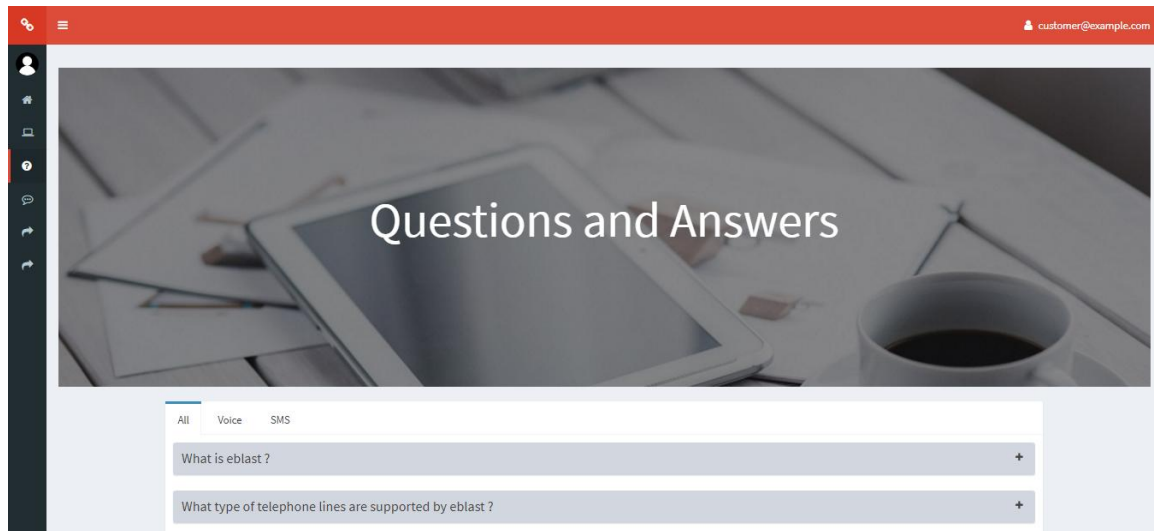
Figure 3-1 – FAQ Page

4 Contact Us

The *Contact Us* page is the page allows the visitors to contact the website owner or people who are responsible for the maintenance of the site. Figure 4-1 illustrates the *Contact Us* page.
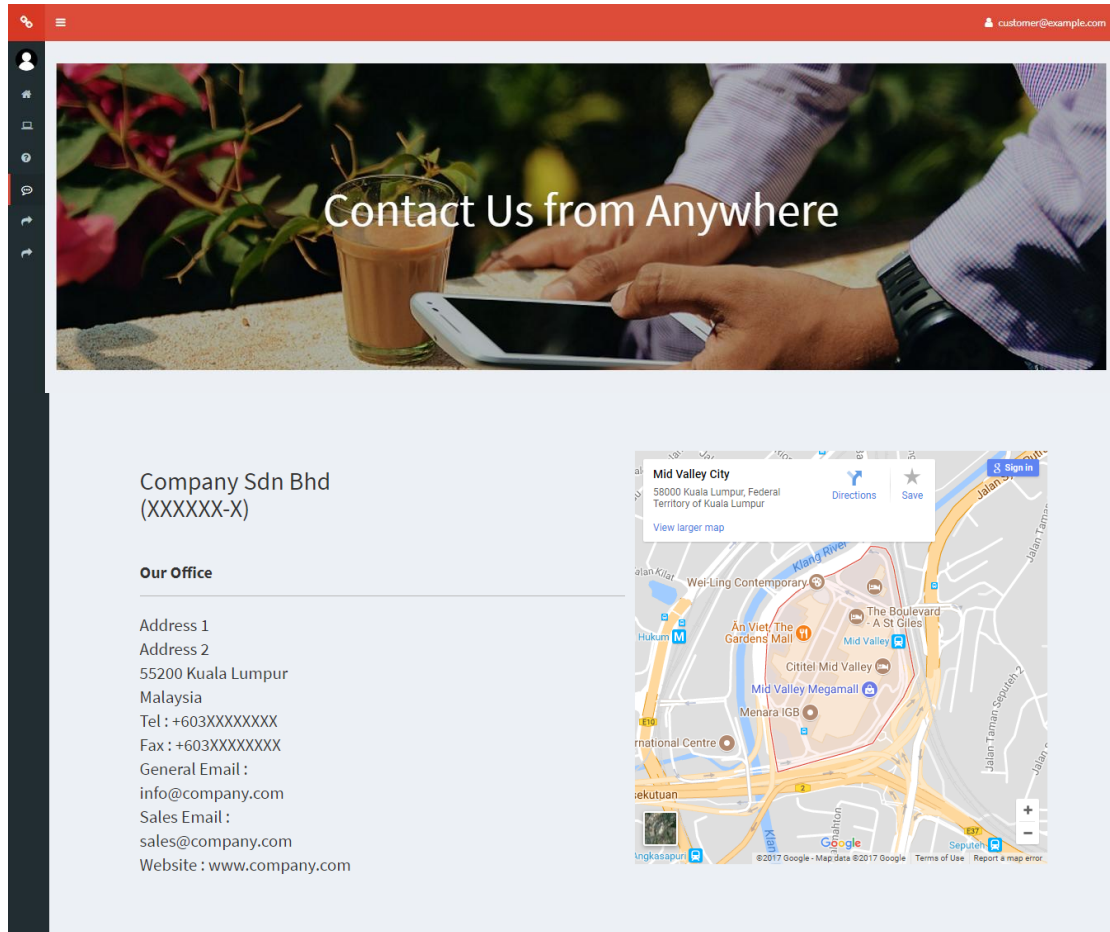
Figure 4-1 – Contact Us Page

5 IVR Outbound Dialer

System consists of 3 sub modules which are the *Audio Management, IVR Call Flows and Campaigns Code*.

5.1 Audio Management

Audio Management Module provides the interface for you to manage your IVR outbound dialer audio management. In this module, audio management can be uploaded, play, adjust volume and deleted. Audio Management should be uploaded by authorized eblast Customer only to avoid system misused. Each module has read and write access. Figure 5-1 illustrates *Audio Management* module and Table 5-1 describe column description for *Audio Management* module.
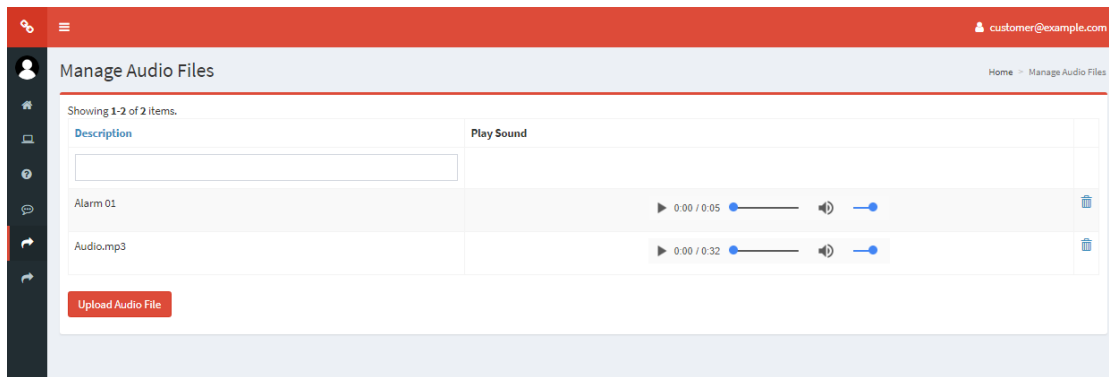
Figure 5-1 – Audio Management page

Column Name	Description
Description	The description of the corresponding audio.
Actions	Provide links to play, adjust volume and delete audio.

Table 5-1 – Audio Management module column description

5.1.1 Upload New Audio File

To upload a new audio file, click on the *Upload Audio File* button at the bottom of the *Manage Audio Files Module* main page. Select *Upload Sound File* option if you would like to upload a static sound file from your computer. Static sound file means the sound file is a pre-recorded sound file in the allowed format listed below. Selecting this option will require you to specify the file description and the file you wish to upload. The following file format is supported:

- WAV – Standard Windows Wave format
- WMA – Windows Media Audio format
- MP3 – MPEG-1 or MPEG-2 Audio Layer 3

You will be directed to the *Upload Audio File* page as illustrated in figure 5-2. Table 5-2 lists the field descriptions of this page.

