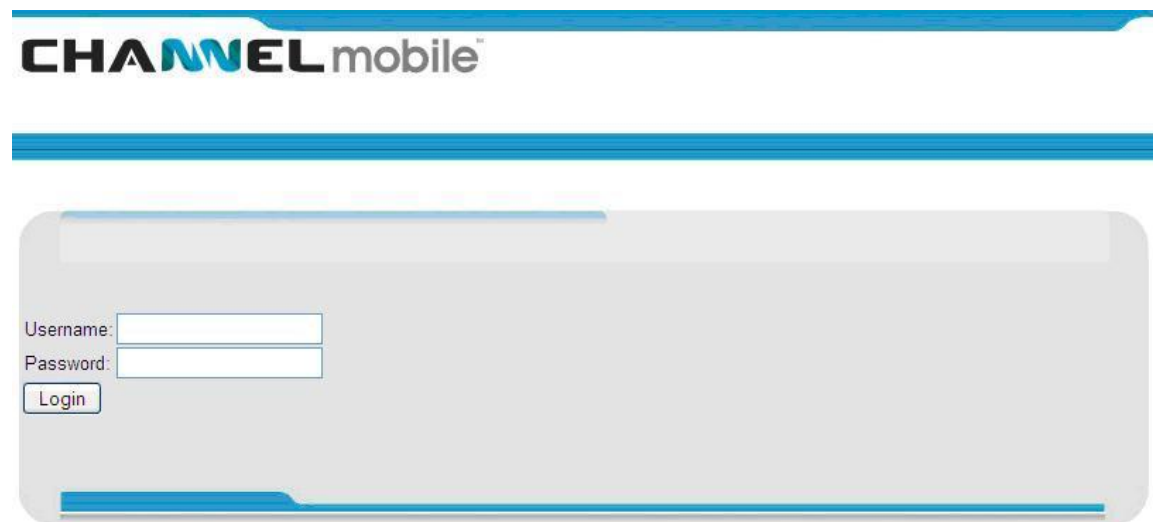


# **Campaign Manager User Manual**

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## Address Book

1. Log onto <http://campaignmanager.channelmobile.co.za/>

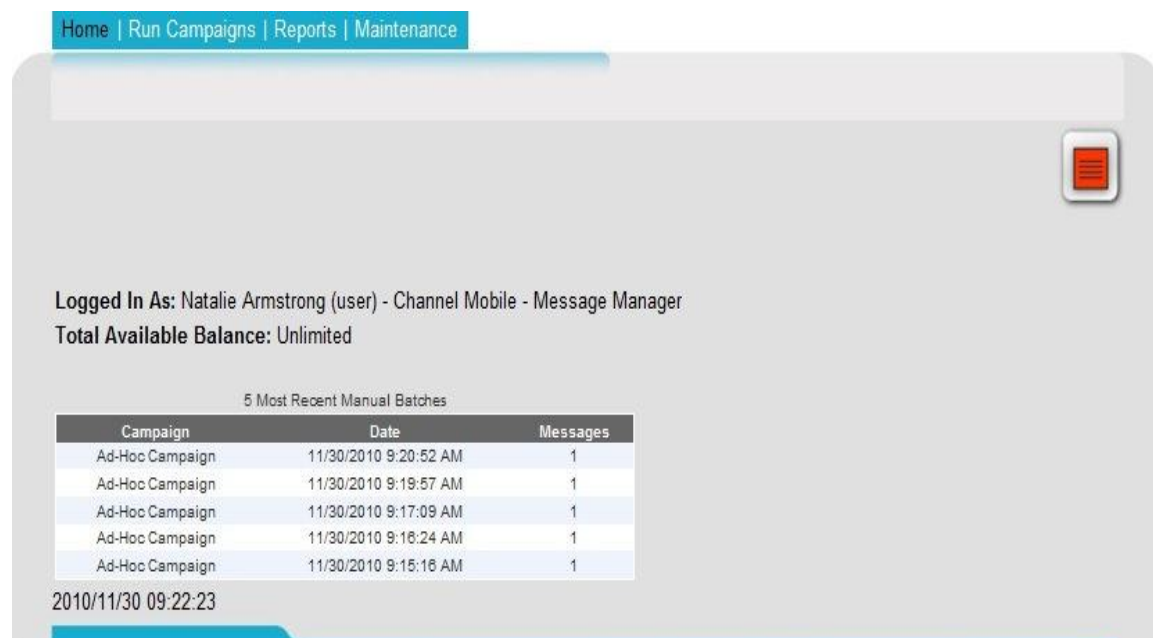


Channel Mobile login form:

Username:

Password:

2. Insert User Credentials and click on "Login". Once logged in the PMS SMS Homepage will be displayed reflecting statistics on previous SMS sends.



Home | Run Campaigns | Reports | Maintenance

Logged In As: Natalie Armstrong (user) - Channel Mobile - Message Manager  
Total Available Balance: Unlimited

5 Most Recent Manual Batches

Campaign	Date	Messages
Ad-Hoc Campaign	11/30/2010 9:20:52 AM	1
Ad-Hoc Campaign	11/30/2010 9:19:57 AM	1
Ad-Hoc Campaign	11/30/2010 9:17:09 AM	1
Ad-Hoc Campaign	11/30/2010 9:16:24 AM	1
Ad-Hoc Campaign	11/30/2010 9:15:16 AM	1

2010/11/30 09:22:23

3. Click on Maintenance:

Home | Run Campaigns | Reports | **Maintenance**

Logged In As: Natalie Armstrong (user) - Channel Mobile - Message Manager  
Total Available Balance: Unlimited

5 Most Recent Manual Batches

Campaign	Date	Messages
Ad-Hoc Campaign	11/30/2010 9:20:52 AM	1
Ad-Hoc Campaign	11/30/2010 9:19:57 AM	1
Ad-Hoc Campaign	11/30/2010 9:17:09 AM	1
Ad-Hoc Campaign	11/30/2010 9:16:24 AM	1
Ad-Hoc Campaign	11/30/2010 9:15:16 AM	1

2010/11/30 09:22:23

4. Click on Address Book:

Home | Run Campaigns | Reports | Maintenance | **Address Book** | Distribution Lists | Global Opt Outs

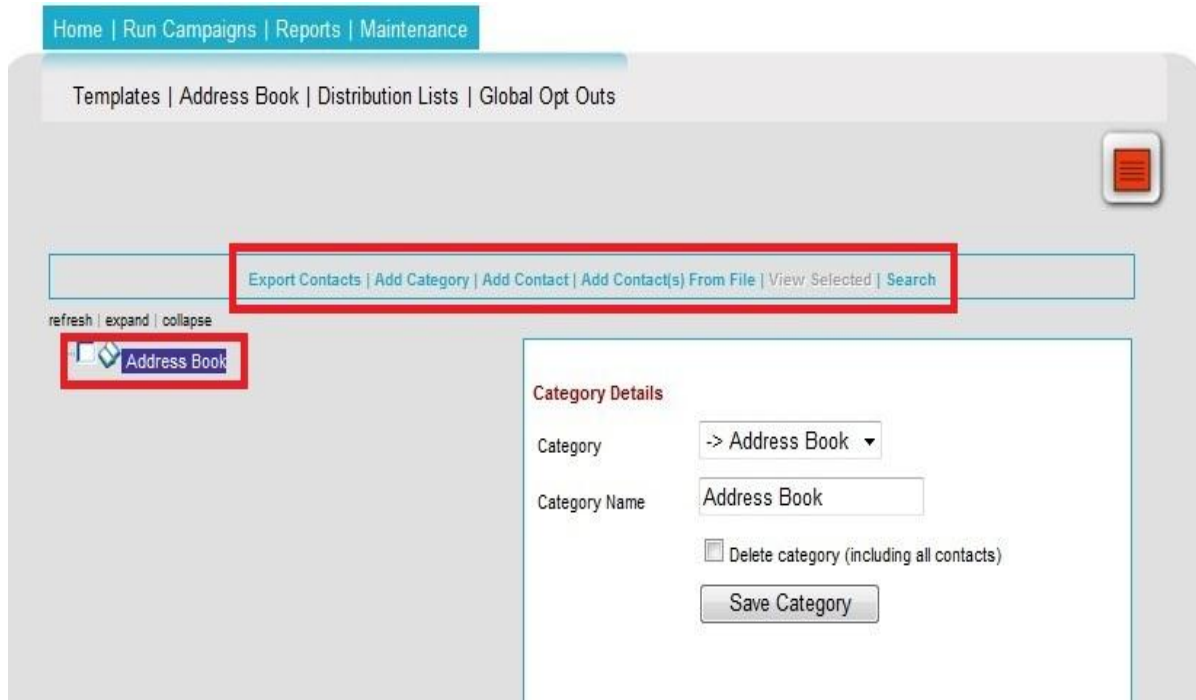
Logged In As: Natalie Armstrong (user) - Channel Mobile - Message Manager  
Total Available Balance: Unlimited

5 Most Recent Manual Batches

Campaign	Date	Messages
Ad-Hoc Campaign	11/30/2010 9:20:52 AM	1
Ad-Hoc Campaign	11/30/2010 9:19:57 AM	1
Ad-Hoc Campaign	11/30/2010 9:17:09 AM	1
Ad-Hoc Campaign	11/30/2010 9:16:24 AM	1
Ad-Hoc Campaign	11/30/2010 9:15:16 AM	1

2010/11/30 09:26:07

5. The Address Book window is then displayed. You need to click on the Address Book wording on the left to open all options up to you:



6. You are able to perform the following functions in the Address Book:
- Export all contacts
  - Add a Category
  - Add a Contact – A contact can be added to the Address Book itself or to a Category that you have created
  - Add Contacts from File – This allows Bulk Uploading of contact to the Address Book or to a specific Category
  - Search for Contacts

7. Adding a Category:
  - a. First click on the Address Book wording on the left, then click on Add Category

Home | Run Campaigns | Reports | Maintenance

Templates | Address Book | Distribution Lists | Global Opt Outs

Export Contacts | **Add Category** | Add Contact | Add Contact(s) From File | View Selected | Search

refresh | expand | collapse

**Address Book**

**Category Details**

Category: -> Address Book ▼

Category Name: Address Book

☐ Delete category (including all contacts)

Save Category

- b. The following window is displayed. You need to label the “Category Name” field with the desired name of the category and then click on Save:

Home | Run Campaigns | Reports | Maintenance

Templates | Address Book | Distribution Lists | Global Opt Outs

Export Contacts | Add Category | Add Contact | Add Contact(s) From File | View Selected | Search

refresh | expand | collapse

**Address Book**

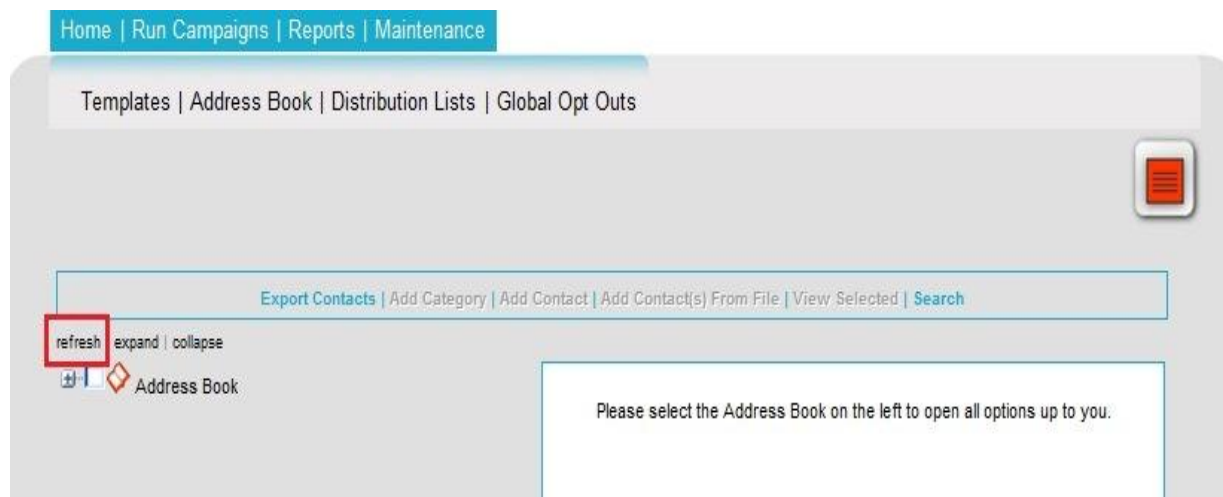
**Add New Category**

Category: -> Address Book ▼

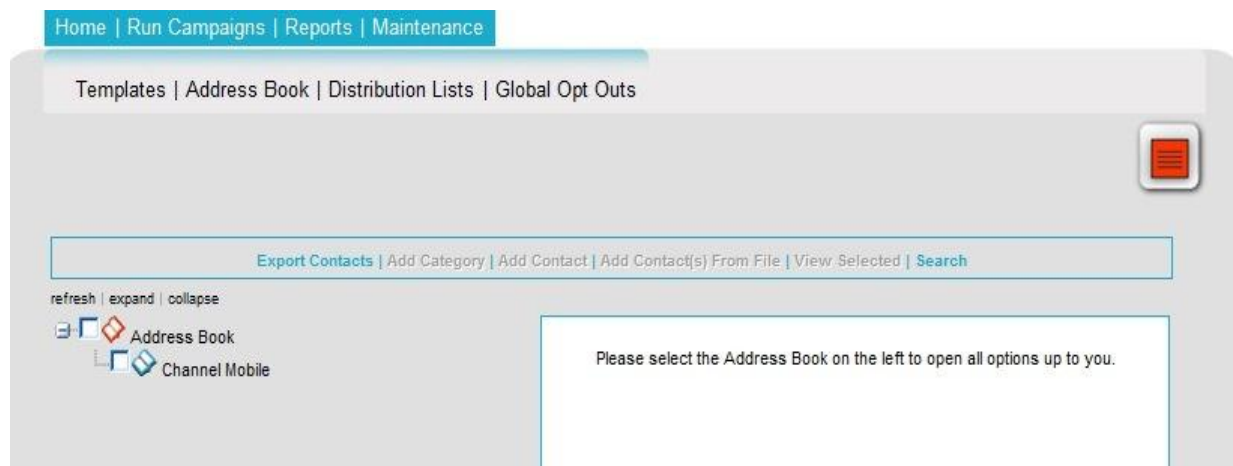
Category Name: Channel Mobile

Save Category

- c. Once you have clicked on Save you need to click on the Refresh button:



- d. You are then able to expand the tree menu to view your newly created Category:




8. Adding a Contact:
  - a. First click on the Address Book wording on the left, then click on Add Contact:

Home | Run Campaigns | Reports | Maintenance

Templates | Address Book | Distribution Lists | Global Opt Outs

Export Contacts | Add Category | **Add Contact** | Add Contact(s) From File | View Selected | Search

refresh | expand | collapse

 Address Book

**Add New Contact**

Category: -> Address Book

Title: Mr

Name:


Surname:

- b. The Add New Contact window is displayed. You need to complete all necessary fields (only Mobile Number is a required field). Once all the details are captured you need to click on Save Contact:

Templates | Address Book | Distribution Lists | Global Opt Outs

Export Contacts | Add Category | Add Contact | Add Contact(s) From File | View Selected | Search

refresh | expand | collapse

 Address Book

**Add New Contact**

Category: -> Address Book

Title: Mr

Name: Rob

Surname: Maconachie

Date Of Birth:  mm/dd/yyyy

Gender: Male

Designation:

Mobile Number \*: 0836538441

Email Address:



Company	<input type="text"/>
Job Title	<input type="text"/>
Business Number	<input type="text"/>
Home Number	<input type="text"/>
Fax Number	<input type="text"/>
Instant Messaging (IM)	<input type="text"/>
Profession	<input type="text"/>
Website Address	<input type="text"/>
Physical Address	<input type="text"/>
Region	<input type="text"/>
Is Opted Out	<input type="checkbox"/>
* Compulsory	
<input type="button" value="Save Contact"/>	

c. To view your Contact click on Refresh then expand the tree view in the Address Book:

[Home](#) | [Run Campaigns](#) | [Reports](#) | [Maintenance](#)

[Templates](#) | [Address Book](#) | [Distribution Lists](#) | [Global Opt Outs](#)

[Export Contacts](#) | [Add Category](#) | [Add Contact](#) | [Add Contact\(s\) From File](#) | [View Selected](#) | [Search](#)

[refresh](#) | [expand](#) | [collapse](#)

Address Book

Channel Mobile ( 1 )

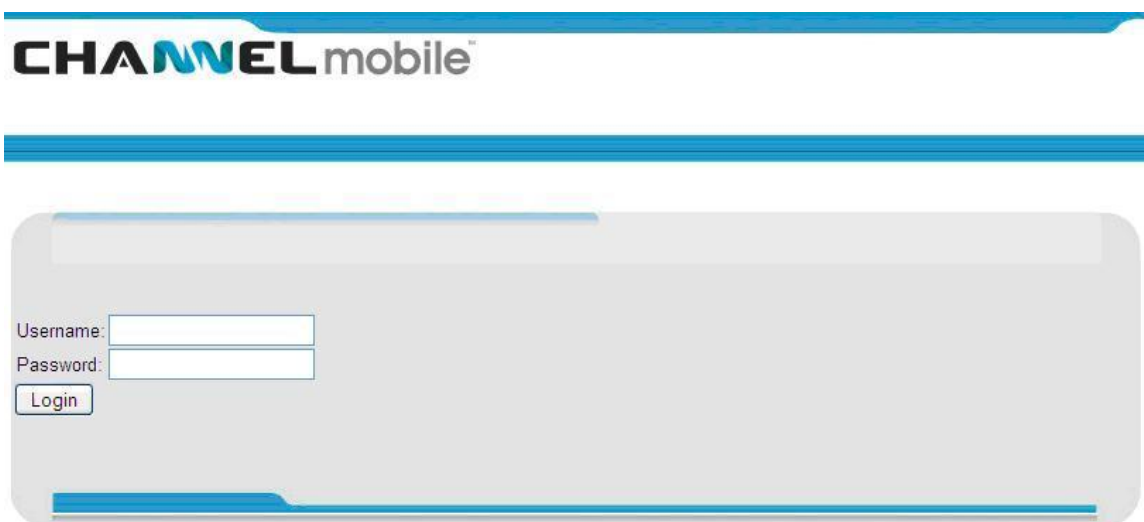
Rob Maconachie -

+27836538441

Please select the Address Book on the left to open all options up to you.

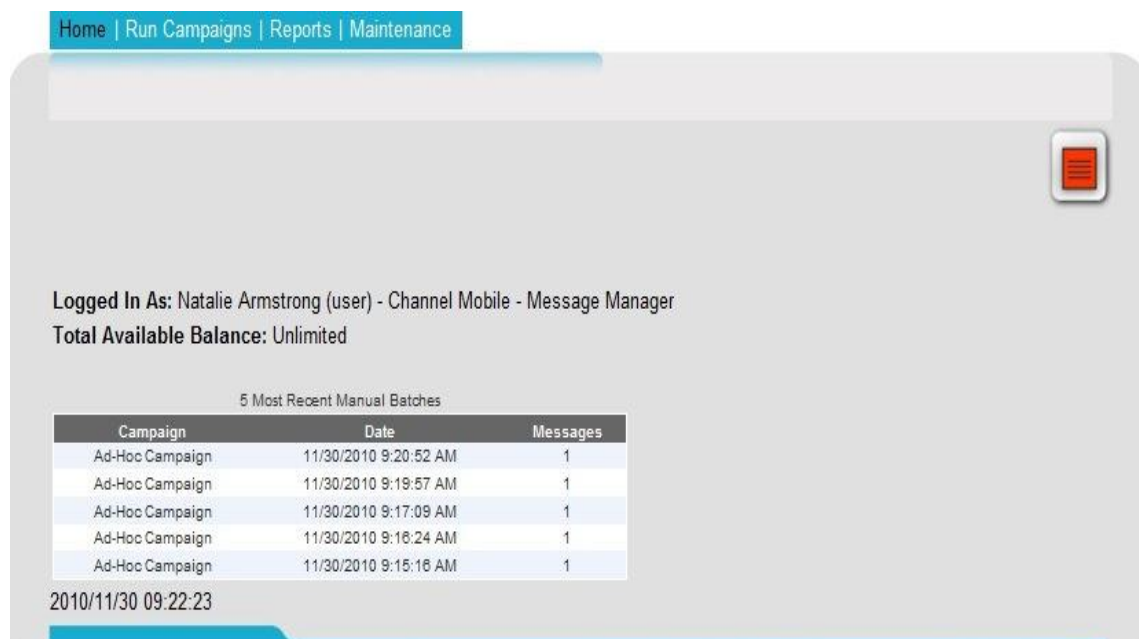
## Distribution Lists

1. Log onto <http://campaignmanager.channelmobile.co.za/>



The image shows the login page of the Channel Mobile system. It features the Channel Mobile logo at the top. Below the logo, there is a login form with two input fields: "Username:" and "Password:". A "Login" button is positioned below the password field. The form is set against a light gray background with blue decorative elements at the top and bottom.

2. Insert User Credentials and click on "Login". Once logged in the PMS SMS Homepage will be displayed reflecting statistics on previous SMS sends.



The image shows the PMS SMS Homepage after logging in. At the top, there is a navigation bar with links: "Home", "Run Campaigns", "Reports", and "Maintenance". Below the navigation bar, there is a status section that reads: "Logged In As: Natalie Armstrong (user) - Channel Mobile - Message Manager" and "Total Available Balance: Unlimited". Below this, there is a table titled "5 Most Recent Manual Batches" with three columns: "Campaign", "Date", and "Messages". The table contains five rows of data, all showing "Ad-Hoc Campaign" and a count of "1" message. At the bottom left, there is a timestamp: "2010/11/30 09:22:23".

