

[Title of Article]

[Type the abstract of the document here. The abstract is typically a short summary of the contents of the document. Type the abstract of the document here. The abstract is typically a short summary of the contents of the document.]

[Type the company name]

[Type the company
address]

[Type the phone number]

[Type the fax number]

SMS User Panel Documentation

This document provides a complete and detailed explanation of each module, screen, and feature available in the SMS User Panel. All screenshots have been included with detailed descriptions to help users understand functionality clearly.

Dashboard

The Dashboard provides a complete overview of your SMS account activity, performance, and usage.

TOP SUMMARY WIDGETS

- SMS Count Today – Shows the number of SMS requests submitted today.
- SMS Count This Week – Displays SMS traffic for the current week.
- SMS Count This Month – Shows monthly SMS usage.
- Available Credits – Displays available SMS credits for sending messages.

USER PROFILE MENU

- View Profile – Opens user information such as name, username, and contact.
- Exit App – Logs the user out of the SMS system securely.

PERFORMANCE METRICS

- Submitted to Telco – Percentage of SMS successfully pushed to telecom operator.
- Platform Rejection – SMS rejected due to issues like invalid numbers, templates, DLT mismatch, etc.
- DN Success – Successfully delivered SMS to mobile handset.
- DN Failed – SMS delivery failed due to handset unreachable, switched off, incorrect number, etc.

OVERVIEW GRAPH

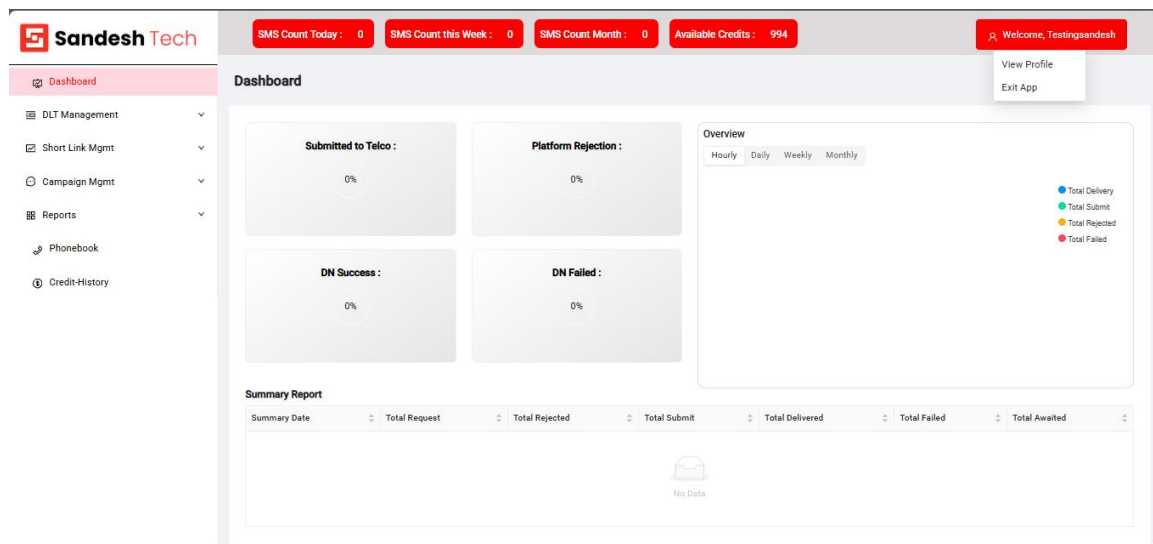
- Hourly View – Displays SMS delivery and submission hourly.
- Daily, Weekly, Monthly Views – Shows filtered SMS performance.
- Legend: Total Delivery, Total Submit, Total Rejected, Total Failed.

SUMMARY REPORT TABLE

The dashboard includes a summary table with:

- Total Requests – Count of all SMS requests.
- Total Rejected – Campaign or SMS rejected at API or platform.
- Total Submitted – Messages submitted to operators.
- Total Delivered – Successfully delivered SMS.
- Total Failed – Failed delivery attempts.