You can browse for the file you wish to upload by clicking on the *Choose File* button. A dialog will popup prompting you to browse and select the file you wish to upload. Browse and select the desired file and click *Open*. Click *Save* to start uploading the file. Maximum file size allowed is 2MB. Upload time will depend on the file size and your connection speed. If there is any error, it will be displayed at the top of the page in red. Please correct any error indicated. If the upload is successful, you will be directed back to the *Audio Management* module page with the file you just uploaded displayed in the list of your sound files.

From here, the system will convert the sound file you uploaded to a standard format that is suitable to deliver via the telephone networks. This process will degrade the quality of the sound file because telephone network cannot deliver wideband audio. It only supports narrowband audio. This is why the sound file has to be converted to a lower grade encoding which in turns degrades the quality. To go back to Audio File module main page, click on the *Back* icon.
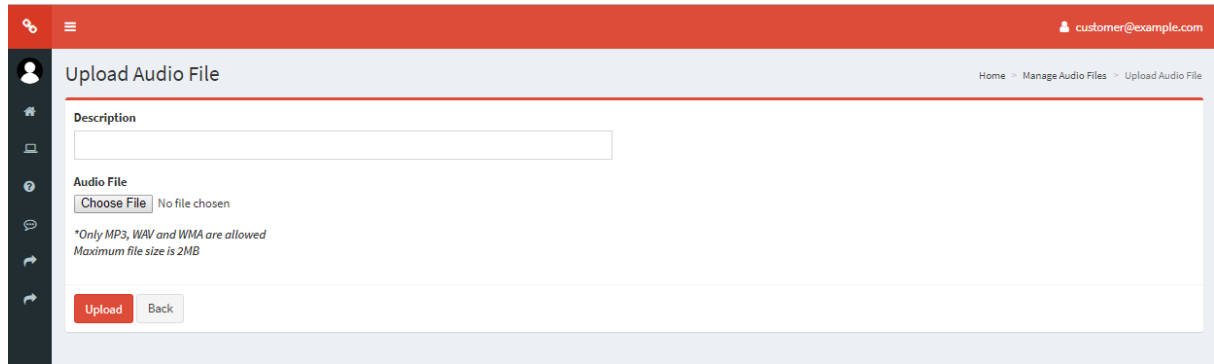
Figure 5-2 – Upload Audio File page

5.1.2 Play Sound File

If you wish to listen to your sound file, you can do so by clicking on the *Play* link on the first column in the *Audio Management* module page of the corresponding sound file. Figure 5-1 illustrates the *Audio Management* module page. When you click the *Play* link, the icon will change to square-shaped icon indicating that playing of the sound file is in progress. If you do not hear anything, please check your computer's speaker and volume. You can pause the playback of the sound file by clicking on the square-shaped icon. Table 5-2 lists the sound playback icon legends.

Icon	Legend
▶	The initial state. Click to start the playback of the sound file.
❙❙	Indicates that the playback is now in a paused state. Click again to resume playback.

Table 5-2 – Play sound icon legends

5.1.3 Adjust Volume Sound File

If you wish to adjust volume to your sound file or mute the sound file, you can do so by scrolling left to right the volume level on the volume link on the second column in the Audio Management module page of the corresponding sound file. Figure 5-1 illustrates the Audio Management module page. When you click the Volume link, the icon will change to mute volume icon indicating that playing of the sound file is in mute.

Icon	Legend
🔊	The initial state of the sound file.
🔇	Click to start the mute of the sound file.

Table 5-3 – Volume sound icon legends

5.1.4 Deleting a Sound File

To delete sound file, click on the *Delete* icon under the *Actions* column in the *Audio Management Module* main page. A dialog box wills pop-up to confirm your action. Click *OK* will delete the group; click *Cancel* will abort the process. Figure 5-4 illustrates the *Delete Audio Management Dialog Box*.
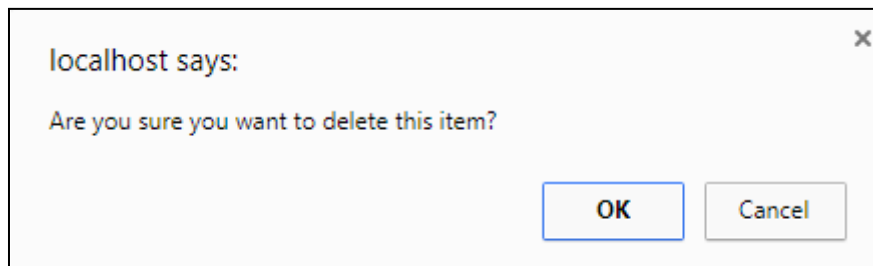
Figure 5-3 – Delete sound file dialog box

5.2 IVR Call Flows

Interactive Voice Response (IVR) Call Flow module provides you with the functionality to manage your IVR call flow designs. You can use this module to create your call flow if you wish to deliver calls to your audience in an interactive fashion. Before we proceed, let's take a closer look at IVR.

IVR enables you to interact with your broadcast audience by creating an IVR call flow utilizing several IVR call flow functions. This allows you to interact with your audience using DTMF key press on their phone keypad and decide how to react base on the input from your audience. Table 6-1 lists the available call flow functions that you can use in your IVR call flow.

| Functions	Description
Play File	This function plays a sound file to the audience. Select the file in the Sound Manager you wish to play
IVR Menu	This function offers an IVR menu to the audience. It will play the main menu prompt and then wait for user inputs. Required parameters: 1. Menu sound file. Also called the main menu prompt. 2. Key press options to enable. 3. Invalid-input sound file. Will be played when the user makes an invalid selection (options that are not enabled in item 2). This sound file must be selected. 4. Reached-maximum-attempt sound file. Will be played when the user has exhausted the maximum number of allowed input attempt. This sound file must be selected. 5. Input timeout. The maximum number of seconds to wait for use to make a selection after which if no selection is made, the system will play the Invalid-input sound file. Default preselected value is 10 seconds. 6. Max attempt. The maximum number of attempt to allow user to make a selection. If maximum number of attempt has been reached, the invalid-input sound file will be played. Default preselected value is 3. 7. Description. The unique description to identify this IVR menu.
Call External URL	This function will call an external URL. You can specify the URL to call. This is useful if you wish to integrate to 3rd party systems via HTTP call. For example, you can use this to update a remote database when a user selects a key press. There are 2 parameters you can use to inject dynamic information into the URL to be called using special tags:

- <MSISDN> - this tag will insert the phone number being called.
- <TIMESTAMP> - this tag will insert the timestamp when the URL is called in yyyymmddhhnnss format.

Example: If you set the URL to call as *http://ovms.etracker.cc/index.php?phone=<MSISDN>&time=<TIMESTAMP>* and the phone number being called is *60123456789* and the date and time is *2011-03-01 17:30:00*, the resulting URL that will be called during runtime is *http://ovms.etracker.cc/index.php?phone=60123456789&time=20110301173000*.

Call External Phone Number	This function will call an external phone number and bridge the audience and the party called. You must specify the phone number to call and a unique description for this action.
End Call	This function indicates that the call will be ended and there would be no more function to execute next for this call flow path.