Campaign	Date	Messages
Ad-Hoc Campaign	11/30/2010 9:20:52 AM	1
Ad-Hoc Campaign	11/30/2010 9:19:57 AM	1
Ad-Hoc Campaign	11/30/2010 9:17:09 AM	1
Ad-Hoc Campaign	11/30/2010 9:16:24 AM	1
Ad-Hoc Campaign	11/30/2010 9:15:16 AM	1

3. Click on Maintenance:

Home | Run Campaigns | Reports | **Maintenance**

Logged In As: Natalie Armstrong (user) - Channel Mobile - Message Manager  
Total Available Balance: Unlimited

5 Most Recent Manual Batches

Campaign	Date	Messages
Ad-Hoc Campaign	11/30/2010 9:20:52 AM	1
Ad-Hoc Campaign	11/30/2010 9:19:57 AM	1
Ad-Hoc Campaign	11/30/2010 9:17:09 AM	1
Ad-Hoc Campaign	11/30/2010 9:16:24 AM	1
Ad-Hoc Campaign	11/30/2010 9:15:18 AM	1

2010/11/30 09:22:23

4. Click on Distribution Lists:

Home | Run Campaigns | Reports | Maintenance | **Distribution Lists** | Global Opt Outs

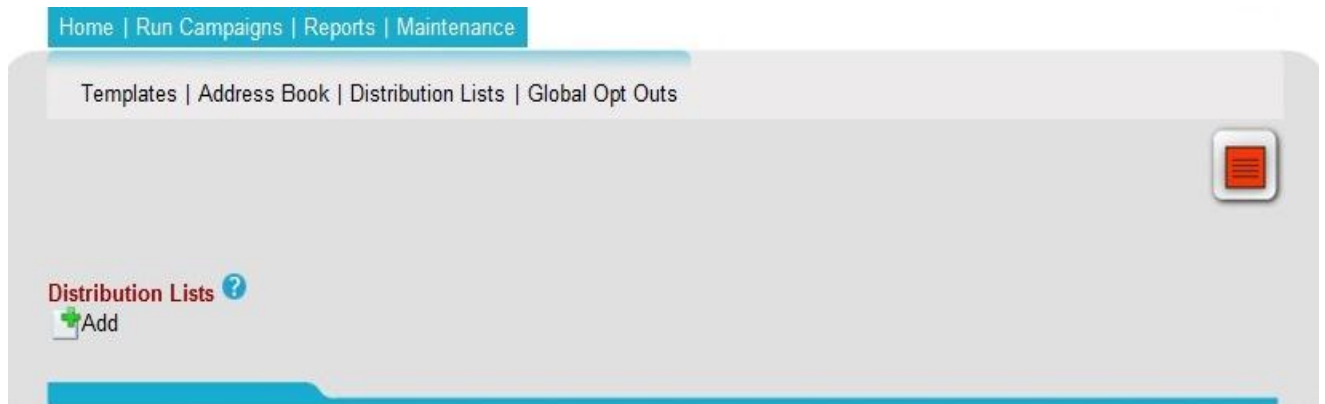
Logged In As: Natalie Armstrong (user) - Channel Mobile - Message Manager  
Total Available Balance: Unlimited

5 Most Recent Manual Batches

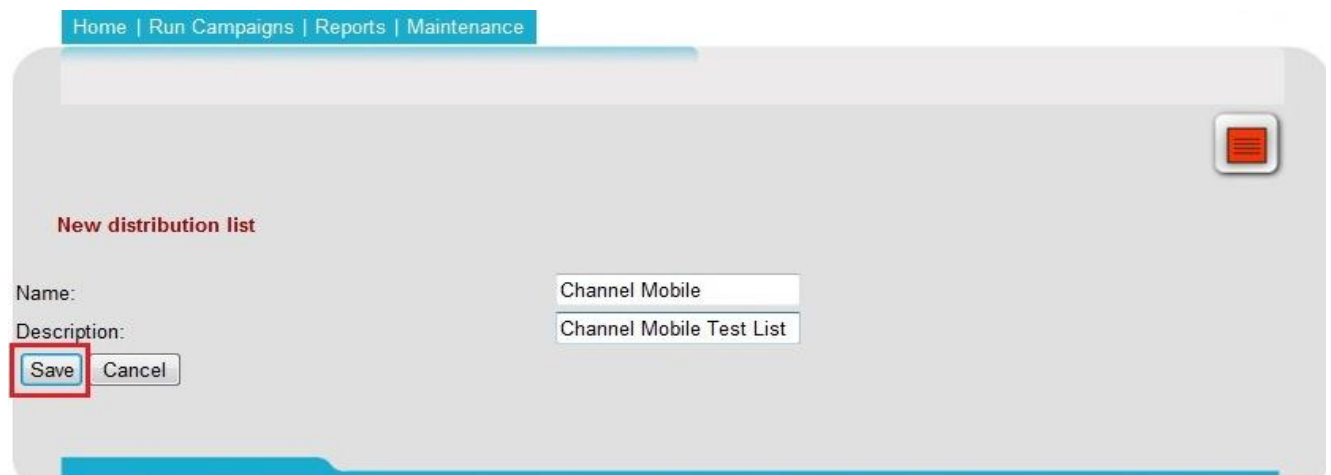
Campaign	Date	Messages
Book Rhb Capacity	11/30/2010 12:37:27 PM	95
Ad-Hoc Campaign	11/30/2010 9:37:58 AM	1
Ad-Hoc Campaign	11/30/2010 9:36:32 AM	1
Ad-Hoc Campaign	11/30/2010 9:35:38 AM	1
Ad-Hoc Campaign	11/30/2010 9:20:52 AM	1

2010/11/30 13:47:06

5. The following window is displayed:



6. Click on the Add Button and then complete the “Name” and “Description” fields then click on Save:



- Once you have clicked on Save you are able to immediately add contacts to the Distribution List by clicking on the "Click Here" option:

Home | Run Campaigns | Reports | Maintenance

Editing distribution list : "Channel Mobile"

Name: Channel Mobile

Description: Channel Mobile Test List

Save Cancel

Distribution list added successfully [Click here](#) to add contacts to this list.

- When you click on the "Click Here" option you are presented with the following screen. You need to click on the Sample.CSV file, open it, populate it with your contacts info, save it to a location on your PC then upload it using the Browse and Upload buttons:

Home | Run Campaigns | Reports | Maintenance

Distribution List : Channel Mobile

Download Sample File : [sample.csv](#)

CSV File :

[Browse...](#)

[Upload](#)

[Back](#)

9. Once uploaded you will be presented with a confirmation message:

Home | Run Campaigns | Reports | Maintenance

**Distribution List : Channel Mobile**

Download Sample File : sample.csv

CSV File :

Browse...

Upload

Successfully uploaded 1 contact(s)

Back

10. To view a summary of your Distribution Lists or to edit them you need to navigate to Maintenance, then click on Distribution Lists. The following window will be displayed:

Home | Run Campaigns | Reports | Maintenance

Templates | Address Book | Distribution Lists | Global Opt Outs

**Distribution Lists** ?

Add

Filter

-- --

Name	Description	Cost Centre	Number Of Contacts	Manage
>> Channel Mobile	Channel Mobile Test List	Channel Mobile - Message Manager	1	

## Creating Templates

1. From the Homepage of Message Manager click on the “Maintenance” option

Home | Run Campaigns | Reports | **Maintenance**

Logged In As: Natalie Armstrong (user) - Channel Mobile - Message Manager  
Total Available Balance: Unlimited

5 Most Recent Manual Batches

Campaign	Date	Messages
Ad-Hoc Campaign	11/30/2010 9:20:52 AM	1
Ad-Hoc Campaign	11/30/2010 9:19:57 AM	1
Ad-Hoc Campaign	11/30/2010 9:17:09 AM	1
Ad-Hoc Campaign	11/30/2010 9:16:24 AM	1
Ad-Hoc Campaign	11/30/2010 9:15:16 AM	1

2010/11/30 09:22:23

2. Click on “Templates”

Home | Run Campaigns | Reports | Maintenance | **Templates** | Address Book | Distribution Lists | Global Opt Outs

Logged In As: Natalie Armstrong (user) - Channel Mobile - Message Manager  
Total Available Balance: Unlimited

5 Most Recent Manual Batches

Campaign	Date	Messages
Ad-Hoc Campaign	11/30/2010 2:34:18 PM	1
Book Rhb Capacity	11/30/2010 12:37:27 PM	95
Ad-Hoc Campaign	11/30/2010 9:37:56 AM	1
Ad-Hoc Campaign	11/30/2010 9:36:32 AM	1
Ad-Hoc Campaign	11/30/2010 9:35:36 AM	1

2010/11/30 14:38:51



- The Templates screen is displayed listing any previous templates that you may have created and loaded to the system

Home | Run Campaigns | Reports | Maintenance

**Templates**

Add

Filter

Name	Content	Message Type	Url/Manage
>> Natalie test 2101009 2	Hi <<NAME>>, please pay <<AMOUNT>> into my account today!!!!!!	SMS	
>> Natalie Test 4	Hi <<NAME>>, please give me <<AMOUNT>> on <<DATE>>, thanks	SMS	

- Click on “Add” and the following screen will appear

Home | Run Campaigns | Reports | Maintenance

Add new

**New template**

Template Name:

Message Type:

Url:

**Template Content**

Merge fields:  \*Add field\*

Load merge fields:

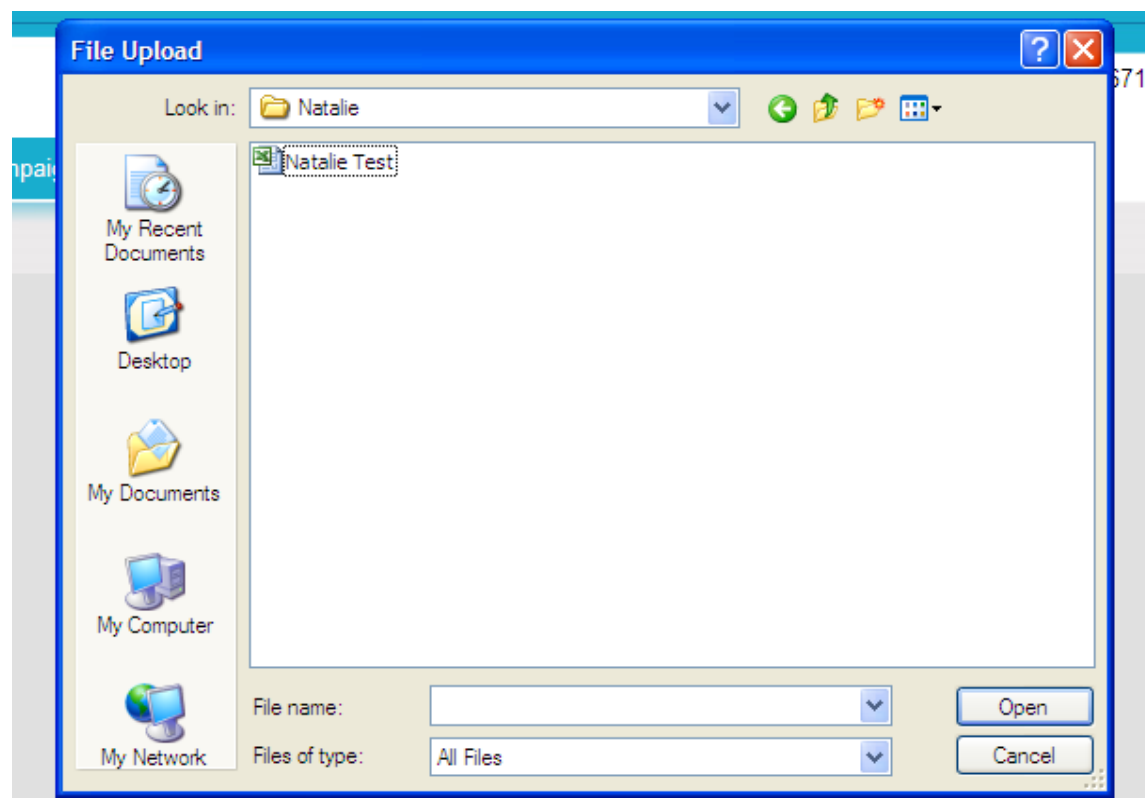


Fields to complete

1. Template Name
  - Insert the name of your Template
2. Message Type
  - Select the “SMS” option from the drop down menu
3. URL
  - This field can be left blank
4. Template Content
  - There are two methods for inserting fields to your template:

Automatically load Merge Fields

1. Click on the “Browse” Button. The “File Upload” window will appear – Navigate to the location of the file, select the file and then click on “Open” - .CSV, .XLS and .XLSX files are supported



2. You are presented with the following screen

Merge fields:

- \*Add field\*

Load merge fields:

\\CTSERVER\\Users\\natalie\\

3. Click on the “Load File” button

Merge fields:

- \*Add field\*

Load merge fields:

\\CTSERVER\\Users\\natalie\\

4. You are now able to type your message and insert the required fields in your message body. The fields listed for insertion to the message body are generated from the headings in the imported file

Merge fields:

- SURNAME
- <x>TITLE
- <x>DATE
- \*Add field\*

Load merge fields:

Dear <<TITLE>> <<SURNAME>>, please be reminded of your appointment on <<DATE>>

5. The amount of characters used in your SMS will be indicated below your message body together with the amount of credits required to send the Template created (i.e. 160 characters = 1 credit when sending to a South African mobile number)
6. Click on the “Save” button to Save the template