- Total Awaited – Pending delivery status.



DLT Management – Sender ID

This section allows users to add new sender IDs or manage existing ones.

FIELDS EXPLAINED

- Sender ID Type – Select Promotional or Others depending on type of communication.
- New / Existing Entity ID – Enter the DLT registered Entity ID.
- Header ID – Enter the DLT-approved Header (Sender Name).
- New Sender ID – Add a new sender ID to your SMS account.
- Table View – Lists all mapped sender IDs with Active/Inactive status, Entity ID, Header ID, and Type.

SMS Count Today : 0

SMS Count this Week : 0

SMS Count Month : 0

Available Credits : 994

Welcome, Testingsandesh

Dashboard

DLT Management

Sender ID / Header ID

Content Template ID

Short Link Mgmt

Campaign Mgmt

Reports

Phonebook

Credit History

Add/View Sender ID

Sender ID Type:

Promotional Others

New / Existing Entity ID:

Enter Entity ID

Header ID:

Enter Header ID

New Sender ID:

Enter Sender ID

Submit

Sender ID	Active	Default	Entity Id	Header Id	Sender Id Type
BNMPPC	Y	N	1201159161739399991		OTHERS
CLAMPR	Y	N	1101443020000087019		OTHERS
MPPCBN	Y	N	1201159161739399991		OTHERS

1 / 10 / page

DLT Management – Content Template

This section is used to create or upload DLT-approved content templates.

FIELDS EXPLAINED

- Template Type – Choose Transactional, Promotional, or Service.
- Select Sender ID – Select the appropriate sender ID.
- Entity ID – Enter your DLT Entity ID.
- Content Template Name – Name of the message template.
- Content Description – Brief explanation of template usage.
- Operator Template ID – ID provided by the operator.
- Message Text – Enter DLT-approved message text.
- Insert Variable – Add variables such as {#var#} for dynamic content.

SMS Count Today : 0

SMS Count this Week : 0

SMS Count Month : 0

Available Credits : 994

Welcome, Testingsandesh

Dashboard

DLT Management

Sender ID / Header ID

Content Template ID

Short Link Mgmt

Campaign Mgmt

Reports

Phonebook

Credit History

Content Template Management

Add

Upload

View

Add Content Template

Content Template Type:

Transactional Promotional Service

Select Sender ID:

Select Sender Id

Entity ID:

Entity ID

Content Template Name:

Content Template Name

Content Template Description:

Content Template Description

Operator Template ID:

Operator Template

Message Text:

Message Text

Insert Variable

Short Link – Create Short URL

Used to create short URLs for SMS campaigns.

FIELDS EXPLAINED

- Name – Title for your short URL.
- Active – Enable or disable the URL.
- Dynamic – If enabled, each recipient receives a unique URL.
- Select Domain – Choose domain for short link.
- Long URL – Destination URL.
- Callback URL – Webhook URL to capture click information.
- Sample URL – Demonstrates how the short URL works with parameters.

The screenshot shows a web application interface for creating a short URL. On the left is a sidebar menu with options: Dashboard, DLT Management, Short Link Mgmt, New Short Link (highlighted), Domain Manager, Campaign Mgmt, Reports, Phonebook, and Credit-History. The main content area is titled 'New Short Url' and contains a 'Create Short URL' form. The form has a 'View-Url-Link' button on the left. The form fields are: Name (text input), Is Active (radio buttons for Yes and No), Is Dynamic (radio buttons for Yes and No, with a note 'If is dynamic is selected different short url will be sent on each number'), Select Domain (dropdown menu), Long URL (text input with a dropdown menu), and Callback URL (text input with a dropdown menu). Below the form, a sample URL is shown: 'Sample URL : google.com?mobile=%MOBILE%&camp=%CAMPAIGN_NAME%&rectime=%RECTIME%&circle=%CIRCLE%&operators=%OPERATOR%'. At the bottom of the form are 'Submit' and 'Clear' buttons.

