

HotelCom SMS User Manual

2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
INFO@CHANNELMOBILE.CO.ZA

www.channelmobile.co.za

<u>Table of Contents:</u>	Pg:
1. Overview	3
2. Automated Messages	3
3. Address Book	5
4. Distribution Lists	12
5. Sending Ad-Hoc Messages	17
6. Bulk SMS Messages	22
• Using the Address Book to Send	27
• Using Spreadsheets to Send	31
• Using a Distribution List to Send	35
7. Creating Templates	38
• Automatically load Merge Fields	40
• Manually load Merge Fields	43
8. Reporting Services	46
• Campaign Reports	47
• Cost Centre Reports	52
9. Global Opt Out/Opt In	58
• Global Settings	65
• Dictionary Keywords	67
10. Users	73

2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
INFO@CHANNELMOBILE.CO.ZA

www.channelmobile.co.za

Overview:

The HotelCom SMS system has been developed to run in conjunction with Opera by Micros.

Six formats of SMS messages are automatically created during the course of a work day and sent. Two formats of SMS are manually created during the course of a work day and sent.

Automated messages:

Channel Mobile have created and loaded the required templates for each automated campaign. As a result the HotelCom SMS system is pre configured for Automated SMS Campaigns.

If you would like to change the pre loaded template please contact support@channelmobile.co.za

1. Morning Arrivals

- A list of guest morning arrivals is generated from Opera and communicated to HotelCom. An automated SMS message is sent to the guests containing their arrival information
- The message is sent at 16h04
- Welcome to the {Insert Hotel}! We trust you will enjoy your time with us. If there is anything we can do to ensure your comfort-please contact extension {Insert Extension}.

2. Morning Departures

- A list of guest morning departures is generated from Opera and communicated to HotelCom. An automated SMS message is sent to the guests containing their departure information
- The message is sent at 11h04
- Dear <<TITLE>> <<NAME>>. Thank you for being our GUEST at the {Insert Hotel}, we look forward to welcoming you back again soon.

3. Afternoon Arrival

- A list of guest afternoon arrivals is generated from Opera and communicated to HotelCom. An automated SMS message is sent to the guests containing their arrival information
- The message is sent at 19h04
- Welcome to the {Insert Hotel}! We trust you will enjoy your time with us. If there is anything we can do to ensure your comfort-please contact extension {Insert Extension}.

4. Afternoon Departures

- A list of guest afternoon departures is generated from Opera and communicated to HotelCom. An automated SMS message is sent to the guests containing their departure information
- The message is sent at 17h04
- Dear <<TITLE>> <<NAME>>. Thank you for being our GUEST at the {Insert Hotel}, we look forward to welcoming you back again soon.

2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
INFO@CHANNELMOBILE.CO.ZA

www.channelmobile.co.za

5. Mid morning notification

- A list of in house guests is generated from Opera and a SMS message is compiled and logged on the HotelCom dashboard. You are then able to manually send a campaign to the in house guest list.
- The message is sent manually
- The default template is “Insert promotional message for in house guests here”

6. Lunch Notification

- A list of in house guests is generated from Opera and a SMS message is compiled and logged on the HotelCom dashboard. You are then able to manually send a campaign to the in house guest list.
- The message is sent manually
- The default template is “Insert promotional message for in house guests here”

7. Weather SMS

- A list of in house guests are generated from Opera and communicated to HotelCom. An automated SMS message is sent to the guests containing a weather report for the following day
- The message is sent at 18h00
- Dear <<Title>> <<Name>>, the <<weather_city>> weather forecast for tomorrow (<<weather_day>> <<weather_date>>) is as follows: <<weather_text>>. High: <<weather_high>> Low: <<weather_low>>

8. Reservation Confirmation

- One message is sent three times a day at 11h00, 15h00 and 19h00.
- Dear <<TITLE>> <<NAME>>. Thank you for making your reservation at {Insert Hotel}. Your reservation number is <<CONFIRMATIONNUMBER>>, we look forward to welcoming you on <<ARRIVAL>>

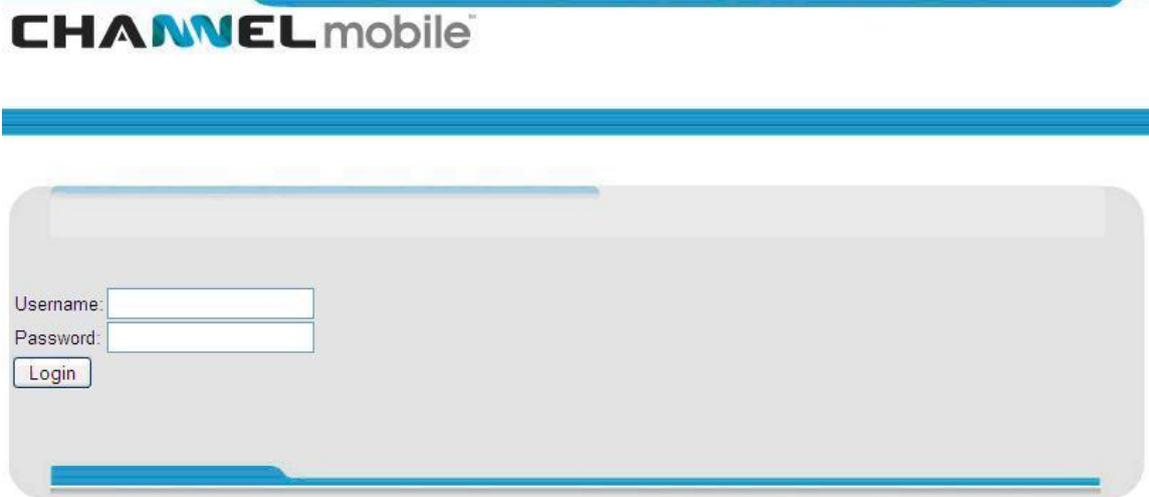
2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
INFO@CHANNELMOBILE.CO.ZA

www.channelmobile.co.za

Address Book

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



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

Helpline: 0860 104 671

81435629 (user) | 99 credits | Logout

Home | Run Campaigns | Reports | Maintenance

Logged In As: Channel Mobile (user) - HotelCom - Channel Mobile

Total Available Balance: 99

5 Most Recent Automated Batches

Campaign	Batch	Date	Messages
cm_amarrival	B_1460542987	9/19/2011 11:09:53 AM	1

2011/09/20 16:49:39

2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
 35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
 INFO@CHANNELMOBILE.CO.ZA

www.channelmobile.co.za

3. Click on Maintenance:

Helpline: 0860 104 671

81435629 (user) | 99 credits | Logout

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

Logged In As: Channel Mobile (user) - HotelCom - Channel Mobile
Total Available Balance: 99

5 Most Recent Automated Batches

Campaign	Batch	Date	Messages
cm_amarrival	B_1460542987	9/19/2011 11:09:53 AM	1

2011/09/20 16:49:39

4. Click on Address Book:

Home | Run Campaigns | Reports | Maintenance

Templates | **Address Book** | Distribution Lists | Global Opt Outs

Logged In As: Channel Mobile (user) - HotelCom - Channel Mobile
Total Available Balance: 99

5 Most Recent Automated Batches

Campaign	Batch	Date	Messages
cm_amarrival	B_1460542987	9/19/2011 11:09:53 AM	1

2011/09/21 09:56:10

2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
INFO@CHANNELMOBILE.CO.ZA

www.channelmobile.co.za

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:

Home | Run Campaigns | Reports | Maintenance

Templates | Address Book | Distribution Lists | Global Opt Outs

Address Book

*Please note: A maximum of 1500 contacts can be imported from one file. If you would like to import more than 1500 contacts for a Bulk SMS please use the Distribution List or Manage Campaigns function

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

refresh | expand | collapse

Address Book (1)

Category Details

Category: -> Address Book

Category Name: Address Book

Delete category (including all contacts)

Save Category

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

2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
 35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
 INFO@CHANNELMOBILE.CO.ZA

www.channelmobile.co.za

7. Adding a Category:
 - i. 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

Address Book

*Please note: A maximum of 1500 contacts can be imported from one file. If you would like to import more than 1500 contacts for a Bulk SMS please use the Distribution List or Manage Campaigns function

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

refresh | expand | collapse

Address Book (1)

Category Details

Category: -> Address Book

Category Name: Address Book

Delete category (including all contacts)

Save Category

- i. 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

Address Book

*Please note: A maximum of 1500 contacts can be imported from one file. If you would like to import more than 1500 contacts for a Bulk SMS please use the Distribution List or Manage Campaigns function

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

refresh | expand | collapse

Address Book (1)

Category Details

Category: -> Address Book

Category Name: **Channel Mobile**

Delete category (including all contacts)

Save Category

2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
 35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
 INFO@CHANNELMOBILE.CO.ZA

www.channelmobile.co.za

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

The screenshot shows the 'Address Book' section of the Channel Mobile interface. At the top, there is a navigation bar with 'Home | Run Campaigns | Reports | Maintenance'. Below it, a secondary navigation bar contains 'Templates | Address Book | Distribution Lists | Global Opt Outs'. The main heading is 'Address Book'. A note states: '*Please note: A maximum of 1500 contacts can be imported from one file. If you would like to import more than 1500 contacts for a Bulk SMS please use the Distribution List or Manage Campaigns function'. A toolbar includes 'Export Contacts | Add Category | Add Contact | Add Contact(s) From File | View Selected | Search'. On the left, there are 'refresh', 'expand', and 'collapse' buttons. A tree menu shows 'Address Book (1)'. On the right, a message box says 'Category added successfully'. Below this, the 'Add New Category' form has a 'Category' dropdown set to '-> Address Book', an empty 'Category Name' field, and a 'Save Category' button.

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

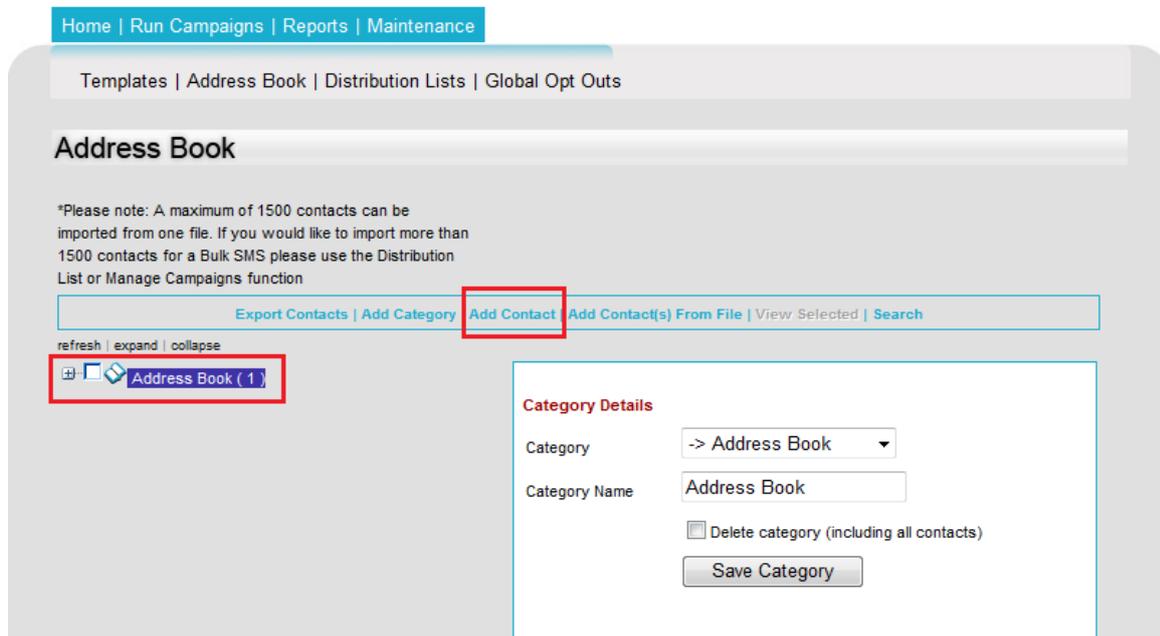
The screenshot shows the 'Address Book' section with the tree menu expanded. The navigation bars are the same as in the previous screenshot. The note is also present. The toolbar is the same. The tree menu now shows 'Address Book (1)' expanded into three items: 'Channel Mobile', 'Channel Mobile', and 'Channel Mobile - +27873515225'. On the right, a message box says 'Please select the Address Book on the left to open all options up to you.'