## Manually Load Merge Fields

1. You can manually type the field you wish to insert in your Template by clicking on the “Add Field” icon

Home | Run Campaigns | Reports | Maintenance

Add new  
**New template**

Template Name:

Message Type:

Uri:

**Template Content**

Merge fields: \*Add field\*

Load merge fields:

2. A Pop Up window will appear

Home | Run Campaigns | Reports | Maintenance

Add new  
**New template**

Template Name:

Message Type:

Uri:

**Template Content**

Merge fields: \*Add field\*

Load merge fields:


**Explorer User Prompt** ✕

Script Prompt:

Please enter merge field name

3. Type in the required field and click on “OK”

Home | Run Campaigns | Reports | Maintenance

 Add new  
**New template**

Template Name:  
Message Type:  
Url:

**Template Content**

Merge fields: \*Add field\*

Load merge fields:

**Explorer User Prompt**

Script Prompt:  
Please enter merge field name

4. Type your message in the message body window and insert the required fields by clicking on the field names

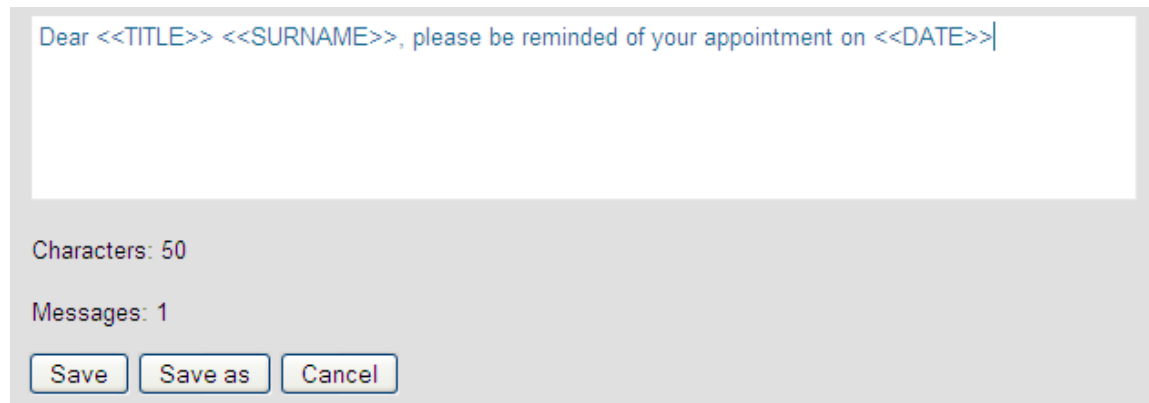
Merge fields:

- SURNAME
- ☒ TITLE
- ☒ DATE
- ☒ \*Add field\*

Load merge fields:

Dear <<TITLE>> <<SURNAME>>, please be reminded of your appointment on <<DATE>>

5. The amount of characters used in your SMS will be indicated below your message body together with the amount of credits required to send the Template created (i.e. 160 characters = 1 credit when sending to a South African mobile number)



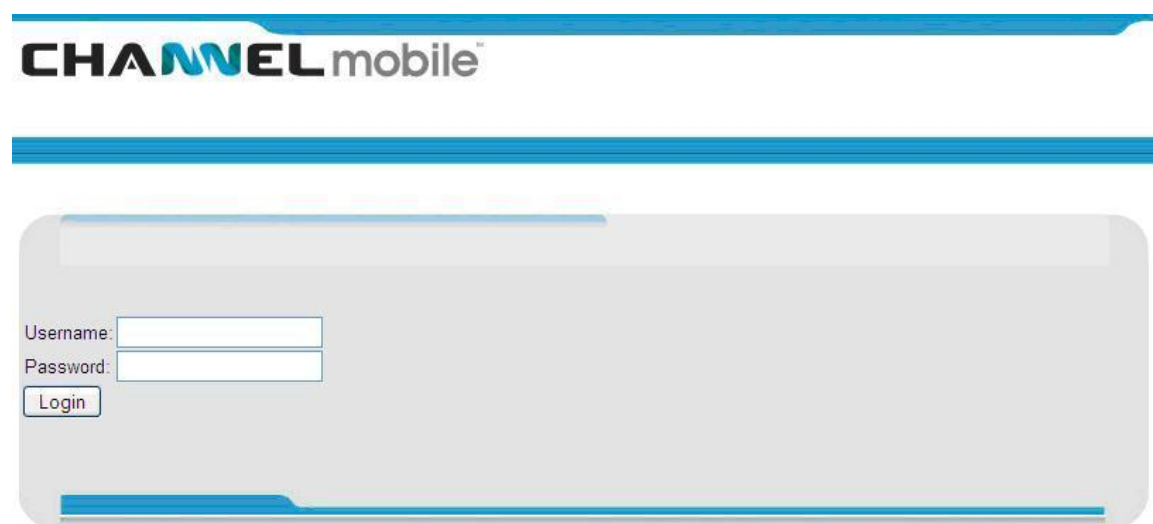
The screenshot shows a web-based interface for creating an SMS template. At the top, there is a text input field containing the template: "Dear <<TITLE>> <<SURNAME>>, please be reminded of your appointment on <<DATE>>". Below this field, the system displays "Characters: 50" and "Messages: 1". At the bottom of the interface, there are three buttons: "Save", "Save as", and "Cancel".

6. Click on the "Save" button to Save the template

\* Please note, these merge fields need to be identical to the headings used in the data that you wish to merge

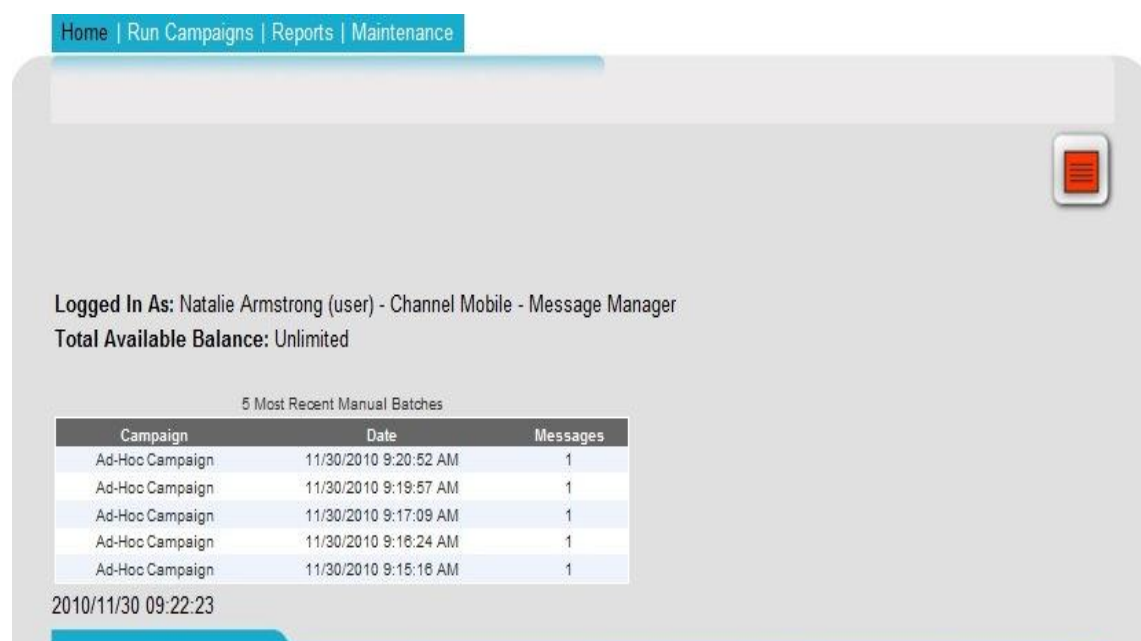
## Sending Ad Hoc Messages

1. Log onto <http://campaignmanager.channelmobile.co.za/>



The image shows the login page of the Channel Mobile campaign manager. It features the Channel Mobile logo at the top. Below the logo, there is a login form with two input fields: 'Username:' and 'Password:'. A 'Login' button is positioned below the password field. The form is set against a light gray background with blue decorative elements at the top and bottom.

2. Insert User Credentials and click on "Login". Once logged in the Message Manager Homepage will be displayed reflecting statistics on previous SMS sends.



The image shows the Message Manager homepage after a successful login. At the top, there is a navigation bar with links: 'Home', 'Run Campaigns', 'Reports', and 'Maintenance'. Below the navigation bar, the user is logged in as 'Natalie Armstrong (user) - Channel Mobile - Message Manager'. The 'Total Available Balance' is shown as 'Unlimited'. A section titled '5 Most Recent Manual Batches' contains a table with the following data:

Campaign	Date	Messages
Ad-Hoc Campaign	11/30/2010 9:20:52 AM	1
Ad-Hoc Campaign	11/30/2010 9:19:57 AM	1
Ad-Hoc Campaign	11/30/2010 9:17:09 AM	1
Ad-Hoc Campaign	11/30/2010 9:16:24 AM	1
Ad-Hoc Campaign	11/30/2010 9:15:16 AM	1

The timestamp '2010/11/30 09:22:23' is displayed at the bottom left of the page.

### 3. Click on "Run Campaigns"

Logout

Home **Run Campaigns** Reports | Maintenance

Send Ad-hoc Message | Manage Campaigns

2010/11/30 14:15:03

Logged In As: Natalie Armstrong (user) - Channel Mobile - Message Manager  
Total Available Balance: Unlimited

5 Most Recent Manual Batches

Campaign	Date	Messages
Book Rhb Capacity	11/30/2010 12:37:27 PM	95
Ad-Hoc Campaign	11/30/2010 9:37:58 AM	1
Ad-Hoc Campaign	11/30/2010 9:36:32 AM	1
Ad-Hoc Campaign	11/30/2010 9:35:36 AM	1
Ad-Hoc Campaign	11/30/2010 9:20:52 AM	1

### 4. Click on "Send Ad-hoc Message"

Home | Run Campaigns | Reports | Maintenance

**Send Ad-hoc Message** | Manage Campaigns

2010/11/30 14:15:03

Logged In As: Natalie Armstrong (user) - Channel Mobile - Message Manager  
Total Available Balance: Unlimited

5 Most Recent Manual Batches

Campaign	Date	Messages
Book Rhb Capacity	11/30/2010 12:37:27 PM	95
Ad-Hoc Campaign	11/30/2010 9:37:58 AM	1
Ad-Hoc Campaign	11/30/2010 9:36:32 AM	1
Ad-Hoc Campaign	11/30/2010 9:35:36 AM	1
Ad-Hoc Campaign	11/30/2010 9:20:52 AM	1

Send Ad-hoc Message | Manage Campaigns

Create Ad-hoc Message

Recipients :

Find In AddressBook

Distribution List :

--

Total Recipients :

Message Type:

SMS

Template:

--

Email Replies?

☒

Replies sent to:

natalie@channelmobile.co.za

(comma separated list if more than 1 email address)

Message

Characters: 0

Messages: 0

Schedule:

2010/11/30

02:18 PM

Override default set times : ☐

Send

Cancel

Clear Selections



Fields to complete:

1. Recipients

- Insert recipient's mobile number
- You have an option to CC multiple recipients by inserting a comma between recipients mobile numbers - E.g.: 0723271554,0826738822,0837762665
- Alternatively you can select recipients from your Address Book or Distribution Lists

2. Message Type

- Select SMS from the drop down menu

3. Template

- Select a template from the template drop down menu. For assistance with creating templates please see the Creating Templates section of the help document.