Short Link – Domain Manager

Manage custom domains for short URL usage.

- Title – Name for reference.
- Domain Name – Enter domain without http/https.
- Approval Status – Shows domain approval for short link usage.
- List Table – Displays all existing domains along with created date and approval status.

Dashboard
DLT Management
Short Link Mgmt
New Short Link
Domain Manager
Campaign Mgmt
Reports
Phonebook
Credit-History

Domain Manager

Title

Description

Domain Name

Submit

Clear

To reduce message length enter the domain name without http/https

Title	Domain Name	Created Date	Is Approved
Sandesh	1sx.in	2025-06-04 13:10:03.0	No
Sandeshtech	s.1sx.in	2025-06-05 10:13:02.0	Yes

1
10 / page

Campaign – Quick Campaign

Quick Campaign allows sending SMS to few numbers instantly.

FEATURES

- Campaign Name – Auto-generated or custom campaign name.
- Mobile Numbers – Enter one or multiple numbers.
- Message Type – Transactional / Promotional / Service.
- Sender ID – Select valid sender ID.
- Template Name – Choose DLT-approved template.
- Encoding – Plain / Unicode / Flash.
- Message Text – Write SMS content (must follow DLT template).
- Short URL – Enable if you want to insert short link.
- Entity ID & Template ID – Used for DLT compliance.

DLT Management
Short Link Mgmt
Campaign Mgmt
Quick Campaign
Upload Campaign
Dynamic Campaign
Group Campaign
Scheduled Campaign
Reports
Phonebook
Credit-History

Quick Message

Campaign Name:

Testingrandesh-campaign-18112025-1217

Mobile Number(s):

Mobile Number

Message Type:

Transactional Promotional Service

Sender ID:

Select Sender ID

Content Template Name:

Select Template

Message Encoding:

Plain Text Unicode Flash Flash Unicode

Message Part:

Singlepart Multipart

Message Text:

Message Text

0 characters (0 SMS Credit)

Is ShortUrl Selected:

☐ Yes
☒ No

Entity ID:

Entity ID

Operator Template ID:

Operator Template ID

Submit

Clear

Campaign – Upload Campaign

Upload Campaign is used for bulk messaging.

FEATURES

- File Type – txt, xls, xlsx, csv, zip supported.
- Select File – Upload file containing numbers.
- Message Type – Select category of SMS.
- Message Encoding – Choose appropriate type.
- Multipart – Enable for long SMS.
- Schedule Message – Send immediately or schedule.

The screenshot shows the 'Bulk Message' interface. On the left is a sidebar menu with options: Short Link Mgmt, Campaign Mgmt, Quick Campaign, Upload Campaign (highlighted), Dynamic Campaign, Group Campaign, Scheduled Campaign, Reports, Phonebook, and Credit History. The main form area is titled 'Bulk Message' and contains the following fields and options:

- Campaign Name:** Text input field with the value 'Testingsandesh-campaign-18112025-1218'.
- File Type:** Radio buttons for txt (selected), xls, xlsx, csv, and zip.
- Select File:** A 'Select File' button and an 'Upload' button. Below them is a note: 'If Mobile Numbers (Note: .ini, .xls, .xlsx, .csv, .zip are the allowed file types)'.
- Message Type:** Three tabs: Transactional (selected), Promotional, and Service.
- Sender ID:** A dropdown menu labeled 'Select Sender Id'.
- Content Template Name:** A dropdown menu labeled 'Select Template'.
- Message Encoding:** Four tabs: Plain Text (selected), Unicode, Flash, and Flash Unicode.
- Message Part:** Two tabs: Singlepart (selected) and Multipart.
- Message Text:** A large text area for the message content. Below it, a character count shows '0 characters | 0 SMS Credits' and a note: 'Note: unicode will be replaced by actual unicode up to 6 chars'.
- Is ShortUrl Selected:** Radio buttons for Yes and No (selected).
- Entity ID:** A text input field.
- Operator Template Id:** A text input field.
- Schedule Message:** Radio buttons for Yes and No (selected).
- Buttons:** 'Submit' and 'Clear' buttons at the bottom.