2009/223665/23

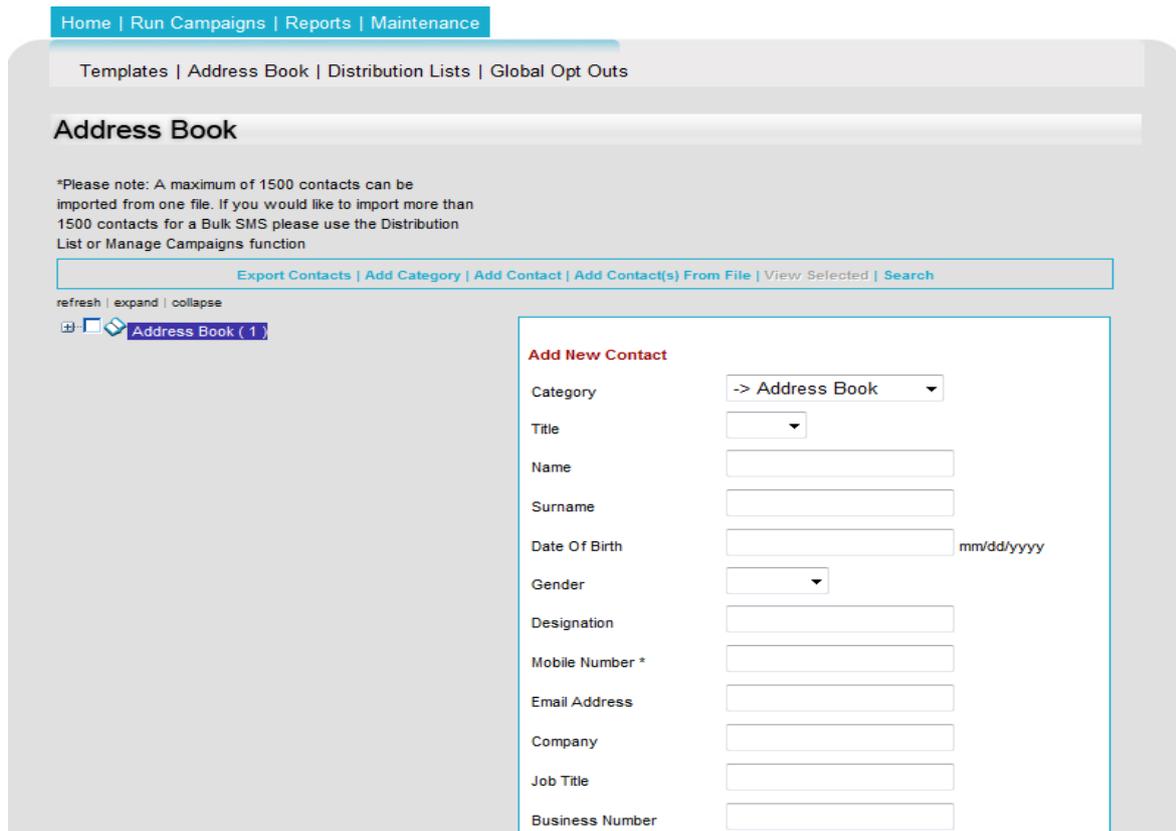
087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
INFO@CHANNELMOBILE.CO.ZA

www.channelmobile.co.za

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



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



2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
 35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
 INFO@CHANNELMOBILE.CO.ZA

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

- i. 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

Address Book

*Please note: A maximum of 1500 contacts can be imported from one file. If you would like to import more than 1500 contacts for a Bulk SMS please use the Distribution List or Manage Campaigns function

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

refresh | expand | collapse

- Address Book (1)
 - Channel Mobile - +27873515225
 - Channel Mobile (1)
 - Rob Maconachie - +27836538441

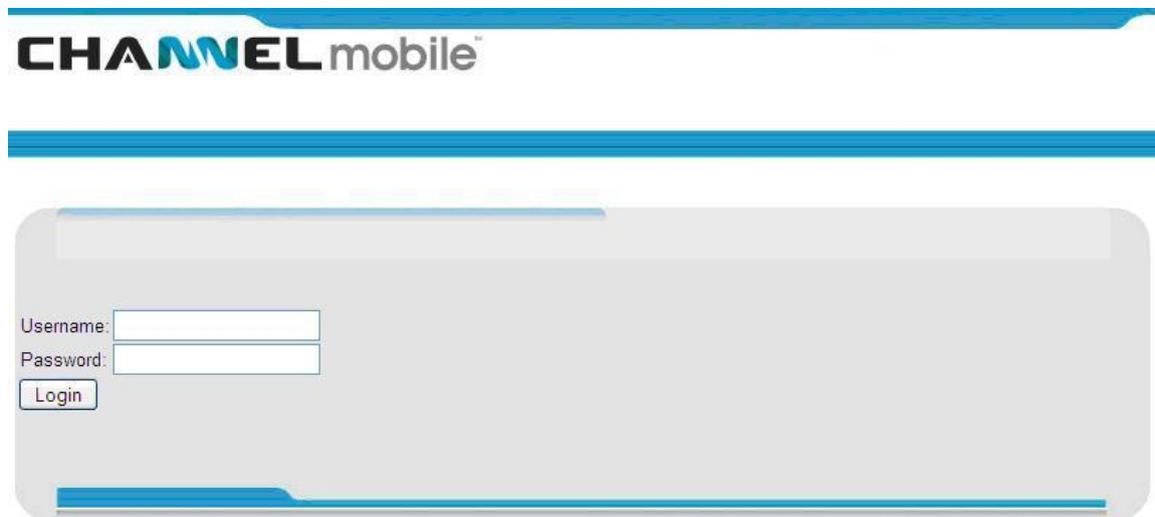
Please select the Address Book on the left to open all options up to you.

2009/223665/23

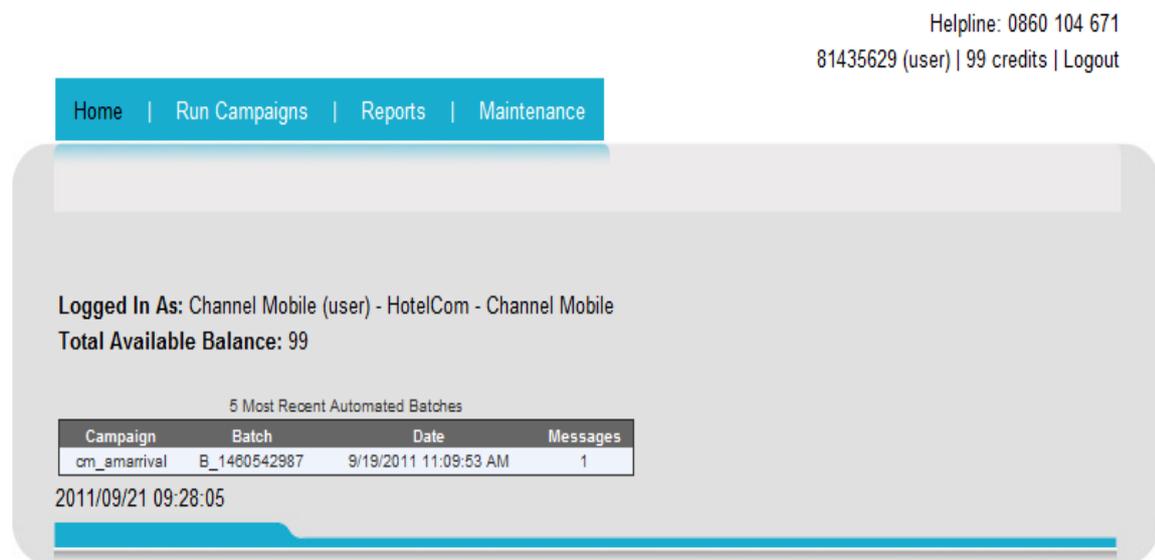
087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
 35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
 INFO@CHANNELMOBILE.CO.ZA

Distribution Lists

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



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



2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
 35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
 INFO@CHANNELMOBILE.CO.ZA