4. Email Replies

- The email replies tick box is checked by default. If reply functionality is not required please untick the check box

5. Replies Sent to

- The field defaults to the email address of the logged in user.
- Multiple email addresses can be included, they must be comma separated – E.g.: support@channelmobile.co.za,sales@channelmobile.co.za

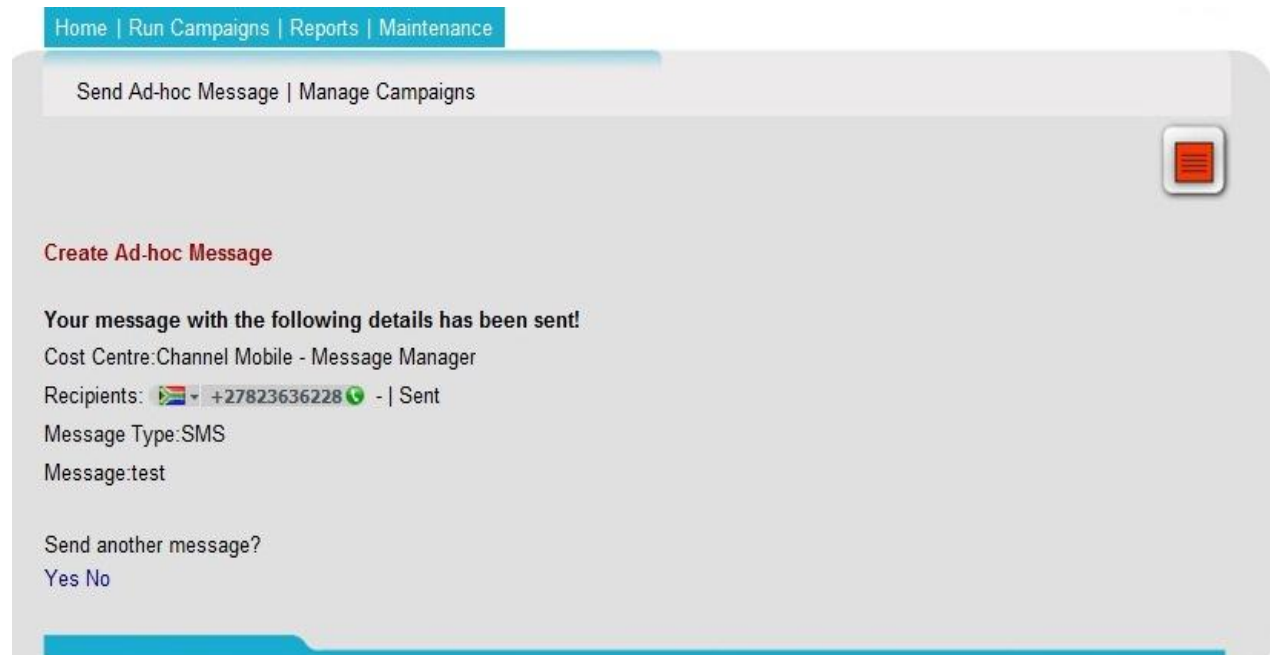
6. Message

- If you selected a predefined template to use it will appear in the Message Window. Alternatively, you are able to type a message in the message body window.
- Message body must not exceed 800 characters

7. Schedule

- If you would like immediate delivery on the SMS click the "Send" button
- If you would like to schedule the SMS for a future delivery date and time click on the calendar button and select the required date. Then click in the time field and select the applicable sending time

A confirmation screen will be displayed after the "Send" button has been clicked



You have the option to send another Ad-hoc SMS from here by clicking on “Yes”. Clicking on “No” will take you back to the Homepage

## Bulk SMS Campaigns

1. After logging into the system you are presented with the Homepage

Home | Run Campaigns | Reports | Maintenance

Logged In As: Natalie Armstrong (user) - Channel Mobile - Message Manager  
Total Available Balance: Unlimited

5 Most Recent Manual Batches

Campaign	Date	Messages
Ad-Hoc Campaign	11/30/2010 9:20:52 AM	1
Ad-Hoc Campaign	11/30/2010 9:19:57 AM	1
Ad-Hoc Campaign	11/30/2010 9:17:09 AM	1
Ad-Hoc Campaign	11/30/2010 9:16:24 AM	1
Ad-Hoc Campaign	11/30/2010 9:15:16 AM	1

2010/11/30 09:22:23

2. Click on Run Campaigns

Home | **Run Campaigns** | Reports | Maintenance

Logout

Send Ad-hoc Message | Manage Campaigns

Logged In As: Natalie Armstrong (user) - Channel Mobile - Message Manager  
Total Available Balance: Unlimited

5 Most Recent Manual Batches

Campaign	Date	Messages
Book Rhb Capacity	11/30/2010 12:37:27 PM	95
Ad-Hoc Campaign	11/30/2010 9:37:56 AM	1
Ad-Hoc Campaign	11/30/2010 9:36:32 AM	1
Ad-Hoc Campaign	11/30/2010 9:35:36 AM	1
Ad-Hoc Campaign	11/30/2010 9:20:52 AM	1

2010/11/30 14:15:03

3. Click on Manage Campaigns

Home | Run Campaigns | Reports | Maintenance

Send Ad-hoc Message **Manage Campaigns**

Logged In As: Natalie Armstrong (user) - Channel Mobile - Message Manager  
Total Available Balance: Unlimited

5 Most Recent Manual Batches

Campaign	Date	Messages
Ad-Hoc Campaign	11/30/2010 2:34:18 PM	1
Book Rhb Capacity	11/30/2010 12:37:27 PM	95
Ad-Hoc Campaign	11/30/2010 9:37:56 AM	1
Ad-Hoc Campaign	11/30/2010 9:38:32 AM	1
Ad-Hoc Campaign	11/30/2010 9:35:36 AM	1

2010/11/30 14:49:17

4. The Bulk SMS Wizard instruction screen will appear. Please read the instructions before proceeding:

Home | Run Campaigns | Reports | Maintenance

**Create New Campaign**

**Important Instructions :**

1. Assign a useful name to your campaign.
2. Specify if you wish to have replies automatically emailed to you.
3. Specify the message body - or you can select from an existing template.
4. Upload your file of recipients, in .CSV, .XLS or .XLSX format (For Excel: You will be prompted for the correct worksheet name. Please do not use any special characters in your worksheet's name)
5. Specify if you would like to have duplicate mobile numbers removed from your file
6. Specify when you'd like you campaign to be sent - immediately, or scheduled for some date & time in the future

Once you have the required information present, please click the next button to proceed.

Next

- Click on the “Next” button to proceed to Step 1

Home | Run Campaigns | Reports | Maintenance

Create New Campaign

**Important Instructions :**

1. Assign a useful name to your campaign.
2. Specify if you wish to have replies automatically emailed to you.
3. Specify the message body - or you can select from an existing template.
4. Upload your file of recipients, in .CSV, .XLS or .XLSX format (For Excel: You will be prompted for the correct worksheet name. Please do not use any special characters in your worksheet's name)
5. Specify if you would like to have duplicate mobile numbers removed from your file
6. Specify when you'd like your campaign to be sent - immediately, or scheduled for some date & time in the future

Once you have the required information present, please click the next button to proceed.

Next

## Step 1 – Define Campaign

- Campaign Name:
  - You need to give a unique name for each campaign
- Send replies by email
  - This is ticked by default. If you untick the field no replies will be emailed
- Send replies and Email Alerts to
  - You can insert the email address that you would like replies routed to for the Bulk SMS campaign. Multiple reply address can be included; they need to be separated by a comma. Campaign Confirmation emails will also be sent to this/these email address/addressess

Home | Run Campaigns | Reports | Maintenance

Send Ad-hoc Message | Manage Campaigns

**Step 1: Define Campaign**

Campaign Name :

Send Replies By Email ? ☒

Send Replies and Email Alerts To :   
(comma separated list if more than 1 email address)

Previous Next

## Step 2 – Define Content

1. Select the “SMS” Option from the drop down menu

Home | Run Campaigns | Reports | Maintenance

**Step 2: Define Content**

Type Of Message : SMS

Existing Template (Optional) : SMS

Message

Characters: 0  
Messages: 0

2. Select a Template from the drop down menu – For assistance in Creating Templates please revert to the “Creating Templates” Help Document

Home | Run Campaigns | Reports | Maintenance

**Step 2: Define Content**

Type Of Message : SMS

Existing Template (Optional) : Natalie test 2101009 2

Message

Characters: 0  
Messages: 0



- After selecting the required template from the drop down menu the Message Text will appear in the Message Window.

Home | Run Campaigns | Reports | Maintenance

**Step 2: Define Content**

Type Of Message :

Existing Template (Optional) :

**Message**

Test

Characters: 4  
Messages: 1

- You are able to create your own message body in the Message Body Window. To do this do not select a template from the Existing Template drop down menu and instead use freehand typing in the window

Home | Run Campaigns | Reports | Maintenance

**Step 2: Define Content**

Type Of Message :

Existing Template (Optional) :

**Message**

Test a Bulk SMS send

Characters: 20  
Messages: 1

## Step 3 – Define Recipients

1. The Message Manager system can automatically check your SMS file for duplicated mobile numbers and remove them before sending. To allow this feature to run leave the “Remove Duplicates” option ticked

Send Ad-hoc Message | Manage Campaigns

**Step 3: Define Recipients**

You are able to select recipients for a bulk SMS send using one of three methods:

1. By adding individual/multiple contacts or groups from your Address Book :
2. Uploading a file from your PC in .xls, .xlsx or .csv formats :
3. Selecting a Distribution List to send too :

Remove Duplicates : ☒

Fields to complete in Step 3:

You are able to create bulk campaigns using a choice of three options: Address Book, Importing a Spreadsheet, Selecting a Distribution List.

### Address Book:

- Click on the address book option and the following window will load:

Home | Run Campaigns | Reports | Maintenance

Templates | Address Book | Distribution Lists | Global Opt Outs

[Export Contacts](#) | [Add Category](#) | [Add Contact](#) | [Add Contact\(s\) From File](#) | [View Selected](#) | [Search Back](#)

refresh | expand | collapse

Please select the Address Book on the left to open all options up to you.



- Within the address book window you click on Address Book on the left hand side and all options open up to you:

Home | Run Campaigns | Reports | Maintenance

Templates | Address Book | Distribution Lists | Global Opt Outs

Export Contacts | Add Category | Add Contact | Add Contact(s) From File | View Selected | Search Back

refresh | expand | collapse

Address Book

**Category Details**

Category: -> Address Book

Category Name: Address Book

☐ Delete category (including all contacts)

Save Category

- Click on the + sign next to Address Book and you can expand all your folders:

Home | Run Campaigns | Reports | Maintenance

Templates | Address Book | Distribution Lists | Global Opt Outs

Export Contacts | Add Category | Add Contact | Add Contact(s) From File | View Selected | Search Back

refresh | expand | collapse

Address Book

Channel Mobile ( 1 )

Rob Maconachie -

+27836538441

**Category Details**

Category: -> Address Book

Category Name: Address Book

☐ Delete category (including all contacts)

Save Category

- When you have identified the folder/individual you would like to send to you tick the check box next to the folder/name. The following window appears. You click on Send SMS.