Campaign – Group Campaign

Group Campaign is used to send SMS to stored contact groups.

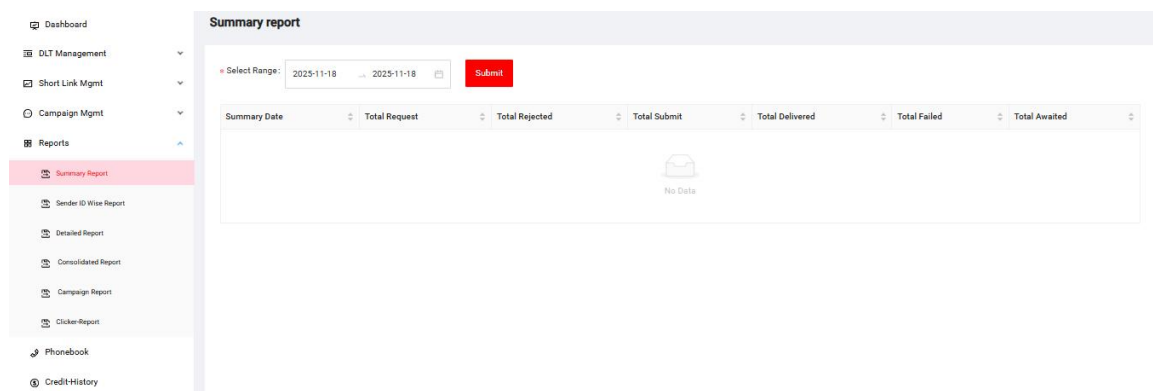
FEATURES

- Select Group – Choose group from phonebook.
- Message Type – Select campaign category.
- Template Selection – Choose valid template.
- Schedule Message – Schedule at desired time.

Reports – Summary Reports

Displays complete statistical summary of SMS performance.

- Summary Date
- Total Requests
- Total Rejected
- Total Submitted
- Total Delivered
- Total Failed
- Total Awaited



Reports – Sender ID Wise

This report shows sender ID wise SMS usage for selected date range.

- Summary Date
- Sender ID
- Total Request
- Total Rejected
- Total Submit
- Total Delivered
- Total Failed
- Total Awaited

Useful for:

- Tracking sender ID performance
- Identifying traffic patterns
- Monitoring template usage

Dashboard

DLT Management

Short Link Mgmt

Campaign Mgmt

Reports

Summary Report

Sender ID Wise Report

Detailed Report

Consolidated Report

Campaign Report

Clicker-Report

Phonebook

Credit-History

Sender ID report

Select Range: 2025-11-18 2025-11-18

Submit

Summary Date	Sender ID	Total Request	Total Rejected	Total Submit	Total Delivered	Total Failed	Total Awaited
No Data							

Reports – Detailed Report

This detailed report provides message-level logs including:

- Receive Date
- Sender ID
- Message ID
- Campaign
- Mobile Number
- Delivery Status
- Error Code

Dashboard

DLT Management

Short Link Mgmt

Campaign Mgmt

Reports

Summary Report

Sender ID Wise Report

Detailed Report

Consolidated Report

Campaign Report

Clicker-Report

Phonebook

Credit-History

Detailed report

Select Range: 2025-11-18 2025-11-18

Mobile Number: +91 Search Mobile Number

Sender ID: SearchSender ID

Message ID: Search Message Id

Template ID: Search Template Id

Submit

Receive Date	Sender ID	Message ID	campaign Name	Mobile Number	Sent Date	Delivery Status	Error Code	Delivery Date Time
No Data								

Previous

Next

Reports – Consolidated Report

Download a consolidated compressed report containing all delivery logs.