3. Click on Maintenance:

Helpline: 0860 104 671

81435629 (user) | 99 credits | Logout

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

Logged In As: Channel Mobile (user) - HotelCom - Channel Mobile

Total Available Balance: 99

5 Most Recent Automated Batches

Campaign	Batch	Date	Messages
cm_amarrival	B_1480542987	9/19/2011 11:09:53 AM	1

2011/09/21 10:20:41

4. Click on Distribution Lists:

Home | Run Campaigns | Reports | Maintenance

Templates | Address Book | **Distribution Lists** | Global Opt Outs

Logged In As: Channel Mobile (user) - HotelCom - Channel Mobile

Total Available Balance: 99

5 Most Recent Automated Batches

Campaign	Batch	Date	Messages
cm_amarrival	B_1480542987	9/19/2011 11:09:53 AM	1

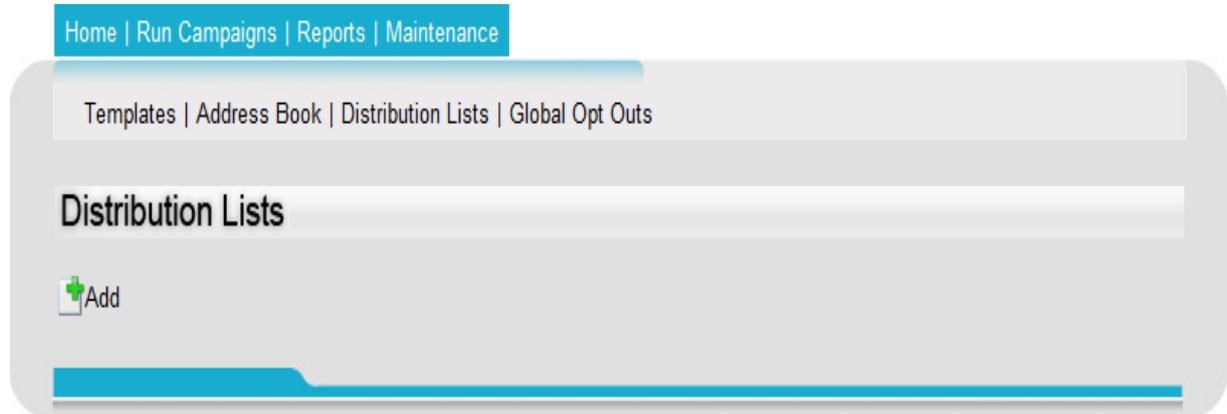
2011/09/21 10:22:50

2009/223665/23

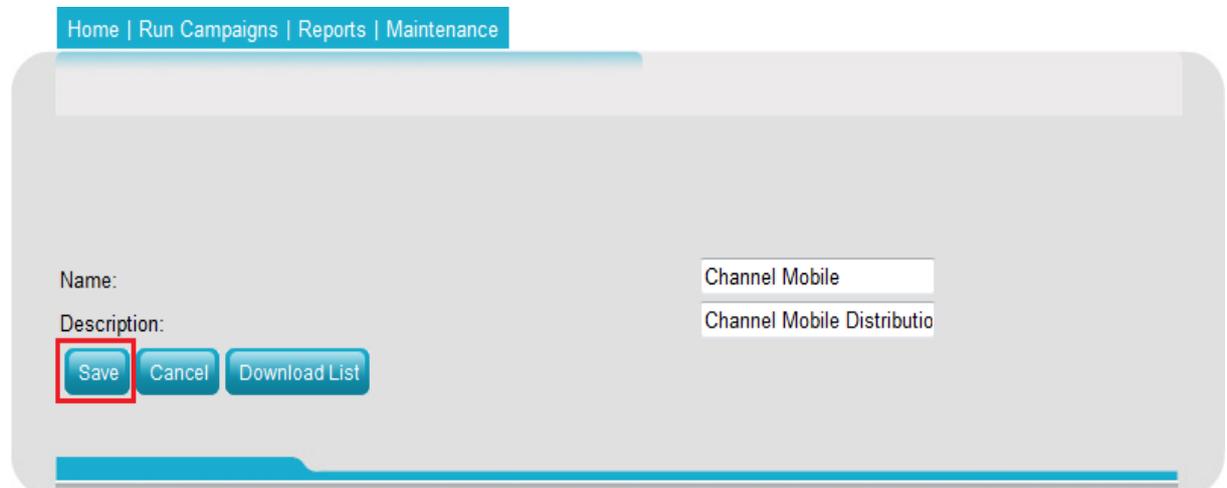
087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
INFO@CHANNELMOBILE.CO.ZA

www.channelmobile.co.za

5. The following window is displayed:



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



2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
INFO@CHANNELMOBILE.CO.ZA

www.channelmobile.co.za

7. 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

Name: Channel Mobile

Description: Channel Mobile Distributio

Save Cancel Download List



8. 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

Download Sample File :

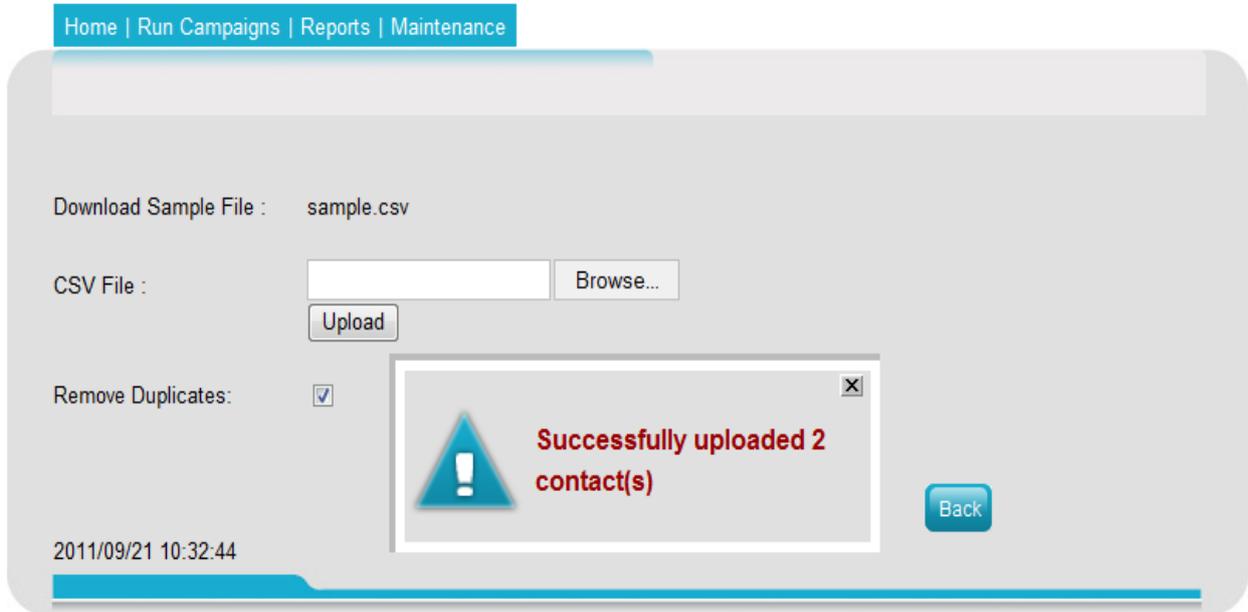
CSV File : Browse...

Remove Duplicates:

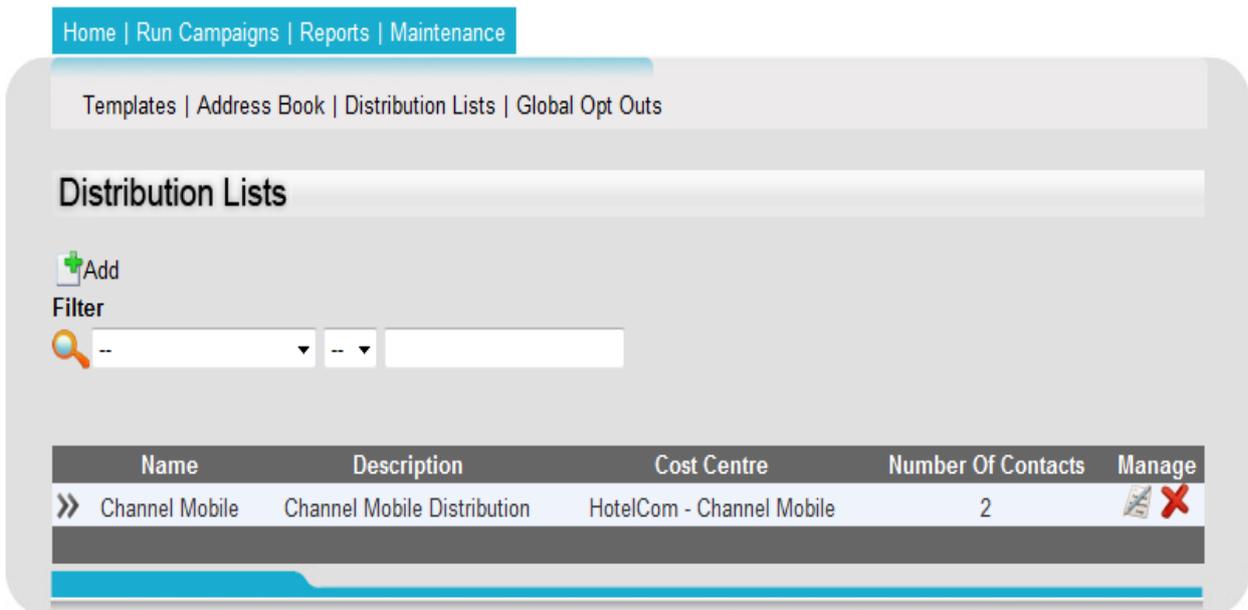
2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
 35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
 INFO@CHANNELMOBILE.CO.ZA

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



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:

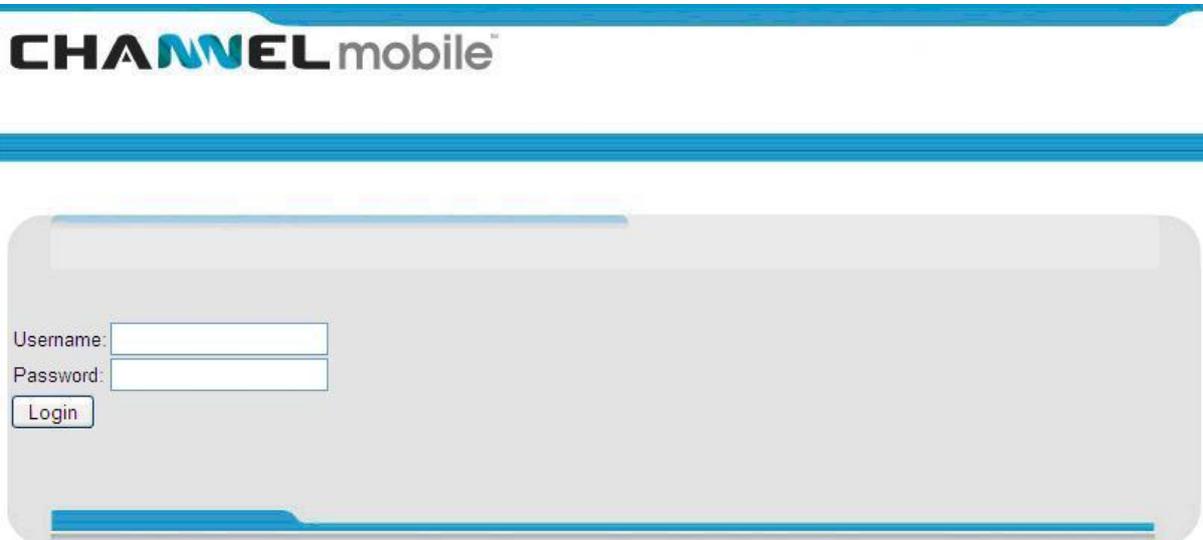


2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
 35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
 INFO@CHANNELMOBILE.CO.ZA

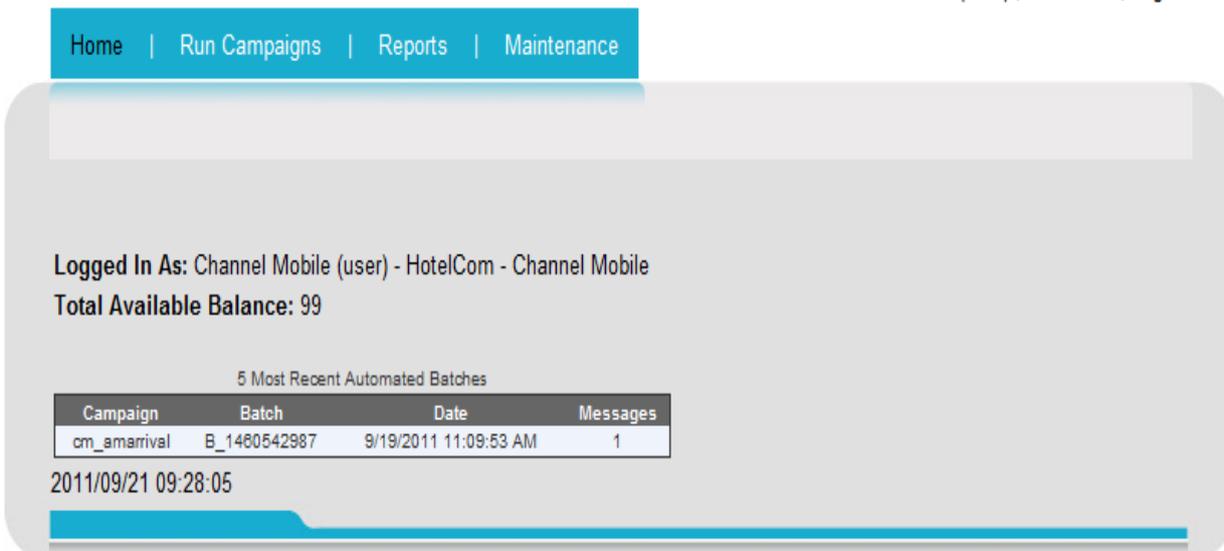
Sending Ad-Hoc Messages

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



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

Helpline: 0860 104 671
81435629 (user) | 99 credits | Logout



2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
INFO@CHANNELMOBILE.CO.ZA

3. Click on "Run Campaigns"

Helpline: 0860 104 671

81435629 (user) | 99 credits | Logout

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

Logged In As: Channel Mobile (user) - HotelCom - Channel Mobile
 Total Available Balance: 99