Table 6-1 – IVR call flow functions

To access the *IVR Call Flow* module, click on the *IVR Call Flow* link on the menu bar. You will be directed to the *IVR Call Flow* page and you will see a list of all available IVR call flows you currently have in this page. Figure 6-1 illustrates the *IVR Call Flow* module page. The information displayed in this page is listed in table 6-2.
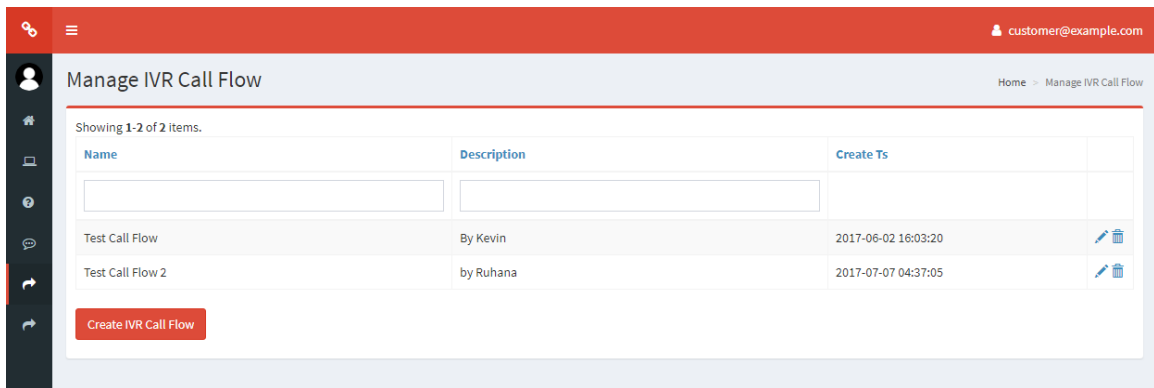
Figure 6-1 – IVR Call Flow page

Columns	Description
Name	The names of the IVR call flow.
Description	The description specified when the IVR call flow was created. Usually used to briefly describe the IVR call flow.
Create TS	The date and time stamp when the IVR call flow was created.
Action	Link to define update the IVR call flow and delete. Clicking on update link *Create New IVR Call Flow* page.

Table 6-2 – IVR Call Flow module page column descriptions

5.2.1 Create New IVR Call Flow

To create a new IVR call flow, click on the *Create IVR Call Flow* button at the bottom of the page. This will bring you to the *Create New IVR Flow* page. Specify the IVR call flow name and optionally, the description of the call flow.

If you wish to cancel, click on *Back to IVR Call Flow Manager* button and you will be redirected to the *IVR Call Flow* module page as illustrated in figure 6-1. Otherwise, click *Create* to create the new IVR call flow. If there are errors, it will be notified in red at the top of the page. Rectify the error and try again. If there are no errors, you will be redirected to the *IVR Call Flow* module page as illustrated in figure 6-1 with your newly created IVR call flow listed in that page.

5.2.2 Updating IVR Call Flow

To update an IVR call flow, click on the *Update IVR Call Flow* link at the last column in the *IVR Call Flow* module page as illustrated in figure 6-1. This will bring you to the *Update IVR Flow* page as illustrated in figure 6-2.
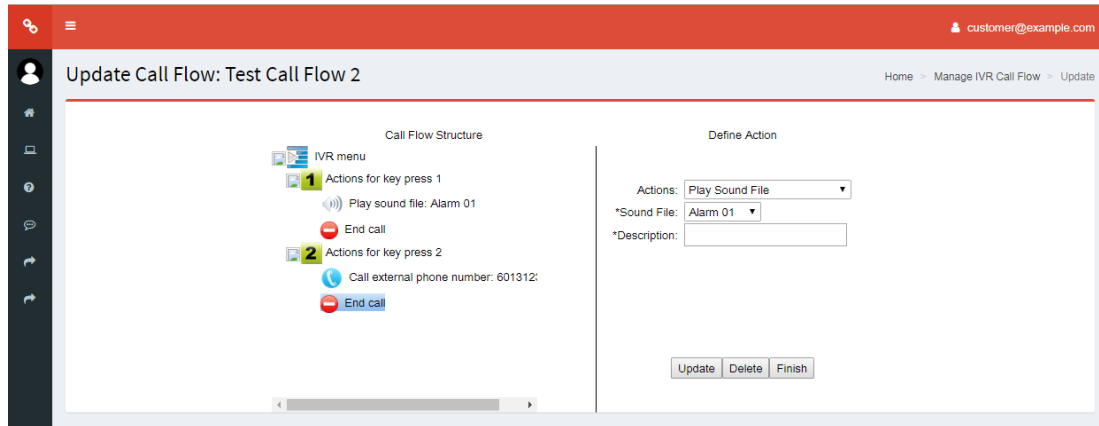
Figure 6-2 – Update IVR call flow page

Figure 6-2 illustrates the initial function you must select to be performed for the call flow. On the left panel is the current call flow structure tree. The right panel contains the action definition input controls. As you build you IVR call flow, the call flow structure tree will grow according to your IVR call flow. Use this call flow structure tree as a visual reference of the IVR call flow you are building. If you are editing or defining an empty IVR call flow, this page will be loaded with only a single undefined item in the call flow structure tree as illustrated in figure 6-2. Otherwise, the previously updated IVR call flow structure will be populated in the call flow structure tree. The call flow structure tree is represented using various visual icons for easy identification and to better aid you in building your IVR call flow.

There are some rules that you need to follow when defining your IVR call flow. The rules are listed below:

- The first action you define cannot be an *End Call* action.
- *End Call* action can only be defined at the end of a route. Replacing a defined action in between other actions with *End Call* action will result in the deletion of the remaining actions after the current position.
- All the routes defined in the IVR call flow must be finalized using an *End Call* action. If there are still undefined actions in 1 or more of the IVR call flow routes, you will not be able to save the IVR call flow. Undefined action refers to items or nodes in the IVR call flow that has not been defined with any of the available actions. Please refer to *IVR Call Flow Manager* section for list of available actions. The *Finish* button will be enabled only when you have defined a valid call flow structure and all routes have been defined properly and completely.
- All actions defined must be given a description. This is compulsory.
- Deleting any action in between other actions will move the remaining actions up.
- Deleting a defined action at the end of a route will automatically insert an undefined action at the same location. This undefined action has to be set to some action. If you wish to end the call at this point, define an *End Call* action at this point.
- Replacing a defined action which is not an *IVR Menu* with an *IVR Menu* will result in the deletion of the remaining actions after the current position if there are any.
- Deleting an *IVR Menu* action will also delete all of its key press branches and actions under them.
- Undefined action cannot be deleted. It has to be defined using the action definition input control on the right panel.
- When specifying an action, you must select the node or location on the call flow tree where you wish to define the action. To apply the action you have defined, you must click on the *Update* button. Otherwise, the action will not be applied to the selected location or node.
- Each action's description must be unique throughout the IVR call flow. Description given for IVR menu actions will be used when generating Menu Selection Report which will be useful in examining what your call recipients have selected.
- There is no option in the IVR menu action to return to previous IVR menu action or repeat the IVR menu main prompt.

If you wish to end the call at a specific call flow path, chose the *End Call* function. This will terminate the call. If you wish to finalize the call flow, click the *Finish* button. If there are errors, rectify the errors and try again. If there are no errors, your call flow design will be saved and you will be redirected to the *IVR Call Flow* module page as illustrated in figure 6-1.

5.2.3 Deleting IVR Call Flow

To delete IVR Call Flow, click on the *Delete* icon under the *Actions* column in the *IVR Call Flow Module* main page. A dialog box wills pop-up to confirm your action. Click *OK* will delete the IVR Call Flow; click *Cancel* will abort the process. Figure 6-3 illustrates the *Delete IVR Call Flow Dialog Box*.
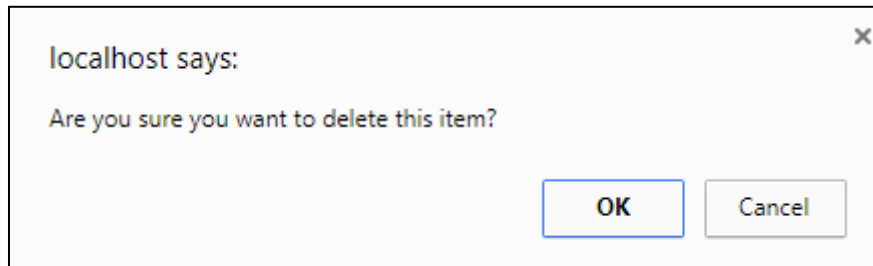

Figure 6-3 – Delete IVR Call Flow dialog box

5.3 Campaigns

Campaign module provides you with the functionality to manage your voice broadcast campaigns. This is where you can create, edit, delete and view your campaign attributes so how. It also enables you to start making voice delivery. This module provides the following functionality:

- View existing campaigns
- Create new campaigns
- Update existing campaign attributes
- View existing campaign attributes
- Delete existing campaign

To access the *Campaign* module, click on the *Campaign* link on the side menu bar. You will be directed to the *Campaign* page and you will see a list of all available campaigns you currently have in this page. Figure 7-1 illustrates the Campaign module page. The information displayed in this page is listed in table 7-1.
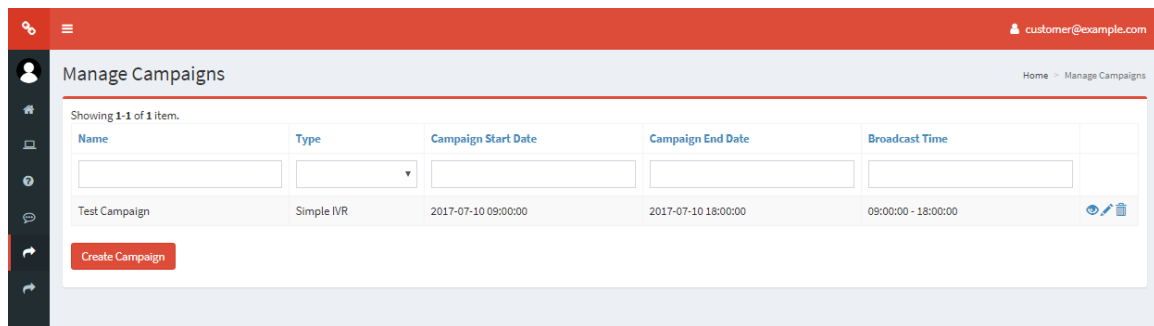

Figure 7-1 – Campaign module page

Columns	Description
Name	The unique name for the campaign you specified when creating the campaign.
Type	Indicates the campaign type. There are 2 types: • Simple broadcast – A straight forward simple voice delivery campaign which does not involve any IVR call flow. This type of voice delivery only calls the audience and play up to three sound files. No user interaction is involved. • IVR broadcast – An IVR-based voice delivery campaign that uses IVR call flow. This type of delivery calls the audience and handles the calls using the specified IVR call flow. Used when you need to interact with the audience. Refer to section 4 on how to create IVR call flow. You need an existing IVR call flow in order to use this option.
Campaign Start Date	The date and time stamp when the campaign was started.
Campaign End Date	The date and time stamp when the campaign was ended.
Broadcast Time	The time stamp when the campaign was started.
Actions	Provide links to view, update and delete campaign.

Table 7-1 – Campaign module page column descriptions

5.3.1 Creating New Campaign

To create a new campaign, click on the *Create Campaign* button at the top of the page. This will bring you to the *Create New Campaign* page. Fill up the campaign attribute fields accordingly. Figure 7-2 illustrates the *Create New Campaign* page. Table 7-2 lists the attributes and their descriptions.

Figure 7-2 – Create new campaign page

Attributes	Description
Name	The unique name for the campaign. Alphanumeric and spaces are allowed.
Type	The campaign type. Refer table 5-1 for available campaign types and its description. Depending on what is selected for this field, the Content Details section will display different input fields based on what is selected here. If Simple Broadcast is selected, the Content Details field will display 3 input fields for sound file to play. If IVR Broadcast is selected, the Content Details field will display the list of IVR call flow to use for processing call requests made under this campaign.
Max Try	The number of attempts to reach the audience if the previous call failed. For example, if this field is set to 2, the system will attempt to call again if the first attempt failed.
Try Interval	Minimum duration/interval, in minutes, between each call attempt if the *Max Attempt* field is more than 1. Please note that the subsequent call attempt may not be attempted immediately after the *Attempt Interval* duration has elapsed since the first attempt. The reason is the system gives priority to request that has never been attempted yet for all users. If all requests have been attempted at least once, then the system will process request for the second attempt and so on. The minimum value is 20 minutes, maximum value is 720 minutes.
Campaign Start Date	The date to start the campaign. This field can be used to pre-schedule a campaign in advance.
Campaign End Date	The date to end the campaign. This field can be used to pre-schedule a campaign in advance.
Start Time	The time to start the campaign. This field can be used to pre-schedule a campaign in advance.
End Time	The time to end the campaign. This field can be used to pre-schedule a campaign in advance.
Broadcast Start Time	Start time broadcast for campaign.
Broadcast End Time	End time broadcast for campaign.
Phone Number	The phone number of the call recipient. These are the phone numbers you specified previously when you made the request.
Upload CSV	Specify phone numbers using a Comma Separated Values (CSV) file. Each phone number must be separated with a comma.

Validation (optional)	Please tick box to ignore checking invalid numbers

Table 7-2 – Campaign module page attribute descriptions

5.3.2 Viewing a Campaign

To view a campaign's details, click on the *View* link of the corresponding campaign you wish to view. This will bring you to the *Campaign Details* page. The *Campaign Details* page is illustrated in figure 7-3. The description of each field can be found in table 7-2. Clicking on the *Back to Campaign* button will redirect you back to the *Campaign* module page again as illustrated in figure 7-1. If you wish to edit the campaign, click on the *Update* link and you will be redirected to the View *Campaign* page as illustrated in figure 7-3.

Figure 7-3 – View campaign details page

5.3.3 Updating a Campaign

To edit a campaign's attributes, click on the *Update* link of the corresponding campaign you wish to edit. This will bring you to the *Update Campaign* page. The *Update Campaign* page is illustrated in figure 7-4. The description of each field can be found in table 7-2. Click *Update* to save your changes. If there are any errors, the line will be displayed in red. Please correct any error indicated. If the updating is successful, you will be directed back to the *Campaign* module page. Clicking on the *Back to Campaign* button will redirect you back to the *Campaign Manager* module page again as illustrated in figure 7-1 without saving the changes.

Figure 7-4 – Update campaign page

5.3.4 Deleting a Campaign

To delete Campaign, click on the *Delete* icon under the *Actions* column in the Campaign *Module* main page. A dialog box wills pop-up to confirm your action. Click *OK* will delete the Campaign; click *Cancel* will abort the process. Figure 7 -5 illustrates the *Delete Campaign Dialog Box*.
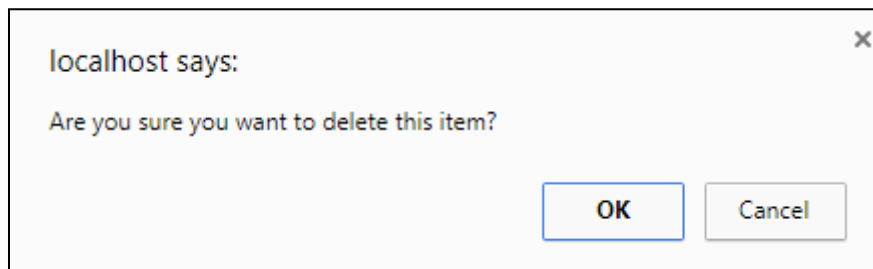
Figure 7 -5 – Delete Campaign dialog box

5.4 Voice Rate Plan

Voice Rate Plans Module provides the interface for you to the system-wide rate plan which is used by the system in order to determine and calculate call charges for each call made by customers according to the destination country of the call. You can view the entire rate plan used by your account in this module. List Rate's Module provides the interface for you to view your rate plan under Voice Rate Plan module.

To access the Voice Rate Plans module, click on the *Voice Rate Plans* link on the side menu bar under the *IVR Outbound Dialer* menu. Figure 8-1 illustrates the *Voice Rate Plans Module* page. Table 8-1 lists the columns available on this page and their descriptions.

Figure 8-1 – *View List of Rate Plan Module* page

Column Name	Description
Country Code	The Country Code. For reference purpose only.
Area Code	Area Code for this rate. Maximum length is 16 characters. Compulsory.
Label	The Country Name and area name/postfix of the code & rate. For reference purposes. Maximum length is 64 characters. Compulsory.
First Block	First block duration, in seconds, for this destination. First block is the initial duration of a call that will be charged. Duration lesser than this value will still be charged for this duration. Minimum value is 1 second. Compulsory.
Subs Block	Subsequent block duration, in seconds, for this destination. Subsequent block is used to calculate the number of remaining blocks after subtracting the initial first block out, rounded up to the nearest block. Minimum value is 1 second. Compulsory.
First Rate	First block rate charge (per minute) for calls to this destination. Compulsory.
Subs Rate	Subsequent block rate charge (per minute) for calls to this destination. Compulsory.