Includes:

- Date range
- Campaign name
- Status (Ready/Processing)
- Download link

Download report

Select Range: 18-11-2025 to 18-11-2025 Campaign Name: All [Submit](#)

From Date	To Date	Campaign Name	Status	Download Report Link
14-10-2025	14-10-2025	ALL	Ready	Download Link

< 1 > 10 / page

Reports – Campaign Report

Shows daily campaign level performance.

COLUMNS

- Summary Date
- Campaign Name
- Total Request
- Total Rejected
- Total Submit
- Total Delivered
- Total Failed
- Total Awaited
- Action

SMS Count Today : 0

SMS Count this Week : 0

SMS Count Month : 0

Available Credits : 994

Welcome, Testingsandesh

Dashboard
DLT Management
Short Link Mgmt
Campaign Mgmt
Reports
Summary Report
Sender ID Wise Report
Detailed Report
Consolidated Report
Campaign Report
Clicker-Report
Phonebook
Credit-History

Campaign report

Select Range: 2025-11-18 - 2025-11-18
Submit

Summary Date	Campaign Name	Total Request	Total Rejected	Total Submit	Total Delivered	Total Failed	Total Awaited	Action
No Data								

Reports – Clicker Report

Tracks short-link click activity for each campaign.

Provides:

- Campaign Name
- Child Short URL
- Mobile Number
- Created Date
- User IP Address

SMS Count Today : 0

SMS Count this Week : 0

SMS Count Month : 0

Available Credits : 994

Welcome, Testingsandesh

Dashboard
DLT Management
Short Link Mgmt
Campaign Mgmt
Reports
Summary Report
Sender ID Wise Report
Detailed Report
Consolidated Report
Campaign Report
Clicker-Report
Phonebook
Credit-History

Clicker Detailed report

Select Range: 2025-11-18 - 2025-11-18
Mobile Number: Mobile Number
Submit

Campaign Name	Child Short Url	Mobile Number	Created Date	User IP Address
No Data				

Phonebook – Group Contacts

Add and manage contact groups.

FEATURES

- Add Group – Create new contact groups.
- Group Table – Lists all groups with count of contacts.

The screenshot displays the Sandesh Tech Phonebook interface. The top navigation bar includes the Sandesh Tech logo, SMS counts for Today, Week, and Month (all at 0), Available Credits (994), and a user welcome message. The left sidebar lists various dashboard options, with 'Phonebook' highlighted. The main content area is titled 'Phonebook' and features three tabs: 'Group Contacts' (active), 'Individual Contacts', and 'Blacklist'. The 'Group Contacts' tab contains a form with 'Group Name' and 'Description' input fields, a 'Submit' button, and a 'Clear' button. Below the form is a table with columns for 'Group Name', 'Total Numbers', and 'Description'. The table lists two groups: 'office' with 6 numbers and 'testarhant' with 1 number. A pagination control at the bottom right shows '1' of '10 / page'.

Group Name	Total Numbers	Description
office	6	office
testarhant	1	test

Phonebook – View Contacts

View all contacts stored in phonebook.

Includes:

- Contact Name
- Contact Number
- Group Name
- Export option

SMS Count Today : 0

SMS Count this Week : 0

SMS Count Month : 0

Available Credits : 994

Welcome, Testingsandesh

Dashboard
DLT Management
Short Link Mgmt
Campaign Mgmt
Reports
Phonebook
Credit-History

Phonebook

Group Contacts

Individual Contacts

View Contacts

Blacklist

Search Contact

Select Group

Mobile Number

Search

All Contacts

Export

Note: Search with 91

<input type="checkbox"/>	Group Name	Contact Number	Contact Name
<input type="checkbox"/>	office	916287917095	madhav
<input type="checkbox"/>	office	918005377040	Parul
<input type="checkbox"/>	office	918358269978	Madhav
<input type="checkbox"/>	office	918517997115	Arbhan
<input type="checkbox"/>	office	919717564133	Parul
<input type="checkbox"/>	office	919871538888	Vinay
<input type="checkbox"/>	testarhan	918517997115	Arbhan

1 / 10 / page

Phonebook – Blacklist

Manage blacklist numbers.