5 Most Recent Automated Batches

Campaign	Batch	Date	Messages
cm_amarrival	B_1460542987	9/19/2011 11:09:53 AM	1

2011/09/21 09:28:05

4. Click on "Send Ad-hoc Message"

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

Send Ad-hoc Message | Manage Campaigns

Logged In As: Channel Mobile (user) - HotelCom - Channel Mobile
 Total Available Balance: 94

5 Most Recent Automated Batches

Campaign	Batch	Date	Messages
cm_amarrival	B_1460542987	9/19/2011 11:09:53 AM	1

5 Most Recent Manual Batches

Campaign	Date	Messages
Bulk SMS Test-3	9/21/2011 12:00:36 PM	2
Bulk SMS Test-2	9/21/2011 11:51:25 AM	1
Bulk SMS Test	9/21/2011 11:15:54 AM	2
Ad-Hoc Campaign	9/21/2011 10:48:18 AM	1

2011/09/21 15:47:08

2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
 35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
 INFO@CHANNELMOBILE.CO.ZA

5. The “Create Ad-hoc Message” screen is displayed

Home | Run Campaigns | Reports | Maintenance

Send Ad-hoc Message | Manage Campaigns

Create Ad-hoc Message

Recipients :

Distribution List : --

Email Replies?

Replies sent to: support@channelmobile.co.za
(comma separated list if more than 1 email address)

Template: --

Message:

Message Preview:

Characters: 1 Messages: 1 Total Recipients:0

Send Immediately:

Schedule: 21 September 2011 10:30

2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
INFO@CHANNELMOBILE.CO.ZA

www.channelmobile.co.za

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. Email Replies

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

3. Replies Sent to

- The field defaults to the email address of the logged in user.

4. 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.

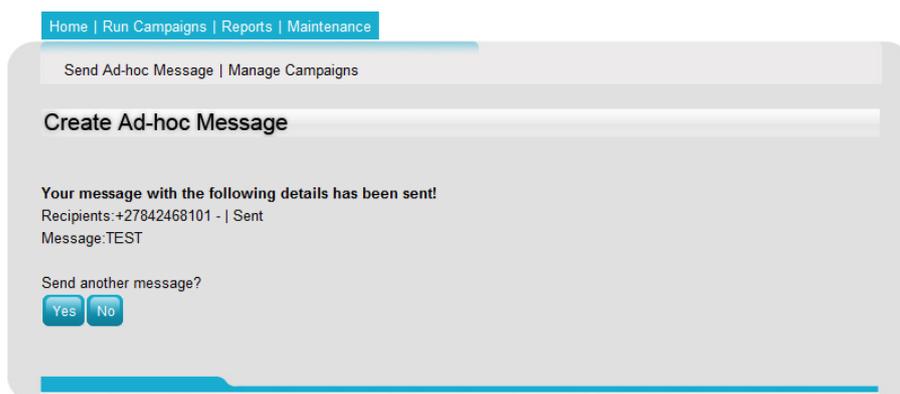
5. Message

- 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
- A message preview is available under the message field

6. 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 untick the "Send Immediately" check box. 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



2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
INFO@CHANNELMOBILE.CO.ZA

www.channelmobile.co.za

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.

2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
INFO@CHANNELMOBILE.CO.ZA

www.channelmobile.co.za

Sending Bulk SMS Messages

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

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

Helpline: 0860 104 671
81435629 (user) | 99 credits | Logout

Home | Run Campaigns | Reports | Maintenance

Logged In As: Channel Mobile (user) - HotelCom - Channel Mobile
Total Available Balance: 99

5 Most Recent Automated Batches

Campaign	Batch	Date	Messages
cm_amarrival	B_1480542987	9/19/2011 11:09:53 AM	1

2011/09/21 09:28:05

2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
INFO@CHANNELMOBILE.CO.ZA

www.channelmobile.co.za

3. Click on “Run Campaigns”

Helpline: 0860 104 671
81435629 (user) | 99 credits | Logout

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

Logged In As: Channel Mobile (user) - HotelCom - Channel Mobile
Total Available Balance: 99

5 Most Recent Automated Batches

Campaign	Batch	Date	Messages
cm_amarrival	B_1480542987	9/19/2011 11:09:53 AM	1

2011/09/21 09:28:05

4. Click on “Manage Campaigns”

Home | Run Campaigns | Reports | Maintenance

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

Logged In As: Channel Mobile (user) - HotelCom - Channel Mobile
Total Available Balance: 99

5 Most Recent Automated Batches

Campaign	Batch	Date	Messages
cm_amarrival	B_1480542987	9/19/2011 11:09:53 AM	1

5 Most Recent Manual Batches

Campaign	Date	Messages
Ad-Hoc Campaign	9/21/2011 10:48:18 AM	1

2011/09/21 10:52:30

2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
INFO@CHANNELMOBILE.CO.ZA

www.channelmobile.co.za

5. Create New Campaign Screen is Displayed

Home | Run Campaigns | Reports | Maintenance

Send Ad-hoc Message | Manage Campaigns

Create New Campaign

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

6. Step 1: Define Campaign

Home | Run Campaigns | Reports | Maintenance

Send Ad-hoc Message | Manage Campaigns

Create New Campaign

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

2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
 35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
 INFO@CHANNELMOBILE.CO.ZA

www.channelmobile.co.za

Fields to complete in Step 1:

1. Campaign Name:
 - You need to give a unique name for each campaign
 2. Send replies by email
 - This is ticked by default. If you untick the field no replies will be emailed
 3. 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/addresses
7. Step 2: Define Content

The screenshot shows a web interface for creating a new campaign. At the top, there is a navigation bar with links: Home | Run Campaigns | Reports | Maintenance. Below this is a sub-navigation bar with links: Send Ad-hoc Message | Manage Campaigns. The main heading is 'Create New Campaign'. Underneath, it says 'Step 2: Define Content'. The form includes the following fields:

- Cost Centre :** A dropdown menu with 'HotelCom - Channel Mobile' selected.
- Existing Template (Optional) :** A dropdown menu with '--' selected.
- Message :** A large text area for entering the campaign message.
- Message Preview:** A section below the message area showing 'Characters: 0' and 'Messages: 0'.

At the bottom right of the form, there are two buttons: 'Previous' and 'Next'.

2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
INFO@CHANNELMOBILE.CO.ZA

www.channelmobile.co.za

Fields to complete in Step 2:

1. Existing Template
 - You can select a previously created template by clicking on the drop down arrow and selecting the required template. This will populate the Message Field with the template
2. Message
 - If you have not chosen a template you can type your message into the Message Field. One SMS is 160 characters. There is a Message below the Message Field which displays the actual SMS, character countdown and messages used indicator

8. Step 3: Define Recipients

Home
|
Run Campaigns
|
Reports
|
Maintenance

Send Ad-hoc Message
|
Manage Campaigns

Create New Campaign

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 :

2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
 35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
 INFO@CHANNELMOBILE.CO.ZA

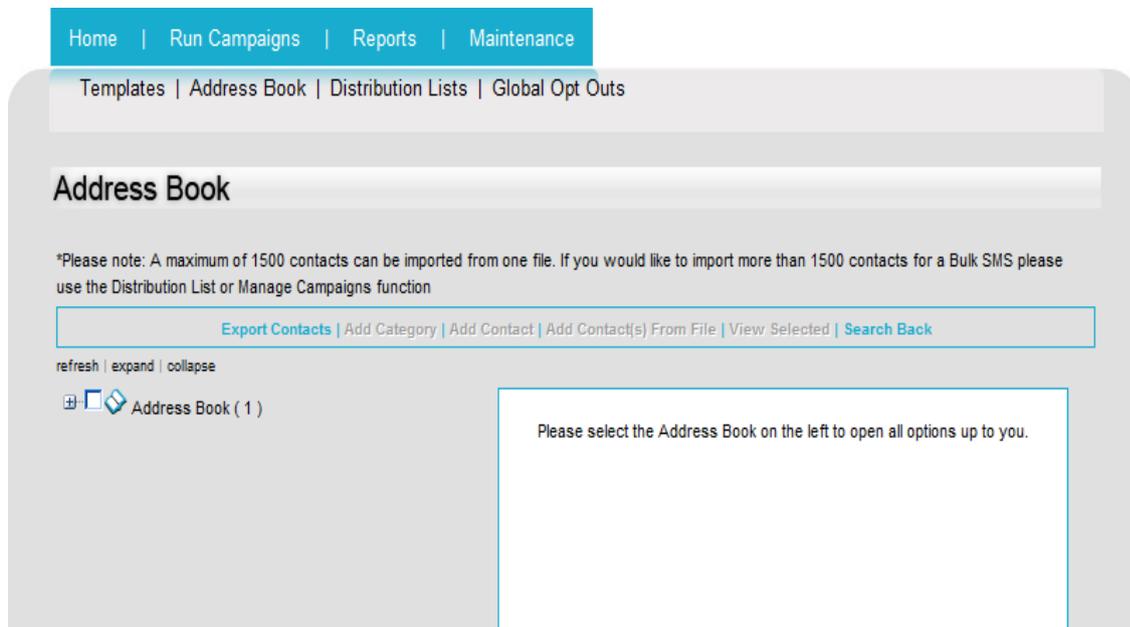
www.channelmobile.co.za

Fields to complete in Step 3:

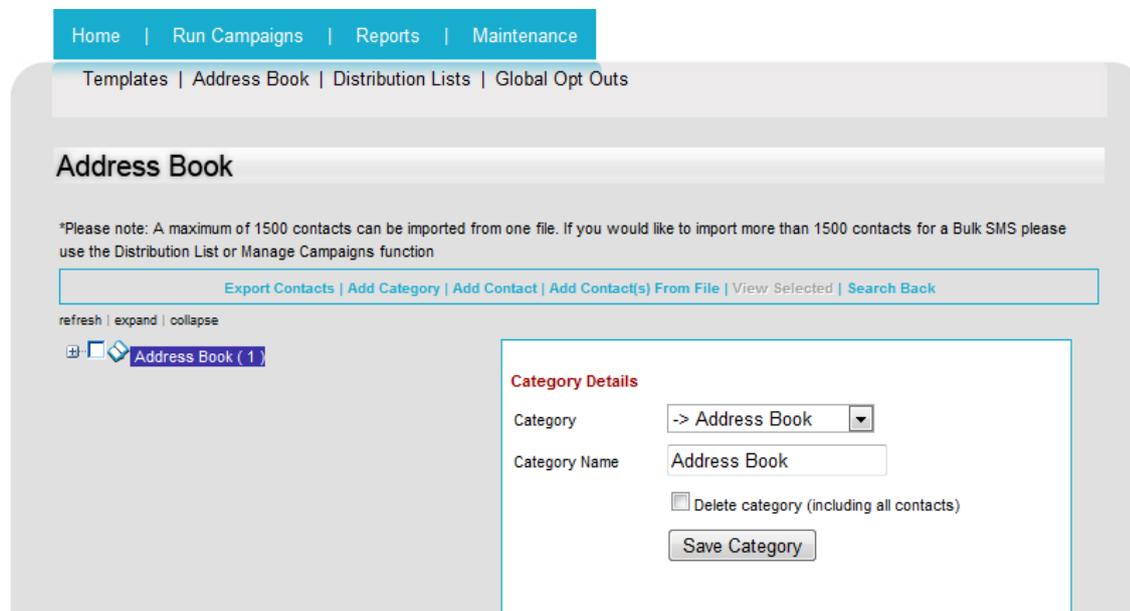
You are able to create bulk campaigns using a choice of three options: Address Book, Importing a Spreadsheet, Selecting a Distribution List.