Table 8-1 – *View List of Rate Plan Module* column description

6 SMS Blast

SMS Blast consists of 2 sub modules which are the *SMS Template and SMS Blast*.

6.1 SMS Template

SMS Template Module provides the interface for you to manage your SMS Template profile. In this module, SMS Template can be created, edited and deleted. SMS Template should be created by authorized eblast Customer only to avoid system misused. Each module has read and write access. Figure 9-1 illustrates *SMS Template* module and Table 9-1 describe column description for *SMS Template* module.
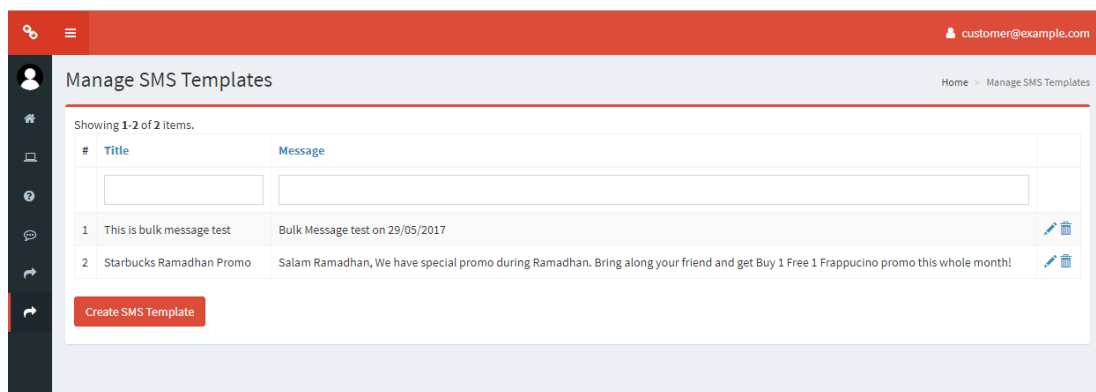
Figure 9-1 – SMS Template page

Column Name	Description
Title	The title of the SMS Templates
Message	The message content of the SMS Template for the receiver
Actions	Provide links to update and delete sms template.

Table 9-1 – SMS Template module column description

6.1.1 Creating New SMS Template

To create a new SMS Template, click on the *Create SMS Template* button at the bottom of the *Manage* SMS Template *Module* main page. You will be directed to the *Create SMS Template* page as illustrated in figure 9-2. Table 9-2 lists the field descriptions of this page.

Specify all the required information in the form and click *Create* button to create the SMS Template. If there are any errors, the line will be displayed in red. If the SMS Template is successfully created, it will be listed in the main page. To go back to SMS Template module main page, click on the *Back* icon.

Figure 9-2 – Create SMS Template page

Field Name	Description
Title	The title of the SMS Templates
Message	The message content of the SMS Template for the receiver

Table 9-2 – Create SMS Template module field description

6.1.2 Updating a SMS Template

To update SMS Template, click on the *Update* icon under the *Actions* column in the SMS Template *Module* main page. You will be directed to the *Update* SMS Template page. You can update all information in this page. For detailed information on the fields descriptions, please refer to table 9-2. To save any edited information, click *Update* . Figure 9-3 illustrates the *Update SMS Template* page.
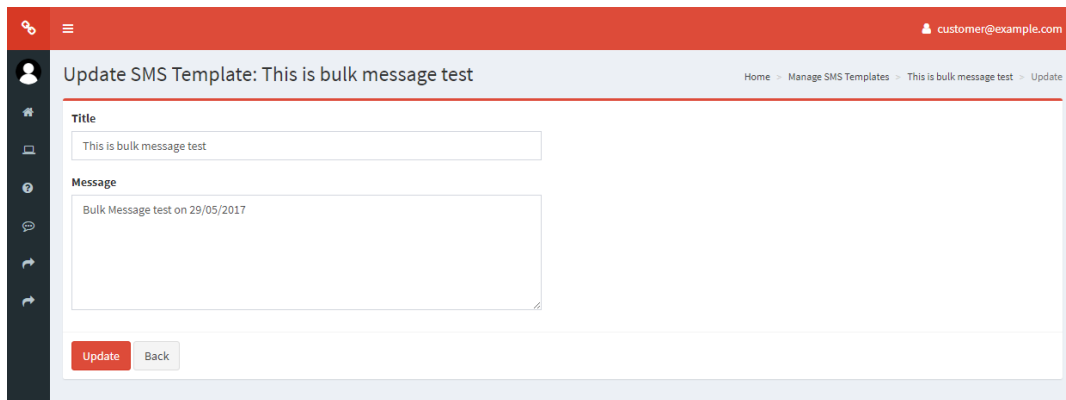

Figure 9-3 – Update SMS Template page

6.1.3 Deleting a SMS Template

To delete SMS Template, click on the *Delete* icon under the *Actions* column in the SMS Template *Module* main page. A dialog box wills pop-up to confirm your action. Click *OK* will delete the SMS Template; click *Cancel* will abort the process. Figure 9-4 illustrates the *Delete SMS Template Dialog Box*.
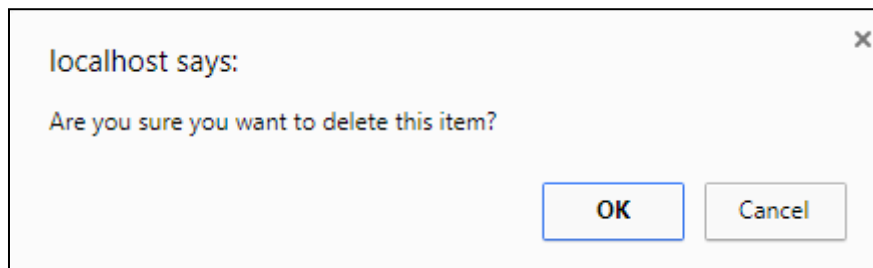

Figure 9-4 – Delete SMS Template dialog box

6.2 SMS Blast

SMS Blast Module provides the interface for you to manage your SMS Blast profile. In this module, SMS Blast can be created and viewed. SMS Blast should be created by authorized eblast Customer only to avoid system misused. Each module has read and write access. Figure 10-1 illustrates *SMS Blast* module and Table 10-1 describe column description for *SMS Blast* module.
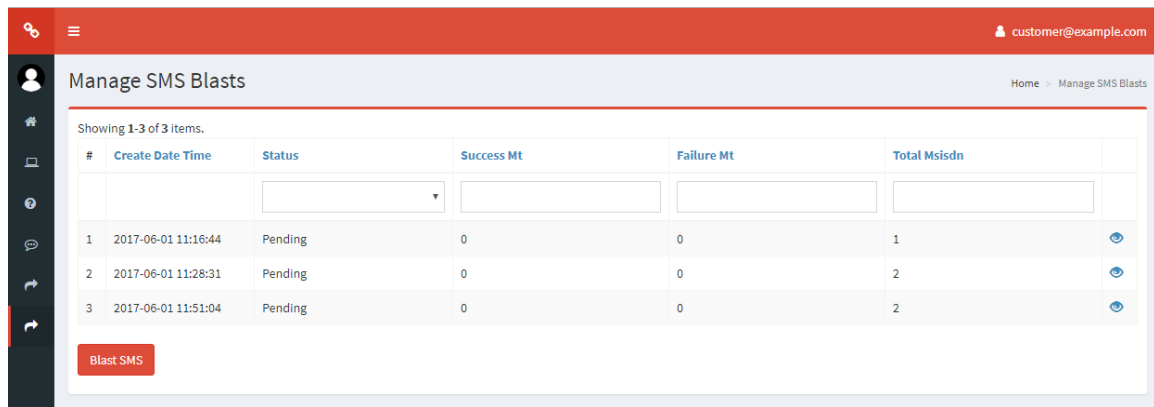

Figure 10-1 – SMS Blast page

Column Name	Description
Create Date Time	Date and time when the user was created.
Status	The status of the sms blast either pending, processing, done with success, done with error or processing msisdn.
Success Mt	Successful Status of outbound sms
Failure Mt	Failure Status of outbound sms
Total Msisdn	Total of number used to identify a mobile phone number internationally.