Home | Run Campaigns | Reports | Maintenance

Templates | Address Book | Distribution Lists | Global Opt Outs

Export Contacts | Add Category | Add Contact | Add Contact(s) From File | View Selected | Search Back

refresh | expand | collapse

☒ Address Book

☒ Channel Mobile ( 1 )

☒ Rob Maconachie -

☒ +27836538441

**Selected Contacts**

Move Contacts To -> Address Book

**Send SMS**

Full Name	Mobile Number
Rob Maconachie	+27836538441

- Once you have clicked on Send SMS the following window appears. You click on Next:

Send Ad-hoc Message | Manage Campaigns

**Step 3: Define Recipients**

You are able to select recipients for a bulk SMS send using one of three methods:

1. By adding individual/multiple contacts or groups from your Address Book :

Remove Duplicates : ☒

Clear Selections

(AddressBook) Contained (1 Records)

Previous **Next**

- You are then able to schedule the SMS for delivery on a future date and time. Alternatively you can leave the date and time stamps as is, then click on Next. This will allow your campaign to deliver immediately

Home | Run Campaigns | Reports | Maintenance

Send Ad-hoc Message | Manage Campaigns

**Step 4: Define Delivery**

Send on: 2010/11/30 03:15 PM

☒ Override input file  
☐ Override default set times

Previous Next

- Once you have clicked on Next on the previous window the Preview Screen will appear. If the campaign is correct you click on Finish:

**Preview**

Campaign Name : Test 30.11.2010  
 Email Replies : True  
 Message Type : SMS  
 Message Preview : test  
 Schedule : 2010/11/30 03:15:00  
 Number of Messages : 1  
 Available Credits : Unlimited  
 Remove Duplicates : Yes  
 Number of Records Included : 1

**Included Data**

LINE	MobileNumber	NoName	Name
1	836538441		

Previous Finish

- Once you have clicked on Finish on the previous window the “Importing Screen” will appear briefly. A Confirmation screen will appear and an email will be sent to you once the Campaign is live:

Home | Run Campaigns | Reports | Maintenance

Send Ad-hoc Message | Manage Campaigns

Your Bulk SMS campaign is being created. A confirmation email will be emailed to your Inbox when the campaign is live.

File :

Campaign Name : **Test 30.11.2010**

Number of Records Uploaded : **1**

Remove Duplicates : **Yes**

Message Type : **SMS**

Message : **test**

[Click here](#) to navigate back to your dashboard.

## Importing a Spreadsheet

- .XLS, .XLSX, .CSV formats are supported
- The Mandatory field to be used in all spreadsheets is entitled: MobileNumber
- Click on the Browse button

Send Ad-hoc Message | Manage Campaigns

**Step 3: Define Recipients**

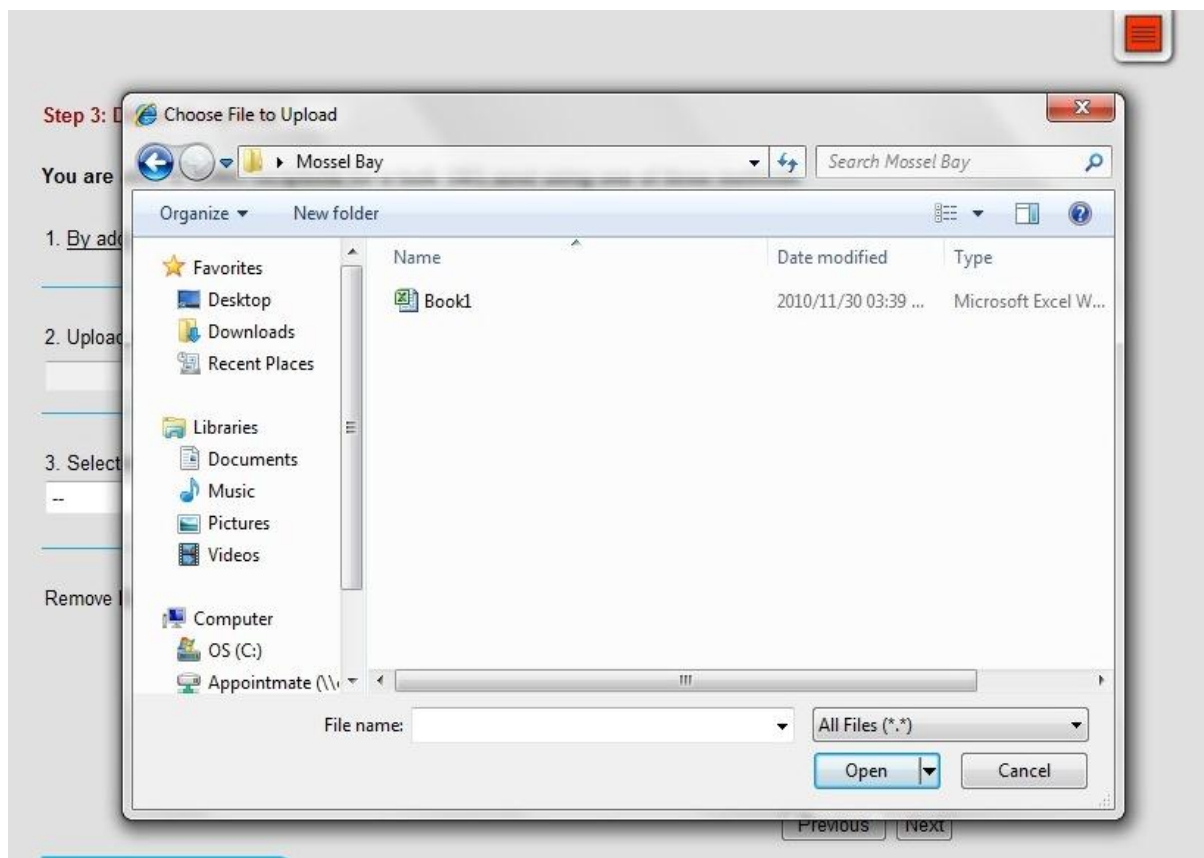
You are able to select recipients for a bulk SMS send using one of three methods:

- By adding individual/multiple contacts or groups from your Address Book :
- Uploading a file from your PC in .xls, .xlsx or .csv formats :
- Selecting a Distribution List to send too :

Remove Duplicates : ☒

Previous Next

- The “Choose a File” window will appear. You need to navigate to your spreadsheet:



- Once you have selected your spreadsheet you need to click on the Upload button:

**Step 3: Define Recipients**

You are able to select recipients for a bulk SMS send using one of three methods:

- By adding individual/multiple contacts or groups from your Address Book :
- Uploading a file from your PC in .xls, .xlsx or .csv formats :  
 C:\Users\gavin\Desktop\Mosse
- Selecting a Distribution List to send too :

Remove Duplicates : ☒

- If you are importing a .XLS or .XLSX spreadsheet you will need to select the worksheet containing the database and then click on Next:

Send Ad-hoc Message | Manage Campaigns

**Step 3: Define Recipients**

You are able to select recipients for a bulk SMS send using one of three methods:

2. Uploading a file from your PC in .xls, .xlsx or .csv formats :

Remove Duplicates : ☒

Your file has several worksheets. Please select the one you wish to use.

Select Worksheet :

(Uploaded File) Contained (1 Records)

- You are then able to schedule the SMS for delivery on a future date and time. Alternatively you can leave the date and time stamps as is, then click on Next. This will allow your campaign to deliver immediately:

Home | Run Campaigns | Reports | Maintenance

Send Ad-hoc Message | Manage Campaigns

**Step 4: Define Delivery**

Send on:

☒ Override input file

☐ Override default set times



- Once you have clicked on Next on the previous window the Preview Screen will appear. If the campaign is correct you click on Finish:

**Preview**

Campaign Name : Test 30.11.2010  
 Email Replies : True  
 Message Type : SMS  
 Message Preview : test  
 Schedule : 2010/11/30 03:15:00  
 Number of Messages : 1  
 Available Credits : Unlimited  
 Remove Duplicates : Yes  
 Number of Records Included : 1

**Included Data**

LINE	MobileNumber	NoName	Name
1	836538441		

Previous Finish

- Once you have clicked on Finish on the previous window the "Importing Screen" will appear briefly. A Confirmation screen will appear and an email will be sent to you once the Campaign is live:

Home | Run Campaigns | Reports | Maintenance

Send Ad-hoc Message | Manage Campaigns

Your Bulk SMS campaign is being created. A confirmation email will be emailed to your Inbox when the campaign is live.

File :

Campaign Name : Test 30.11.2010  
 Number of Records Uploaded : 1  
 Remove Duplicates : Yes  
 Message Type : SMS  
 Message : test

[Click here](#) to navigate back to your dashboard.

## Distribution List

- Select the Name of the Distribution List you would like to send to from the drop down menu:

Send Ad-hoc Message | Manage Campaigns

**Step 3: Define Recipients**

You are able to select recipients for a bulk SMS send using one of three methods:

1. By adding individual/multiple contacts or groups from your Address Book :
2. Uploading a file from your PC in .xls, .xlsx or .csv formats :
3. Selecting a Distribution List to send too :

Remove Duplicates : ☒

- Once you have selected your Distribution List a confirmation message will appear. You can then click on Next:

Send Ad-hoc Message | Manage Campaigns

**Step 3: Define Recipients**

You are able to select recipients for a bulk SMS send using one of three methods:

3. Selecting a Distribution List to send too :

Remove Duplicates : ☒

(Distribution List) Contained (1 Records)



- You are then able to schedule the SMS for delivery on a future date and time. Alternatively you can leave the date and time stamps as is, then click on Next. This will allow your campaign to deliver immediately:

Home | Run Campaigns | Reports | Maintenance

Send Ad-hoc Message | Manage Campaigns

**Step 4: Define Delivery**

Send on: 2010/11/30 03:15 PM

☒ Override input file  
☐ Override default set times

Previous Next

- Once you have clicked on Next on the previous window the Preview Screen will appear. If the campaign is correct you click on Finish:

**Preview**

Campaign Name : Test 30.11.2010  
 Email Replies : True  
 Message Type : SMS  
 Message Preview : test  
 Schedule : 2010/11/30 03:15:00  
 Number of Messages : 1  
 Available Credits : Unlimited  
 Remove Duplicates : Yes  
 Number of Records Included : 1

**Included Data**


LINE	MobileNumber	NoName	Name
1	836538441		

Previous Finish

- Once you have clicked on Finish on the previous window the “Importing Screen” will appear briefly. A Confirmation screen will appear and an email will be sent to you once the Campaign is live:

Home | Run Campaigns | Reports | Maintenance

Send Ad-hoc Message | Manage Campaigns



Your Bulk SMS campaign is being created. A confirmation email will be emailed to your Inbox when the campaign is live.

File :

Campaign Name : **Test 30.11.2010**

Number of Records Uploaded : **1**

Remove Duplicates : **Yes**

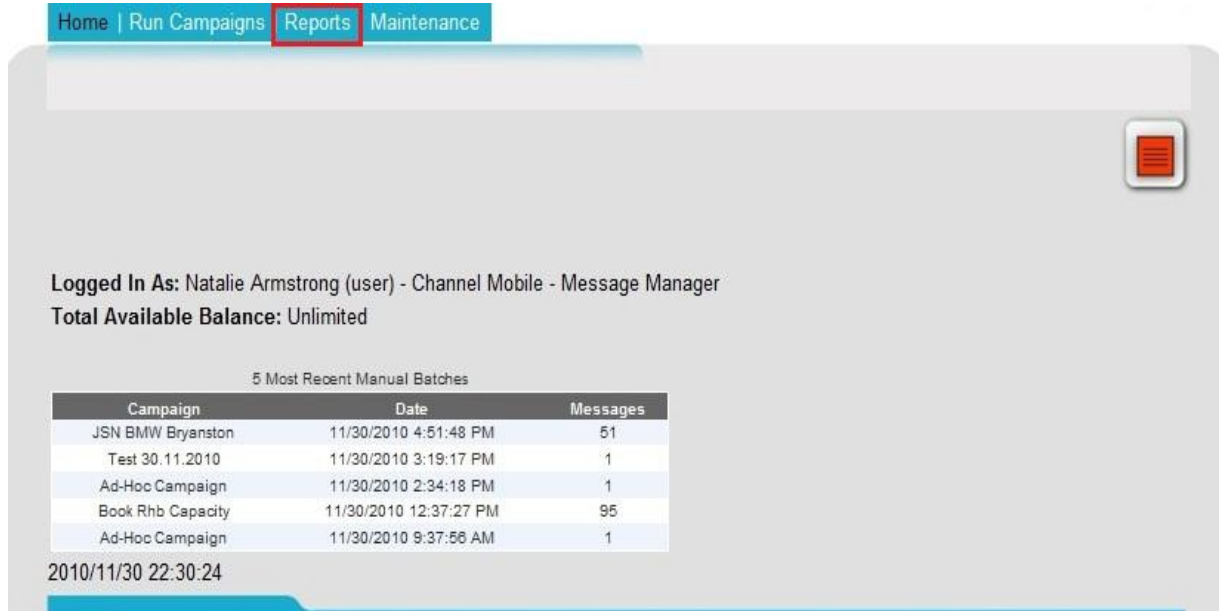
Message Type : **SMS**

Message : **test**

[Click here](#) to navigate back to your dashboard.