1. Address Book:

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



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

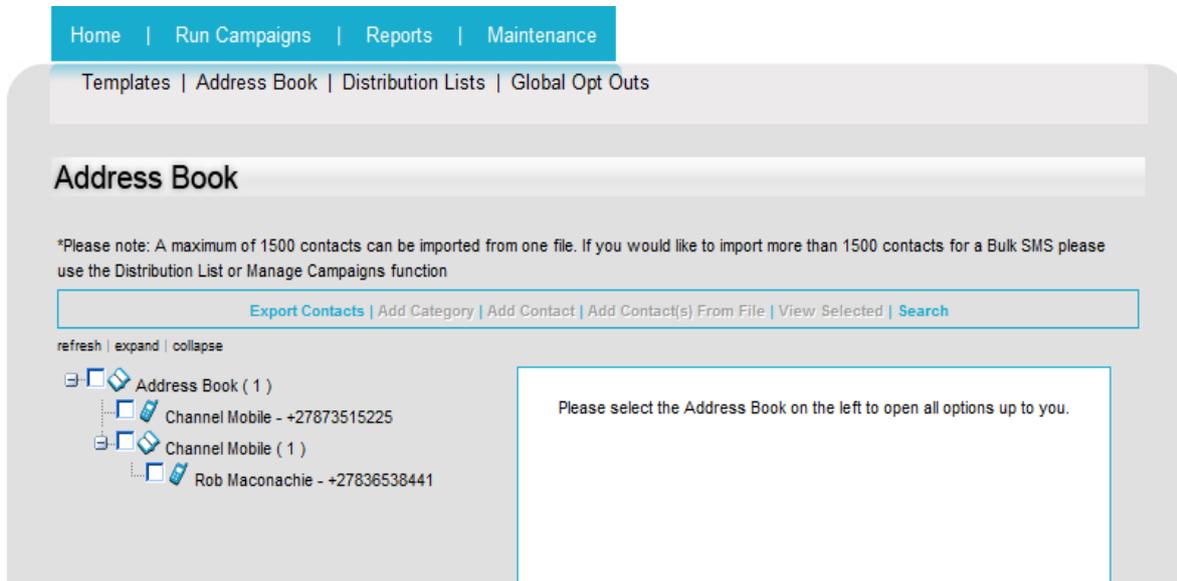


2009/223665/23

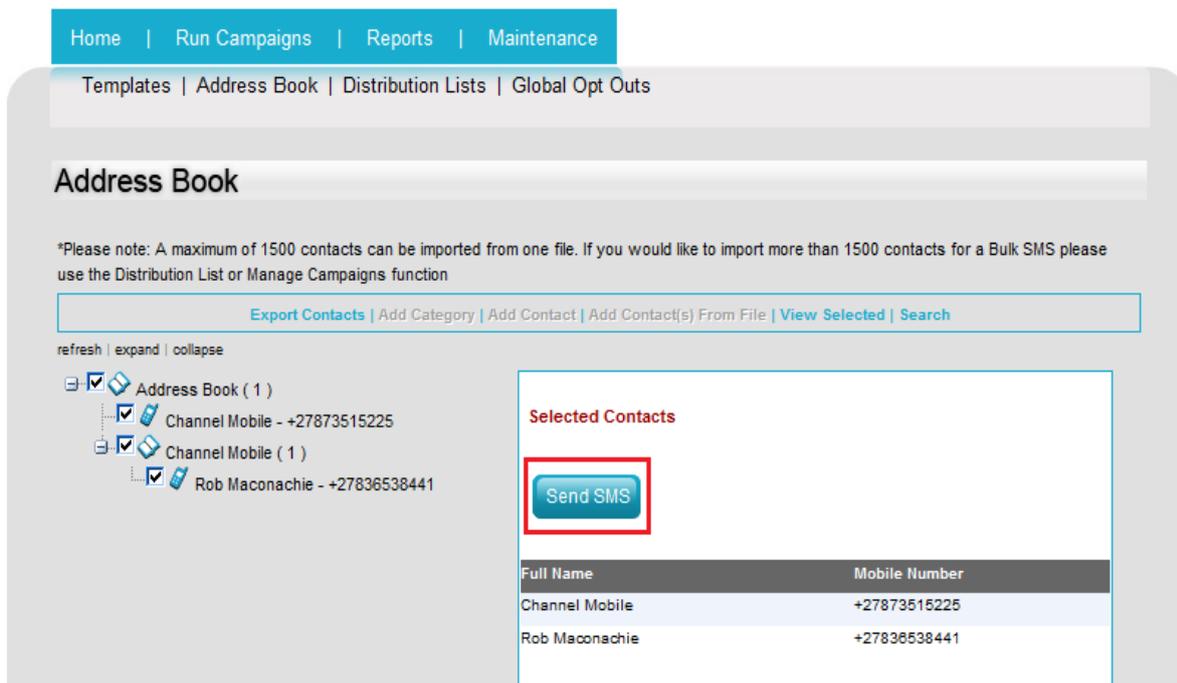
087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
INFO@CHANNELMOBILE.CO.ZA

www.channelmobile.co.za

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



- 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.



2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
 35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
 INFO@CHANNELMOBILE.CO.ZA

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

Home | Run Campaigns | Reports | Maintenance

Send Ad-hoc Message | Manage Campaigns

Create New Campaign

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 :

(AddressBook) Contained (2 Records)

Remove Duplicates :

Clear Selections

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

Create New Campaign

Step 4: Define Delivery

Send Immediately (uncheck to specify a date and time)

Send on:

Override input file

Previous Next

2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
 35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
 INFO@CHANNELMOBILE.CO.ZA

www.channelmobile.co.za

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

Home | Run Campaigns | Reports | Maintenance

Send Ad-hoc Message | Manage Campaigns

Create New Campaign

Preview

Cost Centre : **HotelCom - Channel Mobile**
 Campaign Name : **Bulk SMS Test**
 Email Replies : **True**
 Destination URL :
 Message Preview : **Test**
 Schedule : **2011/09/21 11:13:47**
 Number of Messages : **2**
 Available Credits : **98**
 Remove Duplicates : **Yes**
 Number of Records Included : **2**

Included Data

LINE	MobileNumber	NoName	Name	CellNumber
1	873515225		Channel Mobile	873515225
2	836538441		Rob Maconachie	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

Create New Campaign

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

File :

Campaign Name : **Bulk SMS Test**
 Number of Records Uploaded : **2**
 Remove Duplicates : **Yes**
 Destination URL :
 Message : **Test**

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

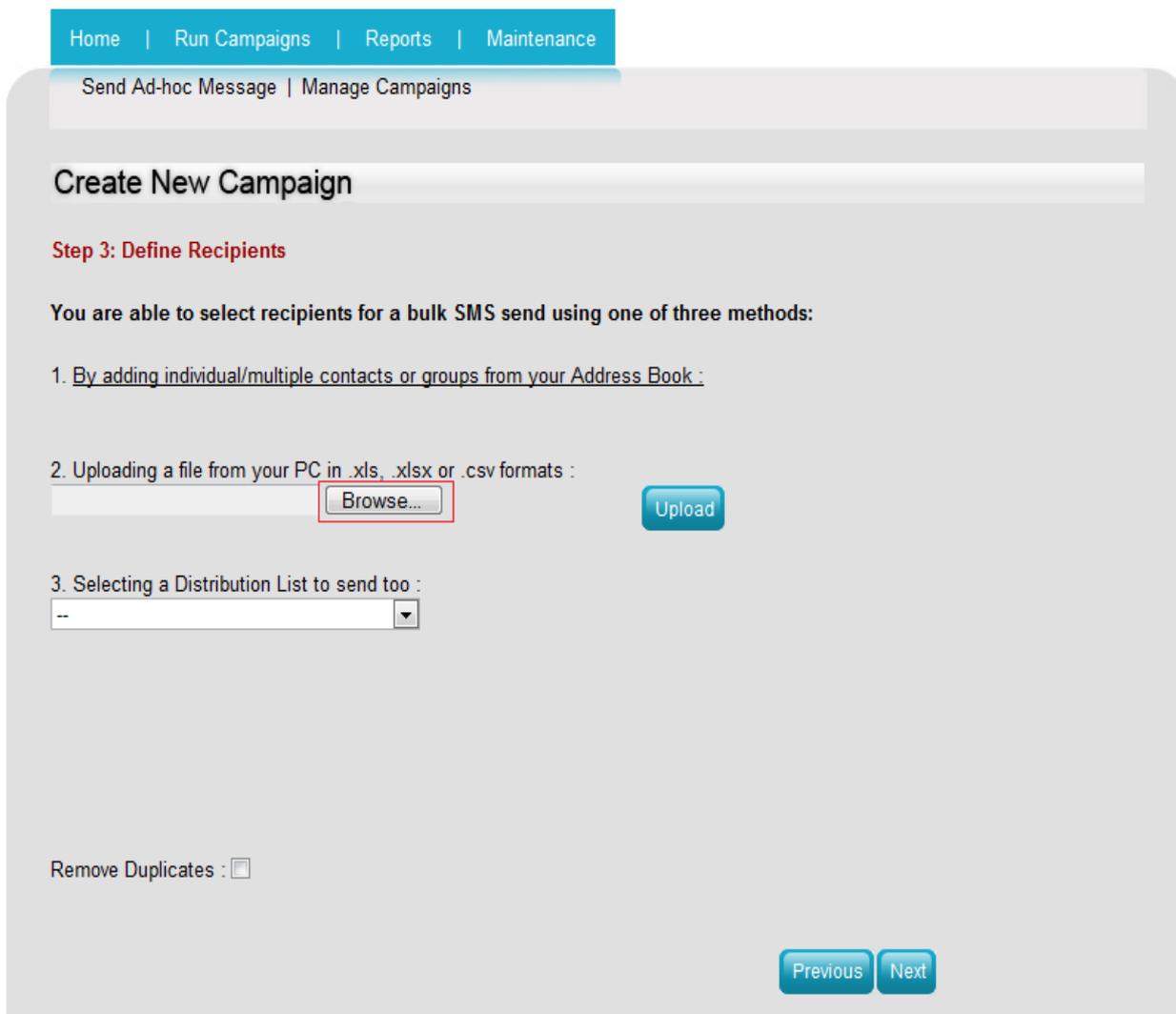
2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
 35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
 INFO@CHANNELMOBILE.CO.ZA

- If you do not receive the campaign confirmation email (and you cannot see the campaign name on your home screen) then the campaign has not been created as yet.
- Please allow some time for HotelCom to import and write your contacts to the database. If, after an extended period, you still have not received the email confirmation please contact Channel Mobile support.