Table 10-1 – SMS Blast module column description

6.2.1 Creating New SMS Blast

To create a new SMS Blast, click on the *Blast SMS* button at the bottom of the *Manage* SMS Blasts *Module* main page. You will be directed to the *Create SMS Blast* page as illustrated in figure 10-2. Table 10-2 lists the field descriptions of this page.

Specify all the required information in the form and click *Create* button to create the SMS Template. If there are any errors, the line will be displayed in red. If the SMS Blast is successfully created, it will be listed in the main page. To go back to SMS Blast module main page, click on the *Back* icon.

Figure 10-2 – Create SMS Blast page

Field Name	Description
Immediate	Selection for immediate sms blast to recipient's number
Scheduler	Selection for scheduler sms blast to recipient's number. Allow to set date and time.
SMS Type	Selection to blast sms using same messages to all recipients or send different messages to individual recipient number.
Message	SMS message below 151 characters for ASCII or 55 characters for Unicode is equals to 1 SMS credit
Template	SMS Template selection.
Phone Numbers	Maximum no of recipient phone number is 150. Please include country code and area code and separate multiple phone numbers by comma. E.g : 60123456789, 60198765432
Upload Phone Numbers	Specify phone numbers using a Comma Separated Values (CSV) file. Each phone number must be separated with a comma. *Only CSV file are allowed. Maximum file size is 2MB
Validation (Optional)	Please tick box to ignore checking invalid numbers

Table 10-2 – Create SMS Blast module field description

6.2.2 Viewing a SMS Blast

To view a SMS Template, click on the *View* link under the *Actions* column in the *SMS Template Module* main page. You will be directed to the *View User* page. All information on this page is read-only and cannot be modified. For detailed information on the fields descriptions, please refer to table 10-2. Figure 10-3 illustrates the *View SMS Template* page.

Figure 10-3 – View SMS Blast page

6.3 SMS Rate Plan

SMS Rate Plans Module provides the interface for you to the system-wide rate plan which is used by the system in order to determine and calculate call charges for each call made by customers according to the destination country of the messages. You can view the entire rate plan used by your account in this module. List Rate's Module provides the interface for you to view your rate plan under SMS Rate Plan module.

To access the SMS Rate Plans module, click on the *SMS Rate Plans* link on the side menu bar under the *SMS Blast* menu. Figure 11-1 illustrates the *SMS Rate Plans Module* page. Table 11-1 lists the columns available on this page and their descriptions.

Figure 11-1 – *View List of Rate Plan Module* page

Column Name	Description
Mode	The mode of the sms rate plan Short Code, Long Code or International.
Country Code	The Country Code. For reference purpose only.
Country Name	Area Code for this rate. Maximum length is 16 characters. Compulsory.
Credit per SMS	Charge deduction of credit per sms.
Effective Date	The date and time when this rate plan becomes effective. Compulsory.
Remark	The remarks of the corresponding rate plan.
Actions	Provide links to update and delete rate plan.

Table 11-1 – *View List Rate Plan Module* column description

7 Reporting

There are 3 types of reports available for your use:

- Campaign Details Report
- Campaign Summary Report
- SMS Details Report
- SMS Summary Report

7.1 Campaign Details Report

Campaign Details Report provides you with information regarding a campaign. To access this report, click on *Reports* link on the side menu bar and click on the *Campaign Details* link. You will be directed to the *Campaign Details Report* page as illustrated in figure 12-1.
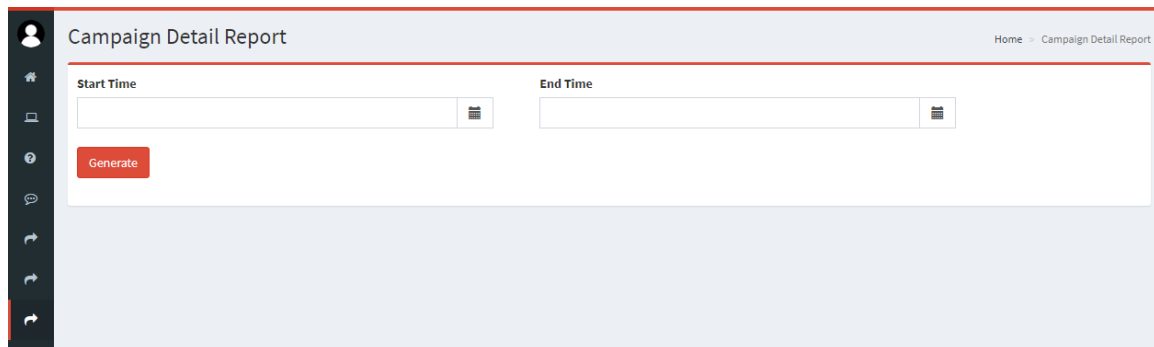

Figure 12-1 – *Campaign Details Report* page

Specify the start and end date and you wish to generate the report for and click on *Generate* button to generate report. You may select a date range of up to 1 year from current date. If there are no records found for the campaign you have selected, *No record found* message will be displayed. If there are records found, you will see the results displayed as in figure 12-2. Table 12-1 lists the description of each column in this report. You can also download the report if you wish to *HTML, CSV, Text, Excel 95+ or Excel 20007+* format.
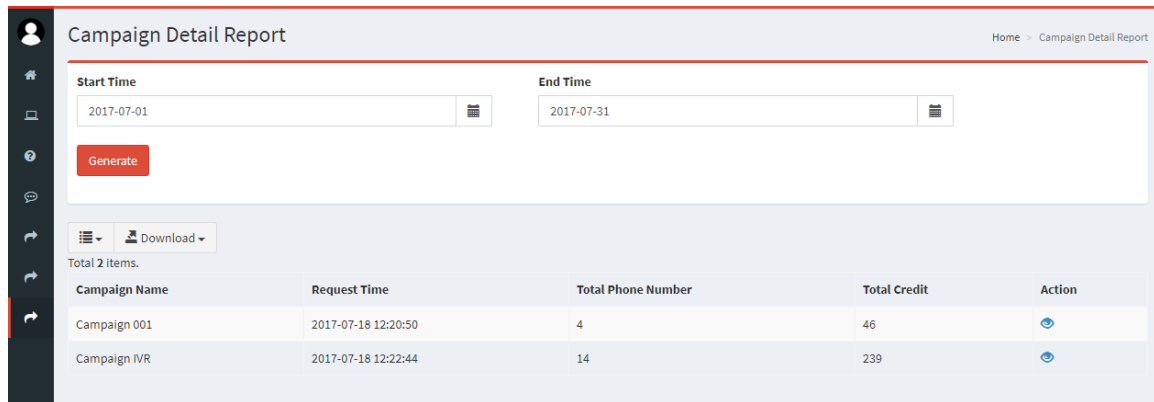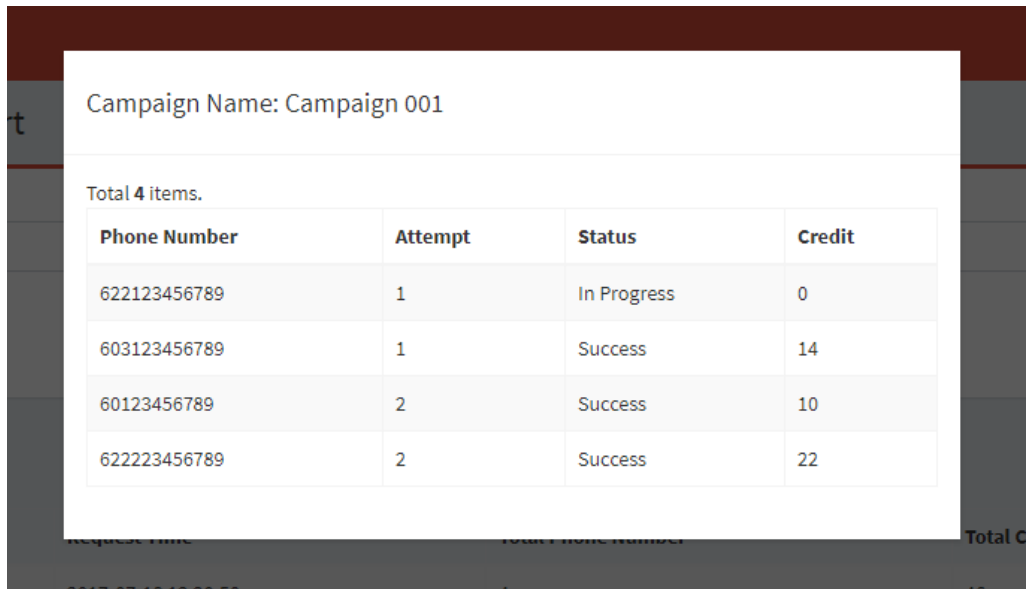
Figure 12-2 – *Campaign Details Report* result page