FEATURES

- Add Blacklist Number
- Upload Blacklist List
- View Blacklisted Numbers

SMS Count Today : 0

SMS Count this Week : 0

SMS Count Month : 0

Available Credits : 994

Welcome, Testingsandesh

Dashboard
DLT Management
Short Link Mgmt
Campaign Mgmt
Reports
Phonebook
Credit-History

Phonebook

Group Contacts

Individual Contacts

View Contacts

Blacklist

Add Blacklist Number

Upload Contact

View Blacklist

Mobile Number

Enter Mobile Number

Note: Enter Number with 91

Description

description

Add Blacklist Number

Reset

Select File

Select File

Note: Only .txt allowed

Description

description

Upload Blacklist

User Blacklist Number

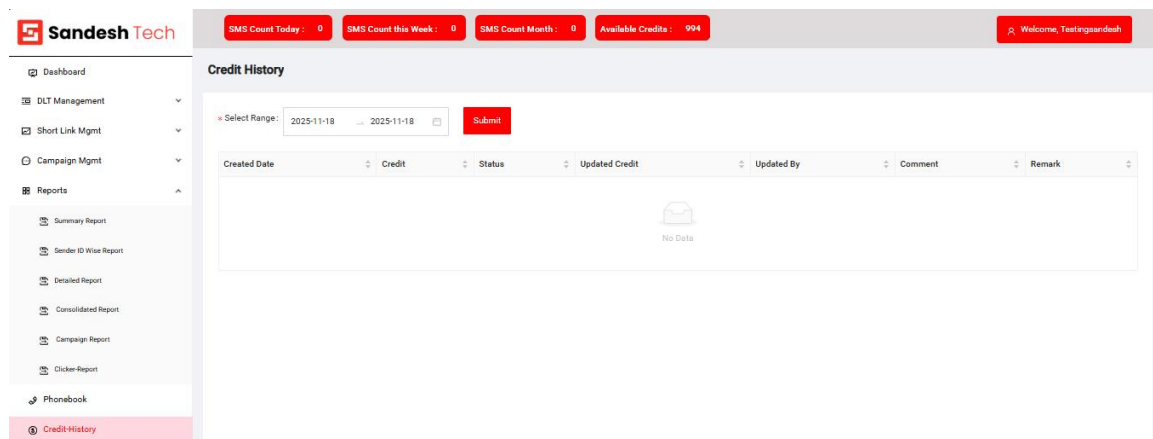
No Data

Credit History

View credit usage history including:

- Created Date
- Credit Value
- Status
- Updated By

- Comments & Remarks



How to Send SMS

1. Go to Campaign Management → Choose campaign type.
2. Select Sender ID, Template, and Message Type.
3. Enter message text following DLT template rules.
4. Add mobile numbers manually or via file/group.
5. Enable Short URL if needed.
6. Schedule the SMS or send immediately.
7. Track using Reports → Detailed or Summary.

FAQ

Q1: Why is my SMS rejected?

A1: Missing template linkage, invalid number, DLT mismatch.

Q2: Why is my SMS in Awaiting status?

A2: Operator has not returned the final delivery status.

Q3: Why is Flash Unicode used?

A3: Flash SMS appears instantly on recipient's screen.

Q4: Why are credits deducted even if SMS failed?

A4: Operator submits often deduct credits once request reaches them.

Troubleshooting

- Ensure Sender ID matches selected DLT template.
- Confirm mobile number format (use 91 prefix).
- Check DLT entity and template mapping.
- Ensure file format is correct for bulk uploads.
- Clear browser cache if panel not loading properly.
- Contact support for unresolved delivery failures.

Ved tech solution