2. Importing a Spreadsheet

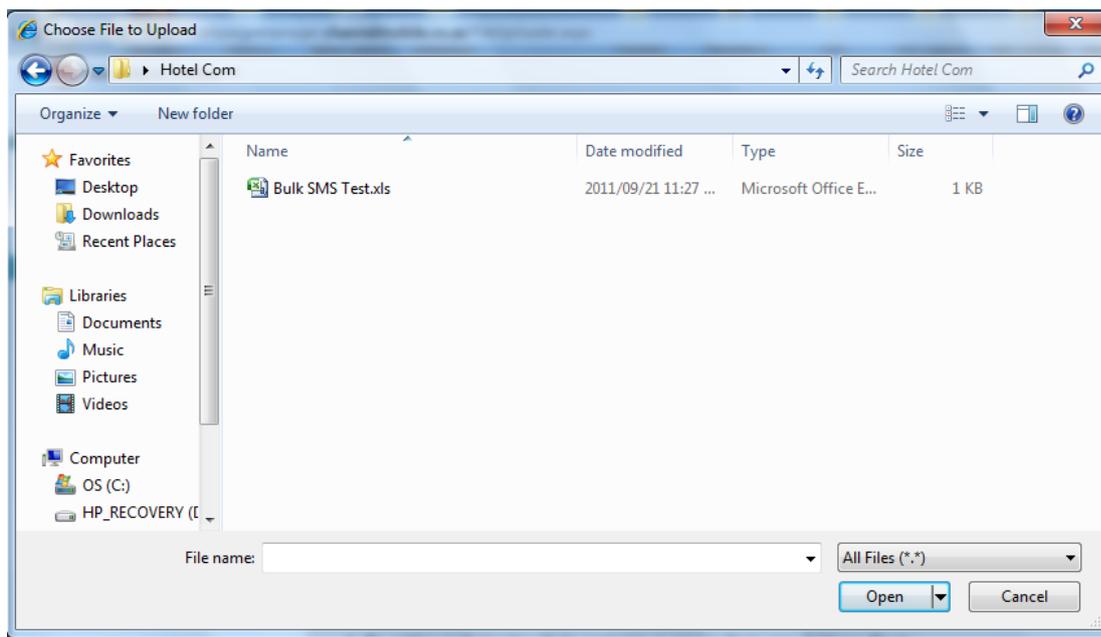
- .xls, .xlsx, .CSV formats are supported
- The Mandatory field to be used in all spreadsheets for HotelCom for the clients mobile number is entitled: MobileNumber
- Click on the Browse button



2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
INFO@CHANNELMOBILE.CO.ZA

- 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:

Home | Run Campaigns | Reports | Maintenance

Send Ad-hoc Message | Manage Campaigns

Create New Campaign

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 :
 Hotel ComBulk SMS Test.xls.c
- Selecting a Distribution List to send too :

Remove Duplicates

2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
 35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
 INFO@CHANNELMOBILE.CO.ZA

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

Home | Run Campaigns | Reports | Maintenance

Send Ad-hoc Message | Manage Campaigns

Create New Campaign

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 :

(Uploaded File)Bulk SMS Test.xlsx Contained (1 Records)

Remove Duplicates :

- 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

Create New Campaign

Step 4: Define Delivery

Send Immediately (uncheck to specify a date and time)

Send on:

Override input file

2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
 35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
 INFO@CHANNELMOBILE.CO.ZA

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

Home | Run Campaigns | Reports | Maintenance

Send Ad-hoc Message | Manage Campaigns

Create New Campaign

Preview

Campaign Name : **Bulk SMS Test-2**
 Email Replies : **True**
 Message Preview : **Test 2**
 Schedule : **2011/09/21 11:49:51**
 Number of Messages : **1**
 Available Credits : **97**
 Remove Duplicates : **Yes**
 Number of Records Included : **1**

Included Data

LINE	MobileNumber	Surname	Name
1	27836538441	Maconachie	Rob

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

Create New Campaign

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

File : **Bulk SMS Test.xlsx**
 Campaign Name : **Bulk SMS Test-2**
 Number of Records Uploaded : **1**
 Remove Duplicates : **Yes**
 Message : **Test 2**

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

2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
 35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
 INFO@CHANNELMOBILE.CO.ZA

- If you do not receive the campaign confirmation email (and you cannot see the campaign name on your home screen) then the campaign has not been created as yet.
- Please allow some time for HotelCom to import and write your contacts to the database. If, after an extended period, you still have not received the email confirmation please contact Channel Mobile support.

3. Distribution List

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

' checkbox and 'Previous' and 'Next' buttons at the bottom."/>

Home | Run Campaigns | Reports | Maintenance

Send Ad-hoc Message | Manage Campaigns

Create New Campaign

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 :

2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
INFO@CHANNELMOBILE.CO.ZA

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

Home | Run Campaigns | Reports | Maintenance

Send Ad-hoc Message | Manage Campaigns

Create New Campaign

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 :

Channel Mobile (2 contacts) ▼

(Distribution List) Contained (2 Records)

Remove Duplicates :

Clear Selections

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

Create New Campaign

Step 4: Define Delivery

Send Immediately (uncheck to specify a date and time)

Send on: 21 September 2011 11:45 AM ▼

Override input file

Previous Next

2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
 35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
 INFO@CHANNELMOBILE.CO.ZA

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

Home | Run Campaigns | Reports | Maintenance

Send Ad-hoc Message | Manage Campaigns

Create New Campaign

Preview

Campaign Name : **Bulk SMS Test-3**
 Email Replies : **True**
 Message Preview : **Test 3**
 Schedule : **2011/09/21 11:59:09**
 Number of Messages : **2**
 Available Credits : **96**
 Remove Duplicates : **Yes**
 Number of Records Included : **2**

Included Data

LINE	MobileNumber	NoName	Name
1	836538441		Rob
2	823636228		Gavin

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

Create New Campaign

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

File :

Campaign Name : **Bulk SMS Test-3**
 Number of Records Uploaded : **2**
 Remove Duplicates : **Yes**
 Message : **Test 3**

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

2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
 35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
 INFO@CHANNELMOBILE.CO.ZA

www.channelmobile.co.za

- If you do not receive the campaign confirmation email (and you cannot see the campaign name on your home screen) then the campaign has not been created as yet.
- Please allow some time for HotelCom to import and write your contacts to the database. If, after an extended period, you still have not received the email confirmation please contact Channel Mobile support.

Creating Templates

1. From the Homepage of HotelCom SMS click on the “Maintenance” option

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

Logged In As: Channel Mobile (user) - HotelCom - Channel Mobile
Total Available Balance: 94

5 Most Recent Automated Batches

Campaign	Batch	Date	Messages
cm_amarival	B_1460542987	9/19/2011 11:09:53 AM	1

5 Most Recent Manual Batches

Campaign	Date	Messages
Bulk SMS Test-3	9/21/2011 12:00:36 PM	2
Bulk SMS Test-2	9/21/2011 11:51:25 AM	1
Bulk SMS Test	9/21/2011 11:15:54 AM	2
Ad-Hoc Campaign	9/21/2011 10:48:18 AM	1

2011/09/21 13:08:00

2. Click on “Templates”

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

Logged In As: Channel Mobile (user) - HotelCom - Channel Mobile
Total Available Balance: 94

5 Most Recent Automated Batches

Campaign	Batch	Date	Messages
cm_amarival	B_1460542987	9/19/2011 11:09:53 AM	1

5 Most Recent Manual Batches

Campaign	Date	Messages
Bulk SMS Test-3	9/21/2011 12:00:36 PM	2
Bulk SMS Test-2	9/21/2011 11:51:25 AM	1
Bulk SMS Test	9/21/2011 11:15:54 AM	2
Ad-Hoc Campaign	9/21/2011 10:48:18 AM	1