Columns	Description
Campaign Name	The full name of the corresponding campaign. For reference purposes.
Request Time	The date and time stamp when the delivery request was made. Format is yyyy-mm-dd hh:mm:ss.
Total Phone Number	Number of phone numbers specified when this request was made.
Total Credit	The total amount of credits used for this request summing up credits used for delivery to each mobile number.
Action	Provides link that will open a popup window for you to view detailed information of this request. Each phone number status and other information will be displayed in the popup window.

Table 12-1 – Campaign Details Report column descriptions

7.1.1 View Campaign Details Report

To view the detailed campaign report, click on the *View* link on the *Action* column. A popup window will appear showing the detailed information of the request you selected including individual phone numbers and their statuses. Figure 12-3 illustrates the *Campaign Details Report* view page. Table 12-2 lists the column descriptions of the *Campaign Details Report* page.

Figure 12-3 – Campaign *Details Report* View page

Columns	Description
Phone Number	The phone number of the call recipient. These are the phone numbers you specified previously when you made the request.
Attempt	The current number of calls that has been attempted on the corresponding phone number.
Status	The delivery status to the corresponding phone number. The possible status are: • Pending – the request has not been completed yet. • In Progress – the request has been in progress broadcasting. • Retry - the request has been retry attempt when the 1st attempt broadcasting failed. • Success – the request has been completed successfully. • Failed – the request was not successful for any other reason other than listed above. • Free – the others request not includes above.

| Credits | The credits used for the corresponding mobile number. |

Table 12-2 – Campaign Details Report View column descriptions

7.2 Campaign Summary Report

Campaign Summary Report provides you with information regarding a campaign summary. To access this report, click on *Reports* link on the side menu bar and click on the *Campaign Summary* link. You will be directed to the *Campaign Summary Report* page as illustrated in figure 13-1.
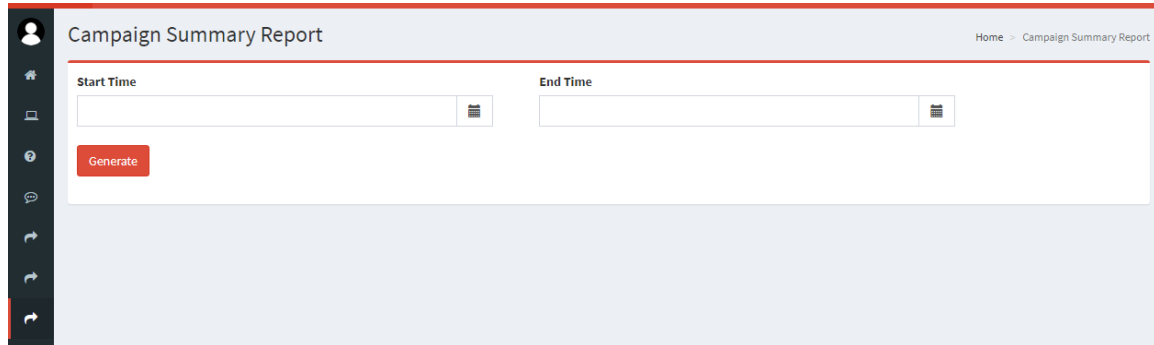
Figure 13-1 – *Campaign Summary Report* page

Specify the start and end date you wish to generate the report for and click on *Generate* button to generate report. You may select a date range of up to 1 year from current date. If there are records found, you will see the results displayed as in figure 13-2. Table 13-1 lists the description of each column in this report. You can also download the report if you wish to *HTML, CSV, Text, Excel 95+ or Excel 20007+* format.
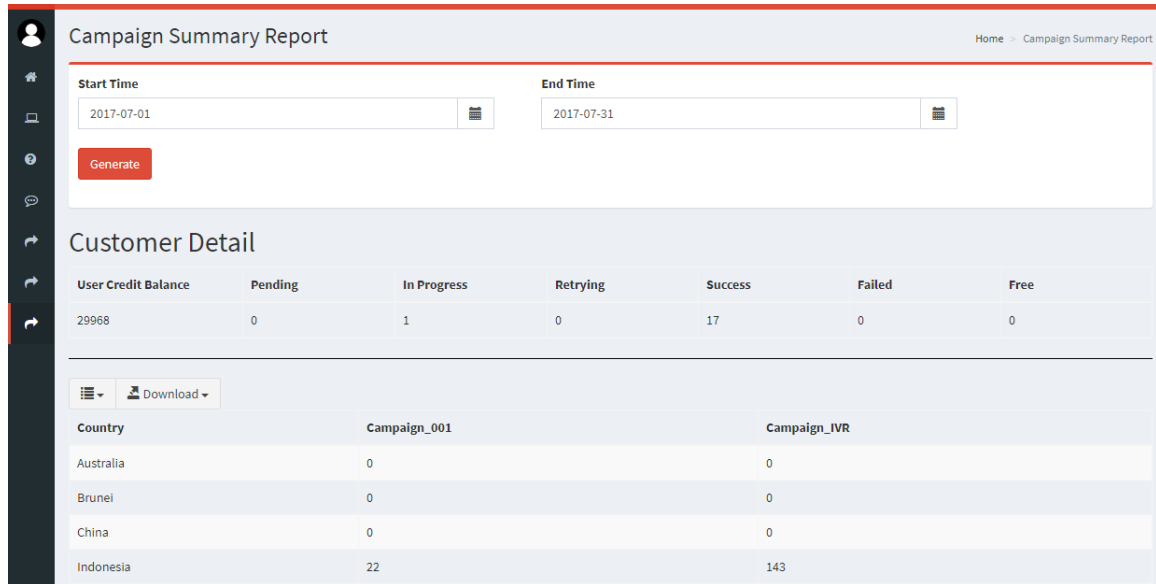
Figure 13-2 – *Campaign Summary Report* result page

Columns	Description
User Credit Balance	The balance credits used for the corresponding mobile number.
Pending	The delivery status request has not been completed yet.
In Progress	The delivery status has been in progress broadcasting.
Retry	The delivery status has been retry attempt when the 1st attempt broadcasting failed.
Success	The delivery status has been completed successfully.
Failed	The delivery status was not successful for any other reason other than listed above.
Free	The delivery status others request not includes above.

