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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.
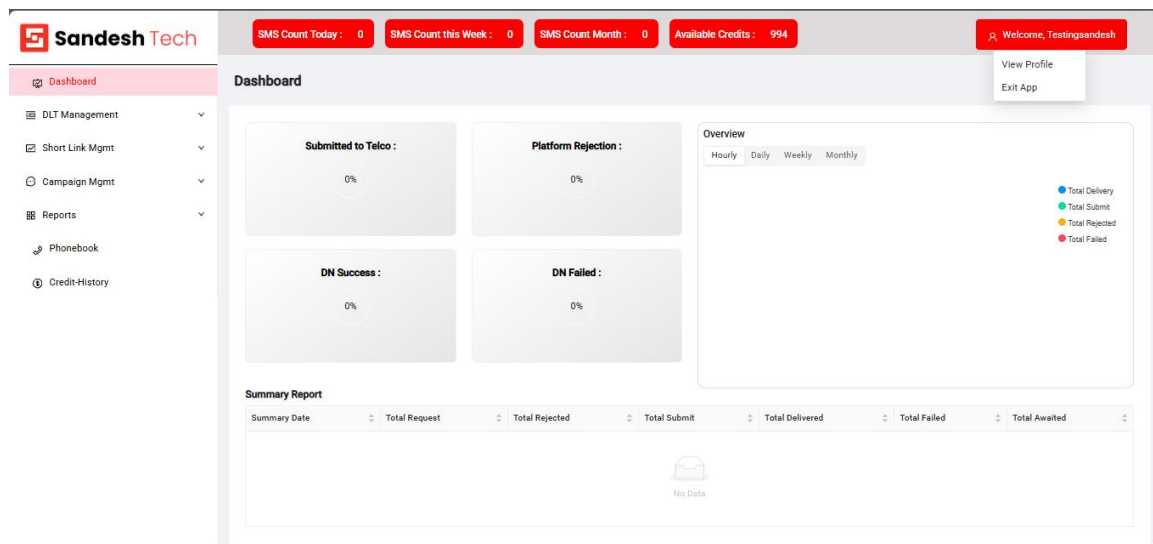
DLT Management – Sender ID

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.

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.

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.

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.

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.

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.

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.

Campaign – Scheduled Campaign

Scheduled Campaigns show all future scheduled SMS.

COLUMNS
• Campaign Type
• Campaign Name
• Scheduled Date/Time
• Sender ID
• Message Text
• Message Count
• Action

Reports – Summary Reports

Displays complete statistical summary of SMS performance.

• Summary Date
• Total Requests
• Total Rejected
• Total Submitted
• Total Delivered
• Total Failed
• Total Awaited
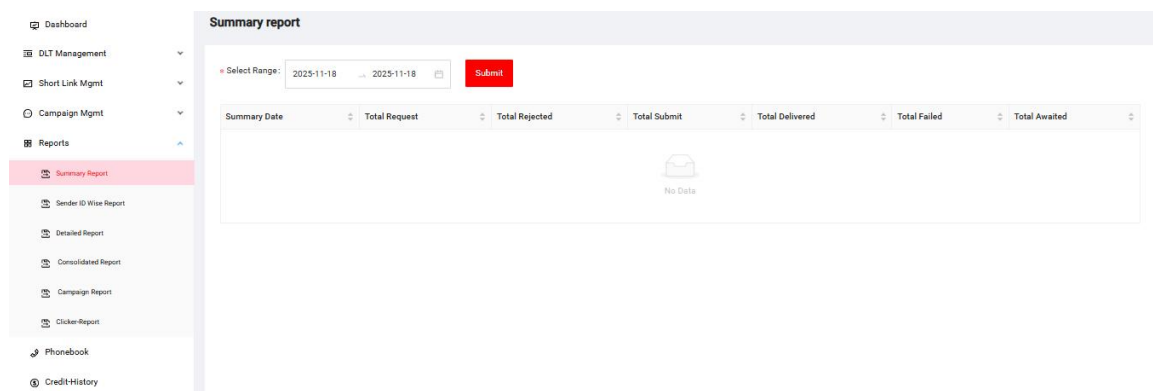
Reports – Sender ID Wise

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

Reports – Detailed Report

This detailed report provides message-level logs including:

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

Reports – Consolidated Report

Download a consolidated compressed report containing all delivery logs.

Includes:
• Date range
• Campaign name
• Status (Ready/Processing)
• Download link

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

Reports – Clicker Report

Tracks short-link click activity for each campaign.

Provides:
• Campaign Name
• Child Short URL
• Mobile Number
• Created Date
• User IP Address

Phonebook – Group Contacts

Add and manage contact groups.

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

Phonebook – View Contacts

View all contacts stored in phonebook.

Includes:
• Contact Name
• Contact Number
• Group Name
• Export option

Phonebook – Blacklist

Manage blacklist numbers.

FEATURES
• Add Blacklist Number
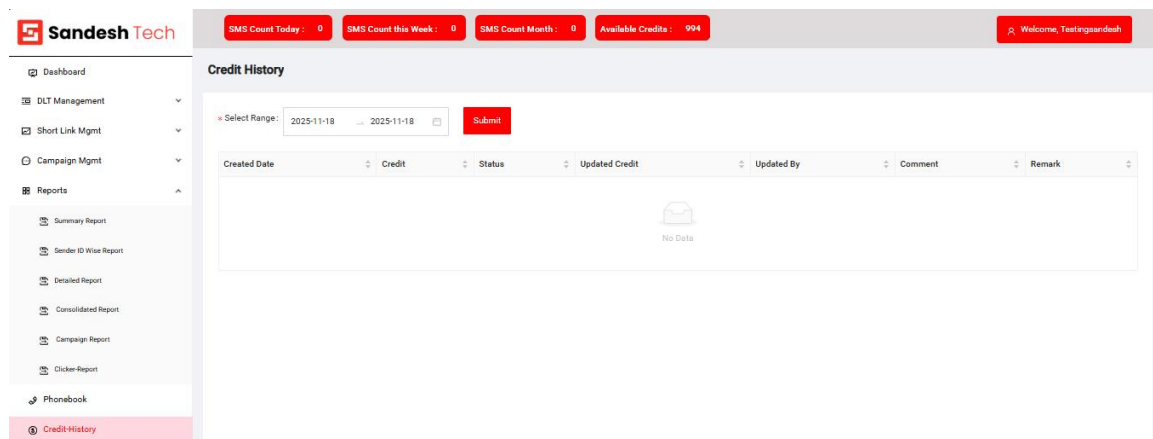• Upload Blacklist List
• View Blacklisted Numbers

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 Awaited 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.