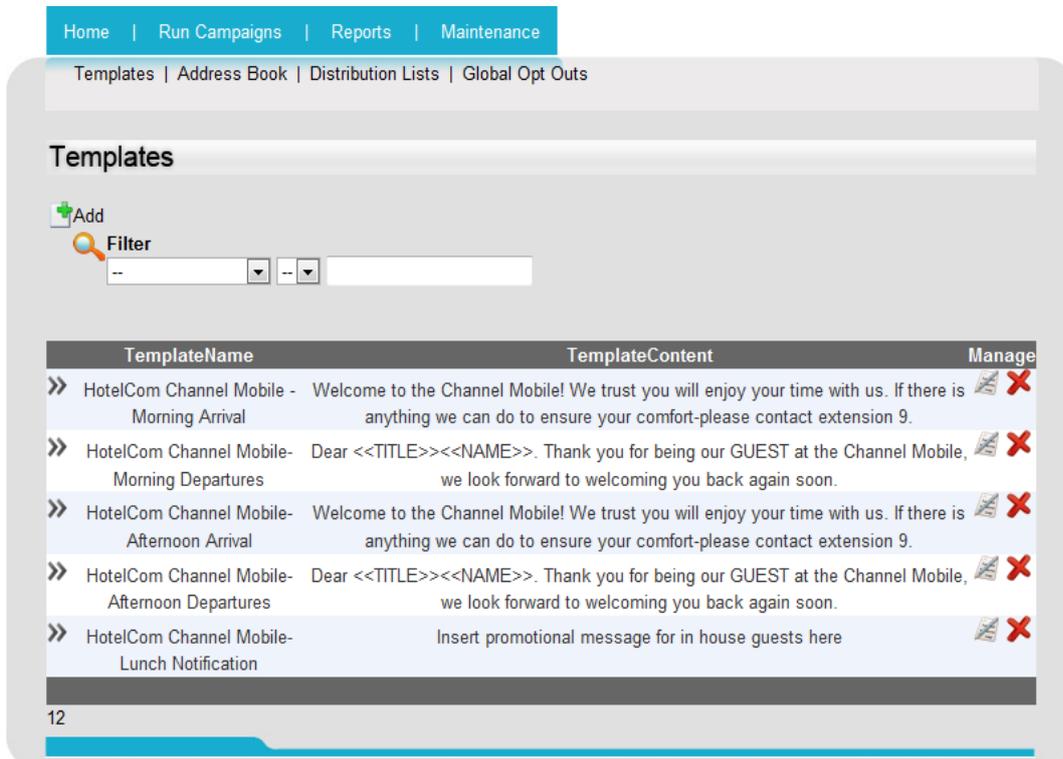
2011/09/21 13:09:48

2009/223665/23

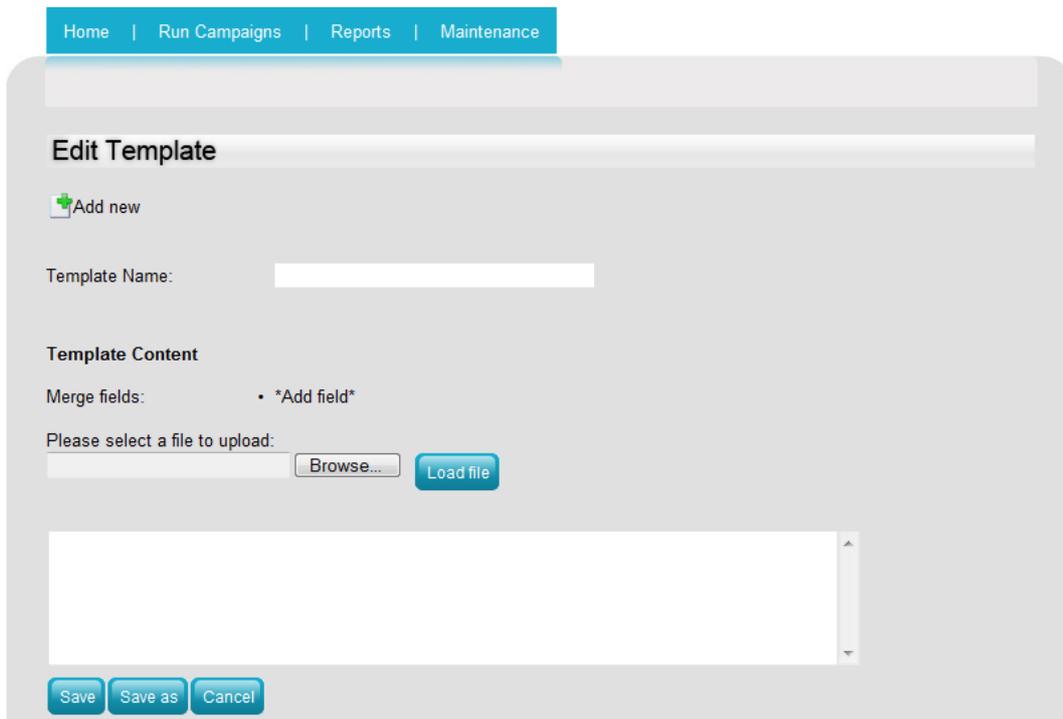
087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
INFO@CHANNELMOBILE.CO.ZA

www.channelmobile.co.za

3. The Templates screen is displayed listing current templates that were created and loaded to the system



4. Click on “Add” and the following screen will appear



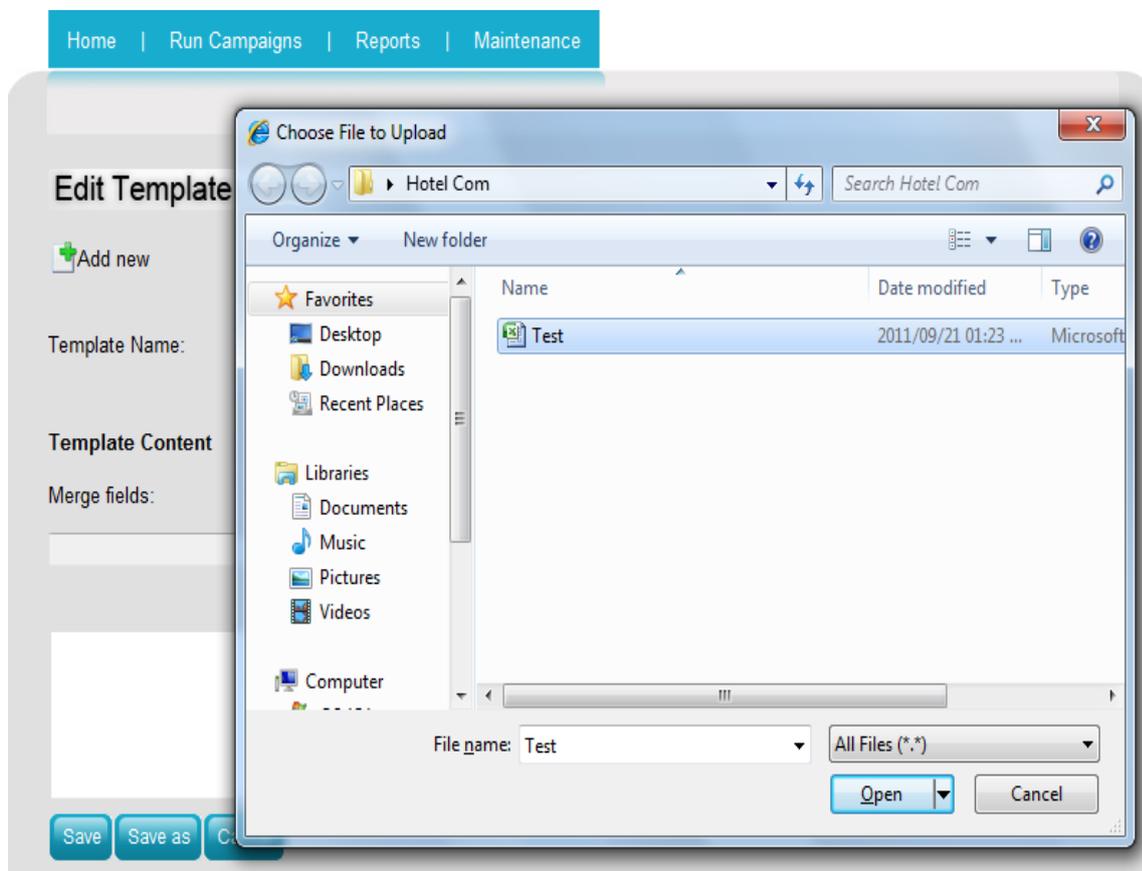
2009/223665/23

Fields to complete

1. Template Name
 - Insert the name of your Template
2. Template Content
 - There are two methods for inserting fields to your template:

Automatically load Merge Fields

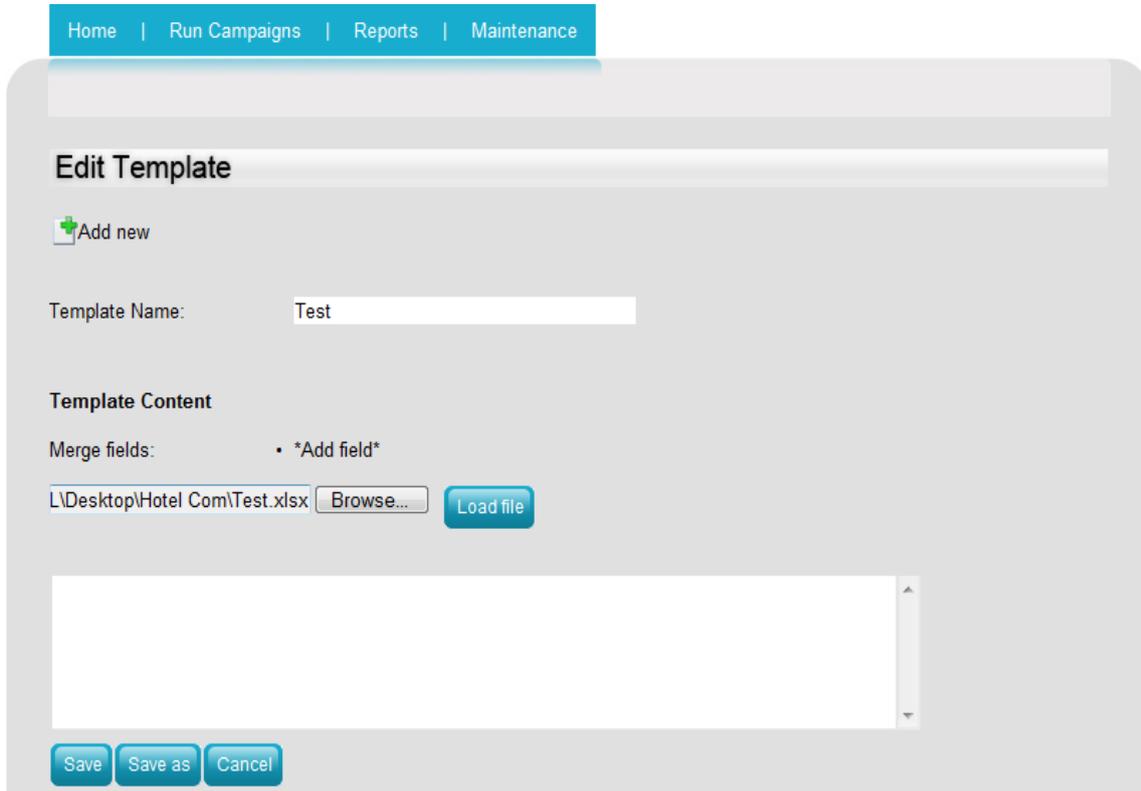
1. Click on the “Browse” Button. The “File Upload” window will appear – Navigate to the location of the file, select the file and then click on “Open” - .CSV, .xls and .xlsx files are supported



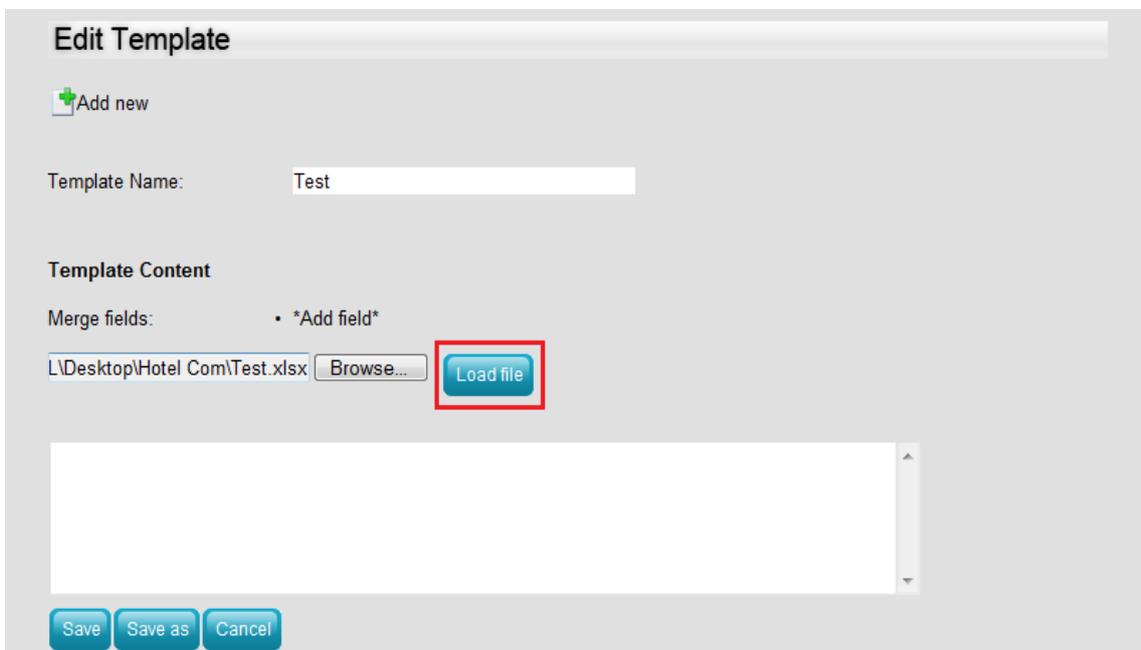
2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
 35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
 INFO@CHANNELMOBILE.CO.ZA

2. You are presented with the following screen



3. Click on the "Load File" button



2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
INFO@CHANNELMOBILE.CO.ZA

www.channelmobile.co.za

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

Home | Run Campaigns | Reports | Maintenance

Edit Template

Add new

Template Name:

Template Content

Merge fields:

- xFIRST NAME
- xLAST NAME
- xARRIVAL DATE
- xROOM NUMBER
- x*ADD FIELD*
- *Add field*

Please select a file to upload:

Dear <<FIRST NAME>><<LAST NAME>> your date of arrival is <<ARRIVAL DATE>> and you have booked room number <<ROOM NUMBER>>

Characters: 63
Messages: 1

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

* Please note, MobileNumber is a mandatory field and needs to be the heading for the column containing the mobile numbers of the recipients.