Table 13-1 – Campaign Summary Report column descriptions

7.3 SMS Details Report

SMS Details Report provides you with information regarding a sms details. To access this report, click on *Reports* link on the side menu bar and click on the *SMS Details* link. You will be directed to the *SMS Details Report* page as illustrated in figure 14-1.
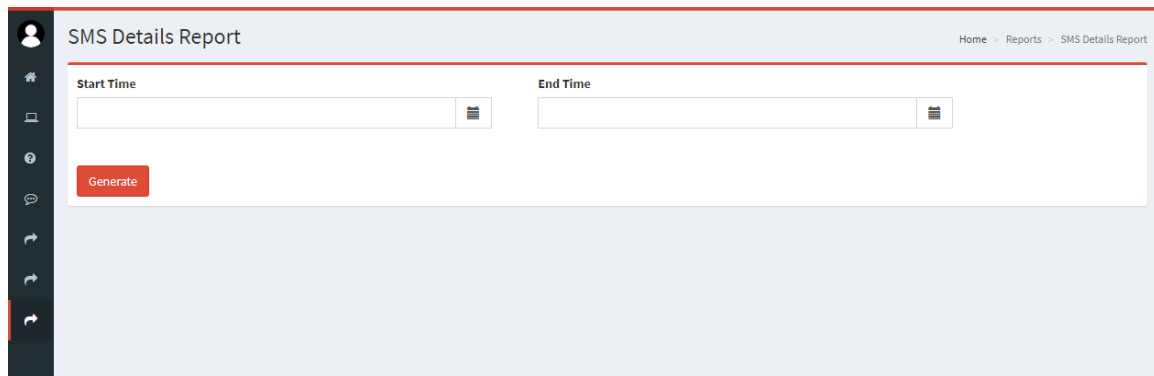

Figure 14-1 – *SMS Details Report* page

Specify the start and end date you wish to generate the report for and click on *Generate* button to generate report. You may select a date range of up to 1 year from current date. If there are records found, you will see the results displayed as in figure 14-2. Table 14-1 lists the description of each column in this report. You can also download the report if you wish to *HTML, CSV, Text, Excel 95+ or Excel 20007+* format.

Figure 14-2 – *SMS Details Report* result page

Columns	Description
Tenant Name	The full name of the corresponding tenant. For reference purposes.
Customer Name	The full name of the corresponding customer. For reference purposes.
Language	Sending SMS text messages relevant character sets/encoding to consider when using APIs or web service: ASCII or Unicode.
Request Type	Sending SMS request type : Single , API, CSV or CSV with message template
Request Date/Time	The date and time stamp when the delivery request was made. Format is yyyy-mm-dd hh:mm:ss.
Status	The delivery status to the corresponding phone number. The possible status are: • Pending - the request has not been completed yet. • Processing - the request has been in progress message broadcasting. • Done with Success - the request has been completed successfully. • Done but Account Not Active - the request has been completed successfully

	but the account not active.
	• Done with Error - the request was not successful for any other reason other than listed above.
	• Processing MSISDN - the request has been in progress convert to MSISDN format.
Total Success	Total of numbers for the request has been completed successfully.
Total Failed	Total of numbers for the request was not successful for any other reason.
Total Phone No	Number of phone numbers specified when this request was made.
Customer Credit	The total amount of credits used for this request summing up credits used for delivery to each mobile number.
Action	Provides link that will open a popup window for you to view detailed information of this request. Each phone number status and other information will be displayed in the popup window.

Table 14-1 – SMS Details Report column descriptions

7.4 SMS Summary Report

SMS Summary Report provides you with information regarding a sms details. To access this report, click on *Reports* link on the side menu bar and click on the *SMS Summary* link. You will be directed to the *SMS Summary Report* page as illustrated in figure 15-1.
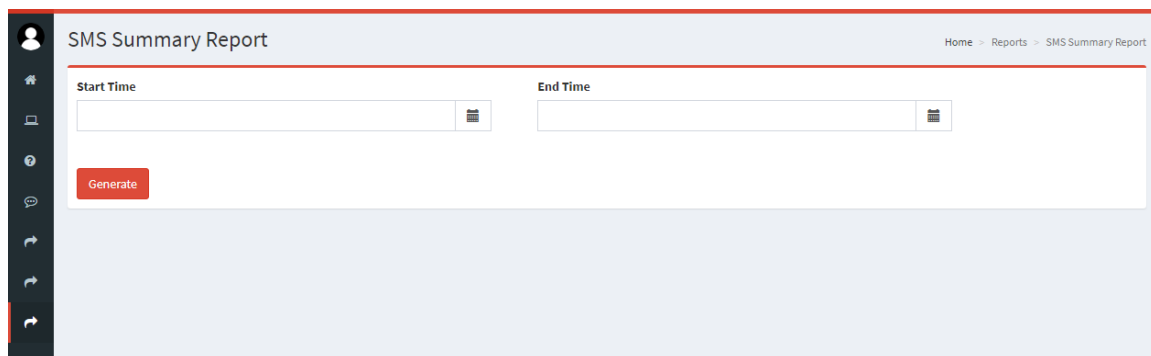

Figure 15-1 – *SMS Summary Report* page

Specify the start and end date you wish to generate the report for and click on *Generate* button to generate report. You may select a date range of up to 1 year from current date. If there are records found, you will see the results displayed as in figure 15-2. Table 15-1 lists the description of each column in this report. You can also download the report if you wish to *HTML, CSV, Text, Excel 95+ or Excel 20007+* format.

Figure 15-2 – *SMS Summary Report* result page

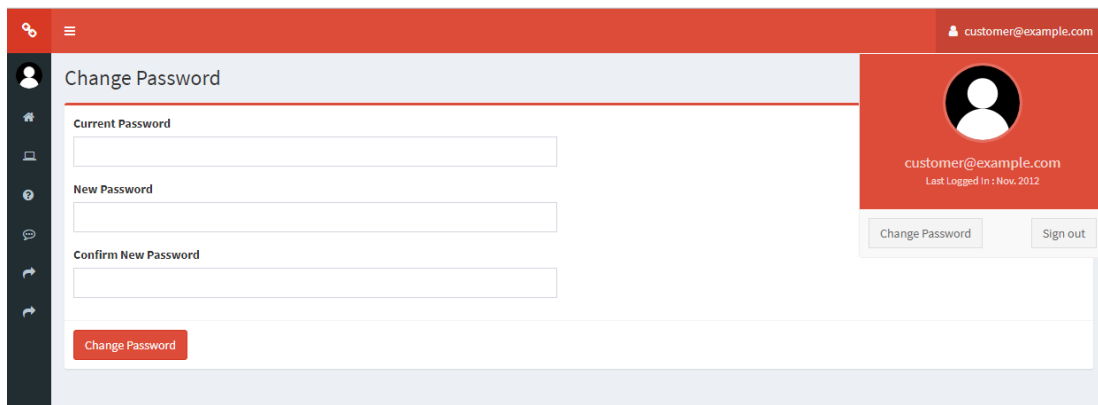| Columns	Description
Tenant	The full name of the corresponding tenant. For reference purposes.
Customer	The full name of the corresponding customer. For reference purposes.

Language	Sending SMS text messages relevant character sets/encoding to consider when using APIs or web service: ASCII or Unicode.
Type	Sending SMS request type : Single , API, CSV or CSV with message template
Request Date Time	The date and time stamp when the delivery request was made. Format is yyyy-mm-dd hh:mm:ss.
Status	The delivery status to the corresponding phone number. The possible status are: • Pending - the request has not been completed yet. • Processing - the request has been in progress message broadcasting. • Done with Success - the request has been completed successfully. • Done but Account Not Active - the request has been completed successfully but the account not active. • Done with Error - the request was not successful for any other reason other than listed above. • Processing MSISDN - the request has been in progress convert to MSISDN format.
Success Mt	Success send SMS outbound or SMS delivery.
Failure Mt	Failed send SMS outbound or SMS delivery.
Total Msisdn	Numbers used for identifying a mobile subscriber.

Table 15-1 – SMS Summary Report column descriptions

8 Change Password

If you wish to change your own password, click on the *"username"* link at the top right of the page then will appear small window on that section , then click *Change Password* button on bottom pop out window. You will be directed to the change password page as illustrated in figure 16-1. Provide your current password, your new password and confirm your new password. Password must be between 8 and 15 characters long. Click on *Change Password* button to change your password. The next time you login, use your new password.

Figure 16-1 – *Change Password* page

9 Sign Out

To sign out from the eblast web portal, , click on the *"username"* link at the top right of the page then will appear small window on that section , then click *Sign Out* button on bottom pop out window. Once logged out, you will be redirected to eblast web portal home page again as illustrated in figure 1-1. It is always a good practice to always logout once you have finished using the eblast web portal for security reasons and safety.