## Reporting Services

1. To access the Reporting service in Message Manager click on the "Reports" option in the navigation bar:



Home | Run Campaigns | **Reports** | Maintenance

Logged In As: Natalie Armstrong (user) - Channel Mobile - Message Manager  
Total Available Balance: Unlimited

5 Most Recent Manual Batches

Campaign	Date	Messages
JSN BMW Bryanston	11/30/2010 4:51:48 PM	51
Test 30.11.2010	11/30/2010 3:19:17 PM	1
Ad-Hoc Campaign	11/30/2010 2:34:18 PM	1
Book Rhb Capacity	11/30/2010 12:37:27 PM	95
Ad-Hoc Campaign	11/30/2010 9:37:56 AM	1

2010/11/30 22:30:24

2. The default Reporting window will appear



Home | Run Campaigns | **Reports** | Maintenance

Campaign Reports | Cost Centre Reports

**Campaign Reports**

Use this section below to filter the campaigns shown in the campaign selection box to only those that were created/sent within the given time period.

Date Selection:

Cost centre:

---

Campaign:

Report:

### 3. Campaign Reports and Cost Centre Reports can be generated:

Home | Run Campaigns | Reports | Maintenance

Campaign Reports | Cost Centre Reports

**Campaign Reports**

Use this section below to filter the campaigns shown in the campaign selection box to only those that were created/sent within the given time period.

Date Selection: Past 24 hours ▾

Cost centre: Channel Mobile - Message Manager ▾

Filter Campaigns

---

Campaign: [Select Default Campaign] ▾

Report: Summary ▾

Run Report

#### Campaign Reports:

- Select the date range from the “Date Selection” drop down menu

Home | Run Campaigns | Reports | Maintenance

Campaign Reports | Cost Centre Reports

**Campaign Reports**

Use this section below to filter the campaigns shown in the campaign selection box to only those that were created/sent within the given time period.

Date Selection: Past 24 hours ▾  
 Past 24 hours  
 Past week  
 Past month  
 Past year  
 Specify

Cost centre: Message Manager ▾

Filter Campaigns

---

Campaign: [Select Default Campaign] ▾

Report: Summary ▾

Run Report

- Then click on Filter Campaigns
- Select the Campaign from the drop down menu
- You can then select either a Summary Report or a Details Report and click on Run Report

## Summary Reports:

Summary reports allow you to view the following information from a SMS send

1. Report generation date
2. Amount of SMS's sent
3. Amount delivered to handset
4. Percentage delivered to handset
5. Amount failed at handset
6. Percentage failed at handset
7. Amount delivered to network
8. Percentage delivered to network
9. Amount failed at network
10. Percentage failed at network
11. Amount sending
12. Percentage sending
13. Amount of SMS's queued
14. Percentage not sent
15. Invalid
16. Percentage Invalid
17. Replies
18. Percentage of replies to the amount of SMS sent
19. Amount of "Yes" replies
20. Amount of "No" replies
21. Amount of "Stop" replies
22. Amount of other replies

**Campaign Reports**  
 Use this section below to filter the campaigns shown in the campaign selection box to only those that were created/sent within the given time period.

Date Selection:

Cost centre:

---

Campaign:

Report:

---

1 / 1
 
 100%

Generated date: Wednesday, December 01, 2010
 **Campaign Manager SMS Summary Repo**

Test Message Manager 08:46 01/12/10

Created Date	Amount Sent	Delivered to Hand Set	% Delivered to HS	Failed at Hand Set	% Failed at Hand Set	Delivered To NW	% Delivered To NW	Failed at Network	% Failed at Network	Sending	% Sending	Queued	% Not Sent	Invalid
12/1/2010 8:47	2	2	100.00%	0	0.00%	2	100.00%	0	0.00%	0.00	0.00%	0	0.00%	0.00
	2	2	100.00%	0	0.00%	2	100.00%	0	0.00%	0.00	0.00%	0	0.00%	0.00

## Detail Reports:

The Detail report is similar to the Summary report in terms of viewable information. The key difference is the statistics for the send is viewable per mobile number with message body. You are able to view

1. Report generation date
2. Amount of SMS's sent
3. Mobile number with the corresponding results for the send
4. Message body
5. Submission date and time
6. Amount delivered to handset
7. Amount failed at handset
8. Amount delivered to network
9. Amount failed at network
10. Amount sending
11. Amount Queued
12. Invalid numbers
13. Replay date
14. Amount of "Yes" replies
15. Amount of "No" replies
16. Amount of "Stop" replies
17. Amount of other replies

**Campaign Reports**  
 Use this section below to filter the campaigns shown in the campaign selection box to only those that were created/sent within the given time period.  
 Date Selection: Past 24 hours  
 Cost centre: Channel Mobile - Message Manager  
Filter Campaigns

---

Campaign: Test Message Manager 08:46 01/12/10  
 Report: Details  
Run Report

---

1 / 1  
 Main Report  
 100%

Generated date: Wednesday, December 01, 2010  

### Campaign Manager SMS Details Report

Mobile No	Message Body	Submit Date	Delivered to Hand Set	Failed at Hand set	Delivered To NW	Failed at Network	Sending
+27737331106	Test Message Manager 08:46 01/12/10	12/1/2010 8:47	1	0	1	0	0
+27823636228	Test Message Manager 08:46 01/12/10	12/1/2010 8:47	1	0	1	0	0
Record Count:			Delivered to Hand Set	Failed at Hand Set	Delivered To NW	Failed at Network	Sending
2			2	0	2	0	0

To export the report click on the “Export Report” Icon

**Campaign Reports**  
Use this section below to filter the campaigns shown in the campaign selection box to only those that were created/sent within the given time period.

Date Selection:







Cost centre:

---

Campaign:

Report:

    1 / 1   100%

Generated date: Wednesday, December 01, 2010 **Campaign Manager SMS Details Report**

Mobile No	Message Body	Submit Date	Delivered to Hand Set	Failed at Hand Set	Delivered To NW	Failed at Network	Sending
+27737331006	Test Message Manager 08:46 01/12/10	12/1/2010 8:47	1	0	1	0	0
+27823636228	Test Message Manager 08:46 01/12/10	12/1/2010 8:47	1	0	1	0	0
Record Count:			Delivered to Hand Set	Failed at Hand Set	Delivered To NW	Failed at Network	Sending
2			2	0	2	0	0

A pop up window will appear prompting you to make a number of selections in the “Export Options” window

**Campaign Reports**  
Use this section below to filter the campaigns shown in the campaign selection box to only those that were created/sent within the given time period.

Date Selection:







Cost centre:

---

Campaign:

Report:

    1 / 1   100%

Generated date: Wednesday, December 01, 2010 **Campaign Manager SMS Details Report**

Mobile No	Message Body	Submit Date	Delivered to Hand Set	Failed at Hand Set	Delivered To NW	Failed at Network	Sending
+27737331006	Test Message Manager 08:46 01/12/10	12/1/2010 8:47	1	0	1	0	0
+27823636228	Test Message Manager 08:46 01/12/10	12/1/2010 8:47	1	0	1	0	0
Record Count:			Delivered to Hand Set	Failed at Hand Set	Delivered To NW	Failed at Network	Sending
2			2	0	2	0	0

**Export Options**  
Please select an Export format from the list.

Formats:

Enter the page range that you want to Export.

☒ All

☐ Pages

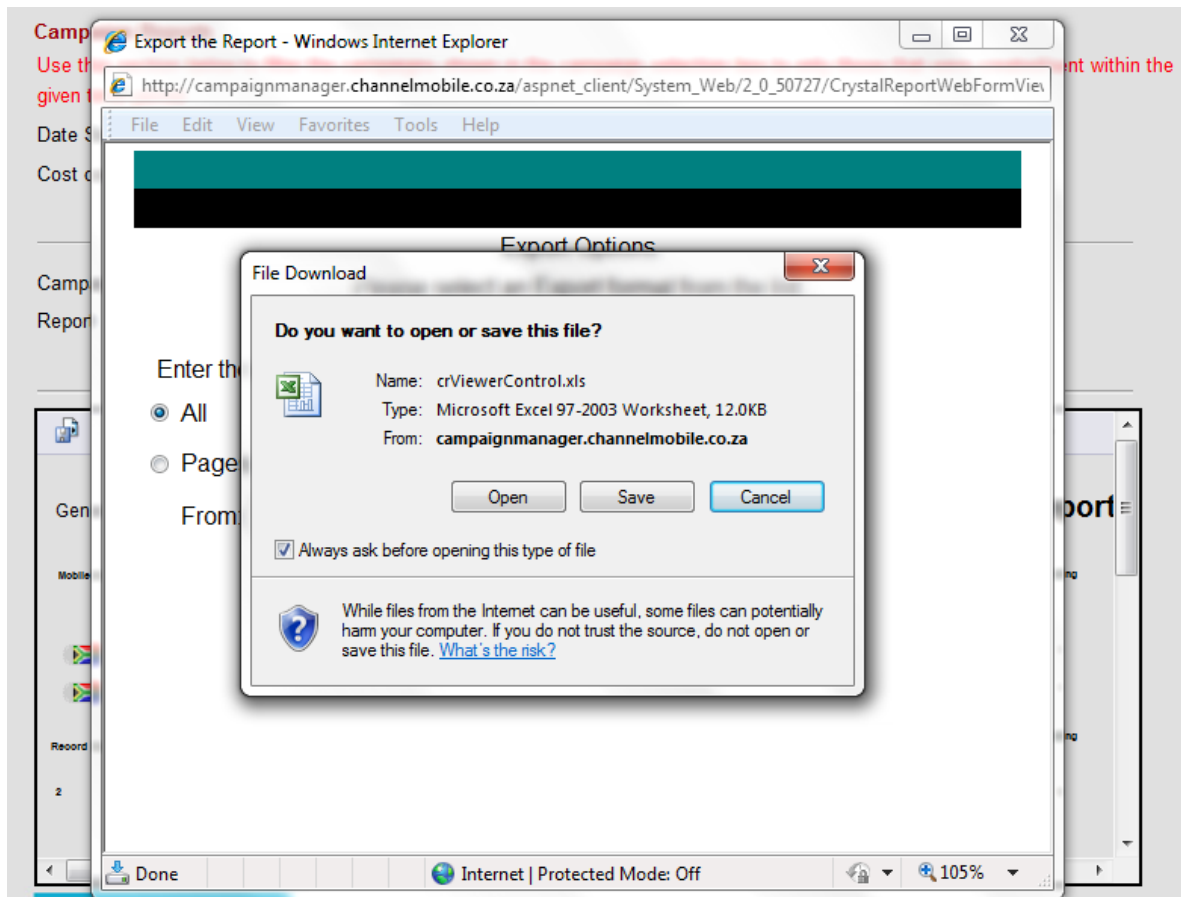
From:  To:



You are able to select the format that you require the report in together with the page range. Select the format from the drop down menu and the page range, unless you require all pages, then click on the “OK” button.

Another pop up window appears with three options:

1. Open
2. Save
3. Cancel



At this point you are able to:

1. Open the report and view on screen
2. Save it off to a destination on your PC
3. Cancel the opening/saving of the report

## Cost Centre Reports:

Home | Run Campaigns | Reports | Maintenance

Campaign Reports | Cost Centre Reports

**Cost Centre Reports**

Cost centre: Channel Mobile - Message Manager ▾

Date Selection: Past 24 hours ▾

Report: Outcome Report ▾

Run Report

- Select the date range from the “Date Selection” drop down menu

Home | Run Campaigns | Reports | Maintenance

Campaign Reports | Cost Centre Reports

**Cost Centre Reports**

Cost centre: Channel Mobile - Message Manager ▾

Date Selection: Past 24 hours ▾

Report: Outcome Report ▾

Past 24 hours  
Past week  
Past month  
Past year  
Specify

- You can then select either an Outcome Report, Summary Report or SMS Reply Details Report

## Outcome Report:

An Outcome Report allows you to view the following information from a SMS send

1. Campaign Name
2. Cost Centre
3. Batch Date
4. Batch Name
5. Report generation date
6. Amount of SMS's sent
7. Amount delivered to handset
8. Percentage delivered to handset
9. Amount failed at handset
10. Percentage failed at handset
11. Amount delivered to network
12. Percentage delivered to network
13. Amount failed at network
14. Percentage failed at network
15. Pending

**Cost Centre Reports**

Cost centre:

Date Selection:

Report:

1 / 1

Main Report

100%

Generated date 12/1/2010

**Campaign Manager Outcome Report**

Campaign Name	Cost Centre	Batch Date	Batch Name	Type	Amount Sent	Delivered to Hand	% Delivered to Hand Set	Failed at Hand Set
Ad-Hoc Campaign	Channel Mobile - Message Manager	30/11/2010 14:34	B_572893710	SMS	1	1	100.00%	0
Test 30.11.2010	Channel Mobile - Message Manager	30/11/2010 15:19	B_1990549012	SMS	1	1	100.00%	0
JSN BMW Bryanston	Channel Mobile - Message Manager	30/11/2010 16:51	B_979347834	SMS	98	48	93.88%	2
Test Message Manager 08:45 01/12/10	Channel Mobile - Message Manager	01/12/2010 8:47	B_131147693	SMS	2	2	100.00%	0
Ad-Hoc Campaign	Channel Mobile - Message Manager	01/12/2010 13:29	B_1567252119	SMS	1	0	0.00%	0

## Summary Reports:

Summary reports allow you to view the following information from a SMS send

1. Report generation date
2. Amount of SMS's sent
3. Amount delivered to handset
4. Percentage delivered to handset
5. Amount failed at handset
6. Percentage failed at handset
7. Amount delivered to network
8. Percentage delivered to network
9. Amount failed at network
10. Percentage failed at network
11. Amount sending
12. Percentage sending
13. Amount of SMS's queued
14. Percentage not sent
15. Invalid
16. Percentage Invalid
17. Replies
18. Percentage of replies to the amount of SMS sent
19. Amount of "Yes" replies
20. Amount of "No" replies
21. Amount of "Stop" replies
22. Amount of other replies

Cost Centre Reports

Cost centre: Channel Mobile - Message Manager

Date Selection: Past 24 hours

Report: Summary

Run Report

1 / 1

Main Report

100%

Generated date 12/1/2010

Campaign Manager SMS Summary Report

Campaign Name	CostCentreName	Created Date	Amount Sent	Delivered to Hand Set	% Delivered to H/S	Failed at Hand Set	% Failed at Hand Set	Delivered To NW	% Delivered to NW	Failed at Network	% Failed at Network	Pending
Ad-Hoc Campaign	Channel Mobile - Message Manager	12/1/2010 14:34	1	1	100.00%	0	0.00%	1	100.00%	0	0.00%	0
Ad-Hoc Campaign	Channel Mobile - Message Manager	12/1/2010 13:29	1	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
Ad-Hoc Campaign	Channel Mobile - Message Manager	12/1/2010 13:29	1	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
Ad-Hoc Campaign	Channel Mobile - Message Manager	12/1/2010 13:30	2	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
Ad-Hoc Campaign	Channel Mobile - Message Manager	12/1/2010 13:40	2	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
Ad-Hoc Campaign	Channel Mobile - Message Manager	12/1/2010 13:41	2	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0

## SMS Reply Details Reports:

The SMS Reply Details Report allows you to view the following information from a SMS send

1. Report generation date
2. Campaign Name
3. Cost Centre Name
4. Batch Date
5. Batch Name
6. Identifier
7. Mobile Number
8. Message Body
9. Reply Date
10. Reply

**Cost Centre Reports**

Cost centre: Channel Mobile - Message Manager

Date Selection: Past 24 hours

Report: SMS Reply Details

[Run Report](#)

1 / 1

Main Report

100%

Generated date 12/1/2010

**Campaign Manager SMS Reply Details Rep**

CampaignName	CostCentreName	Batch Date	Batch Name	Identifier	Mobile no	Message body
Ad-Hoc Campaign	Channel Mobile - Message Manager	12/1/2010 14:29	B_913085396		+27823636228	

Total: 1

To export the report click on the “Export Report” Icon

**Cost Centre Reports**

Cost centre: Channel Mobile - Message Manager

Date Selection: Past 24 hours

Report: SMS Reply Details

[Run Report](#)

1 / 1

Main Report

100%

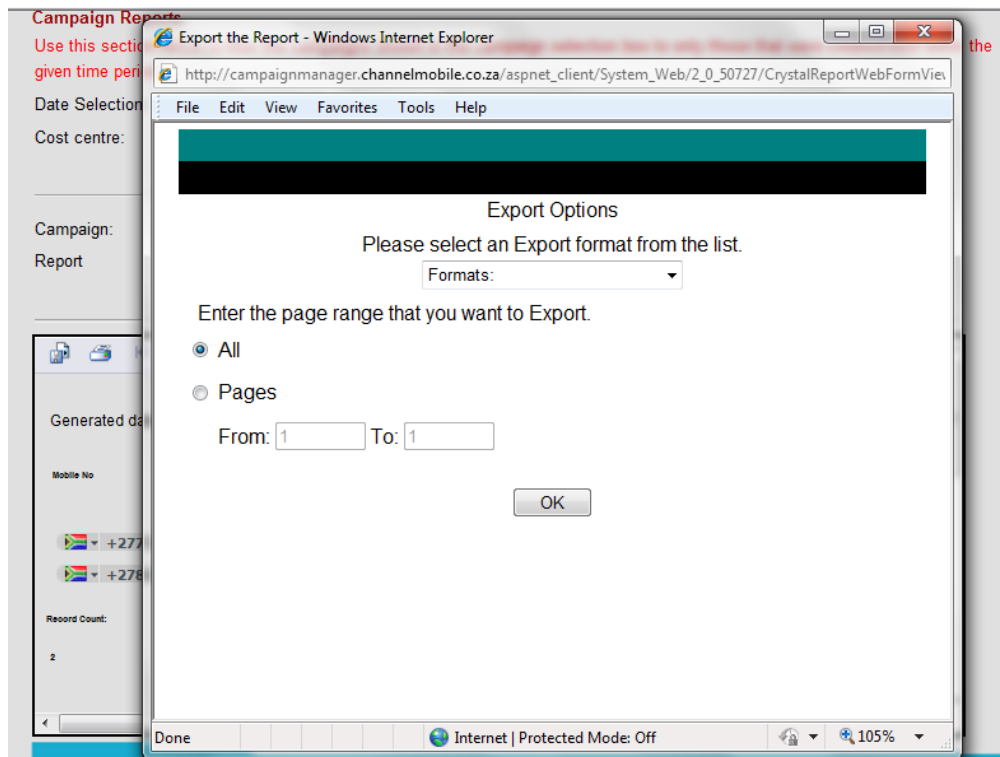
Generated date 12/1/2010

**Campaign Manager SMS Reply Details Rep**

CampaignName	CostCentreName	Batch Date	Batch Name	Identifier	Mobile no	Message body
Ad-Hoc Campaign	Channel Mobile - Message Manager	12/1/2010 14:29	B_913085396		+27823636228	

Total: 1

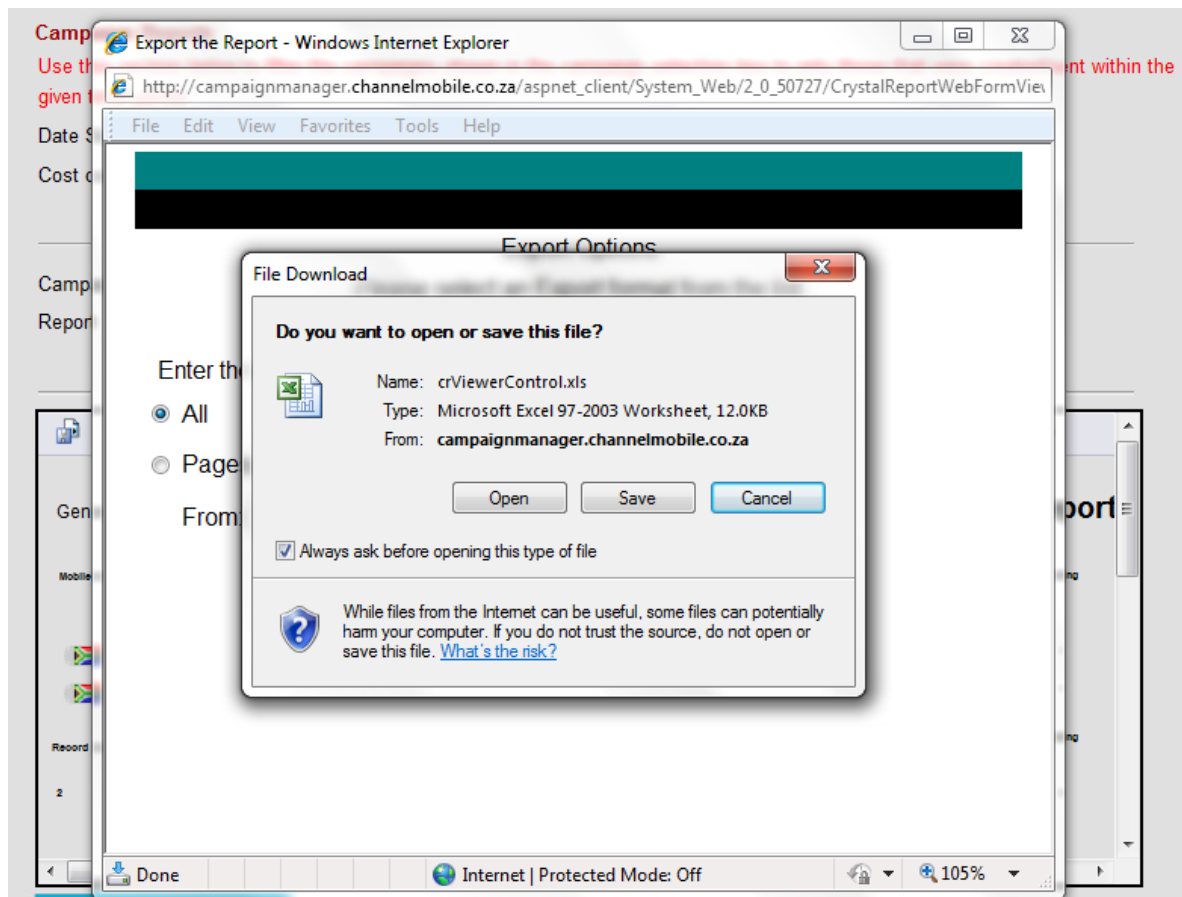
A pop up window will appear prompting you to make a number of selections in the “Export Options” window



You are able to select the format that you require the report in together with the page range. Select the format from the drop down menu and the page range, unless you require all pages, then click on the “OK” button.

Another pop up window appears with three options:

4. Open
5. Save
6. Cancel



At this point you are able to:

4. Open the report and view on screen
5. Save it off to a destination on your PC
6. Cancel the opening/saving of the report