2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
INFO@CHANNELMOBILE.CO.ZA

www.channelmobile.co.za

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

The screenshot shows the 'Edit Template' interface. At the top, there is a navigation bar with links: Home | Run Campaigns | Reports | Maintenance. Below this, the page title is 'Edit Template'. There is a '+Add new' button. The 'Template Name' field contains 'Test'. Under 'Template Content', the 'Merge fields' section shows a list with one item: '*Add field*', which is highlighted with a red rectangular box. Below this, there is a text input field for 'Please select a file to upload.' with 'Browse...' and 'Load file' buttons. At the bottom, there are 'Save', 'Save as', and 'Cancel' buttons.

2. A Pop Up window will appear

This screenshot shows the same 'Edit Template' interface as above, but with a 'Script Prompt' dialog box overlaid. The dialog box has a title bar 'Explorer User Prompt' and a close button. It contains a 'Script Prompt:' label, the text 'Please enter merge field name', and an empty text input field. There are 'OK' and 'Cancel' buttons on the right side of the dialog. The background interface is dimmed, showing the same elements as the previous screenshot.

2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
 35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
 INFO@CHANNELMOBILE.CO.ZA

www.channelmobile.co.za

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

Home | Run Campaigns | Reports | Maintenance

Edit Template

Add new

Template Name:

Template Content

Merge fields: • *Add field*

Please select a file to upload:

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

Home | Run Campaigns | Reports | Maintenance

Edit Template

Add new

Template Name:

Template Content

Merge fields: • xFIRST NAME
• xLAST NAME
• xARRIVAL DATE
• xROOM NUMBER
• *Add field*

Please select a file to upload:

Dear <<FIRST NAME>><<LAST NAME>> your date of arrival is <<ARRIVAL DATE>> and you have booked room number <<ROOM NUMBER>>

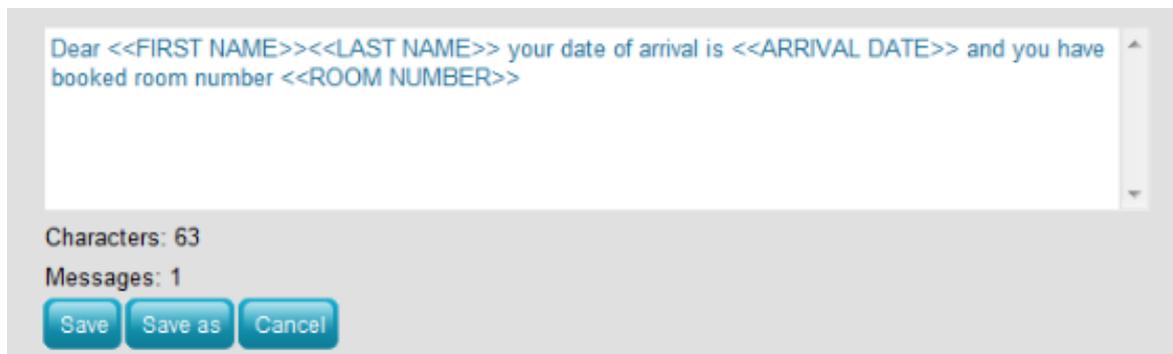
Characters: 63
Messages: 1

2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
INFO@CHANNELMOBILE.CO.ZA

www.channelmobile.co.za

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 text input field containing the message: "Dear <<FIRST NAME>><<LAST NAME>> your date of arrival is <<ARRIVAL DATE>> and you have booked room number <<ROOM NUMBER>>". Below the text field, the character count is displayed as "Characters: 63" and the message count as "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

2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
INFO@CHANNELMOBILE.CO.ZA

www.channelmobile.co.za

Reporting Services

- To access the Reporting service in the HotelCom SMS system click on the "Reports" option in the navigation bar:

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

Logged In As: Channel Mobile (user) - HotelCom - Channel Mobile
Total Available Balance: 94

5 Most Recent Automated Batches

Campaign	Batch	Date	Messages
cm_amarrival	B_1480542987	9/19/2011 11:09:53 AM	1

5 Most Recent Manual Batches

Campaign	Date	Messages
Bulk SMS Test-3	9/21/2011 12:00:36 PM	2
Bulk SMS Test-2	9/21/2011 11:51:25 AM	1
Bulk SMS Test	9/21/2011 11:15:54 AM	2
Ad-Hoc Campaign	9/21/2011 10:48:18 AM	1

2011/09/21 14:00:46

- 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:

2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
INFO@CHANNELMOBILE.CO.ZA

www.channelmobile.co.za

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

Campaign Reports:

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

2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
INFO@CHANNELMOBILE.CO.ZA

www.channelmobile.co.za

- 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 Main Report 100%

Generated date: Wednesday, September 21, 2011 **Campaign Manager SMS Summary Report**

Bulk SMS Test-3

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
9/21/2011 12:00	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

2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
 35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
 INFO@CHANNELMOBILE.CO.ZA

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

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:

Generated date: Wednesday, September 21, 2011

Campaign Manager SMS Details Report

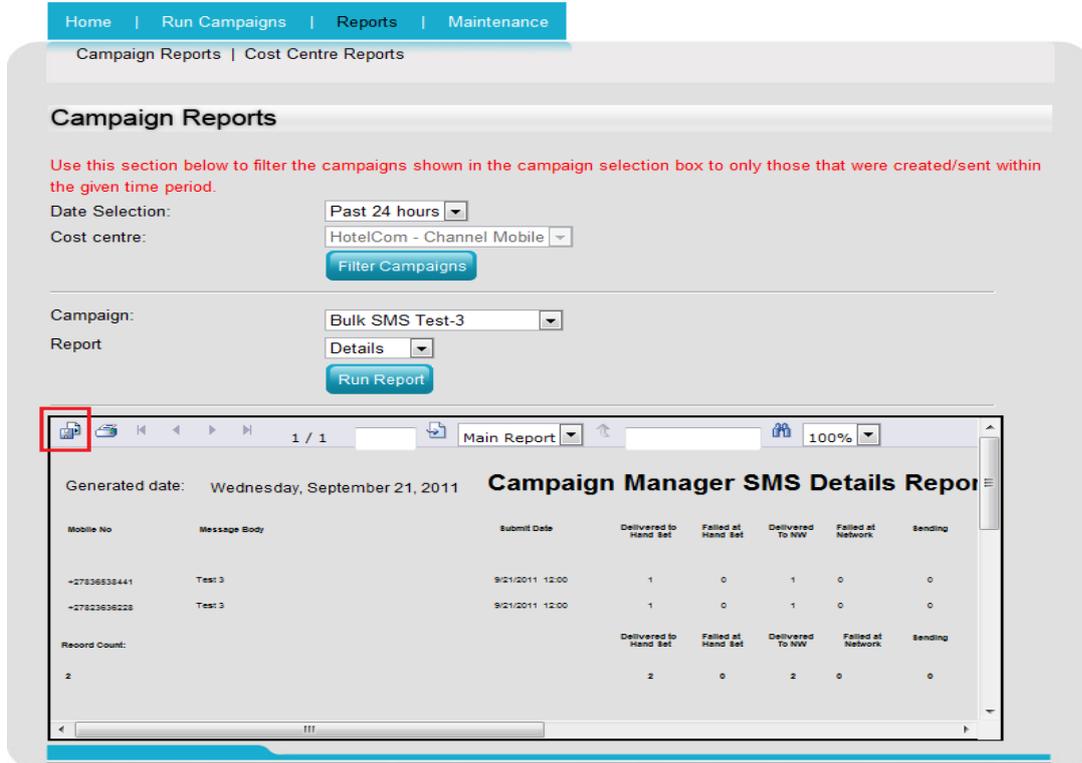
Mobile No	Message Body	Submit Date	Delivered to Hand Set	Failed at Hand Set	Delivered To NW	Failed at Network	Sending
+27823693441	Test 3	9/21/2011 12:00	1	0	1	0	0
+27823693223	Test 3	9/21/2011 12:00	1	0	1	0	0
Record Count:			Delivered to Hand Set	Failed at Hand Set	Delivered To NW	Failed at Network	Sending
2			2	0	2	0	0

2009/223665/23

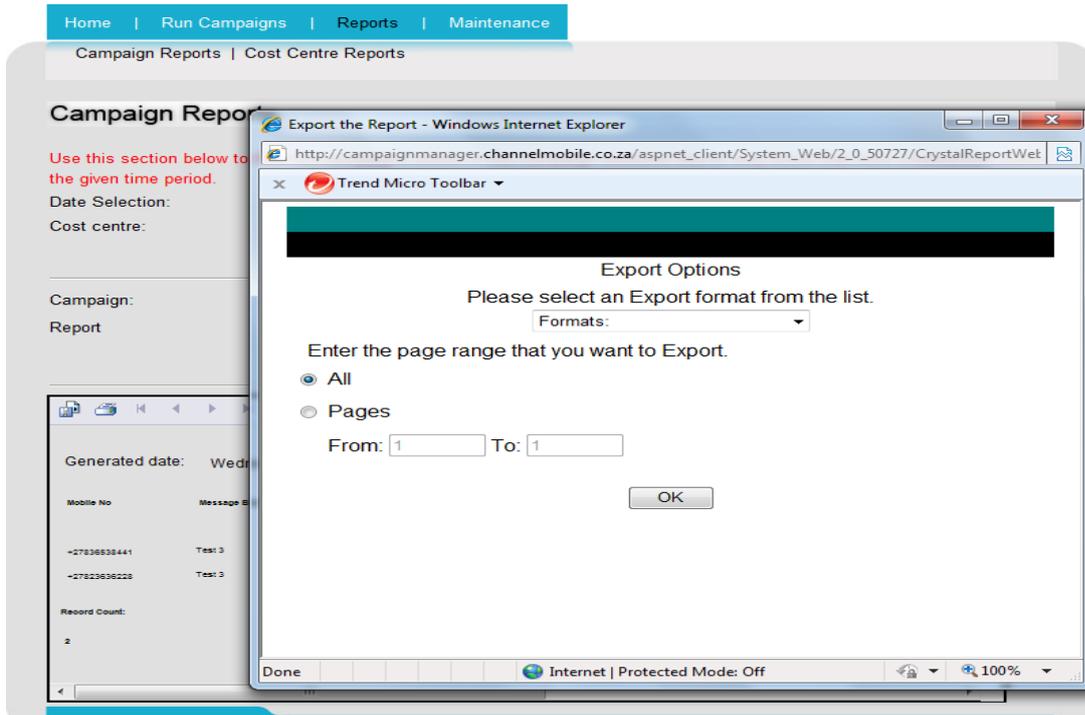
087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
 35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
 INFO@CHANNELMOBILE.CO.ZA

www.channelmobile.co.za

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



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



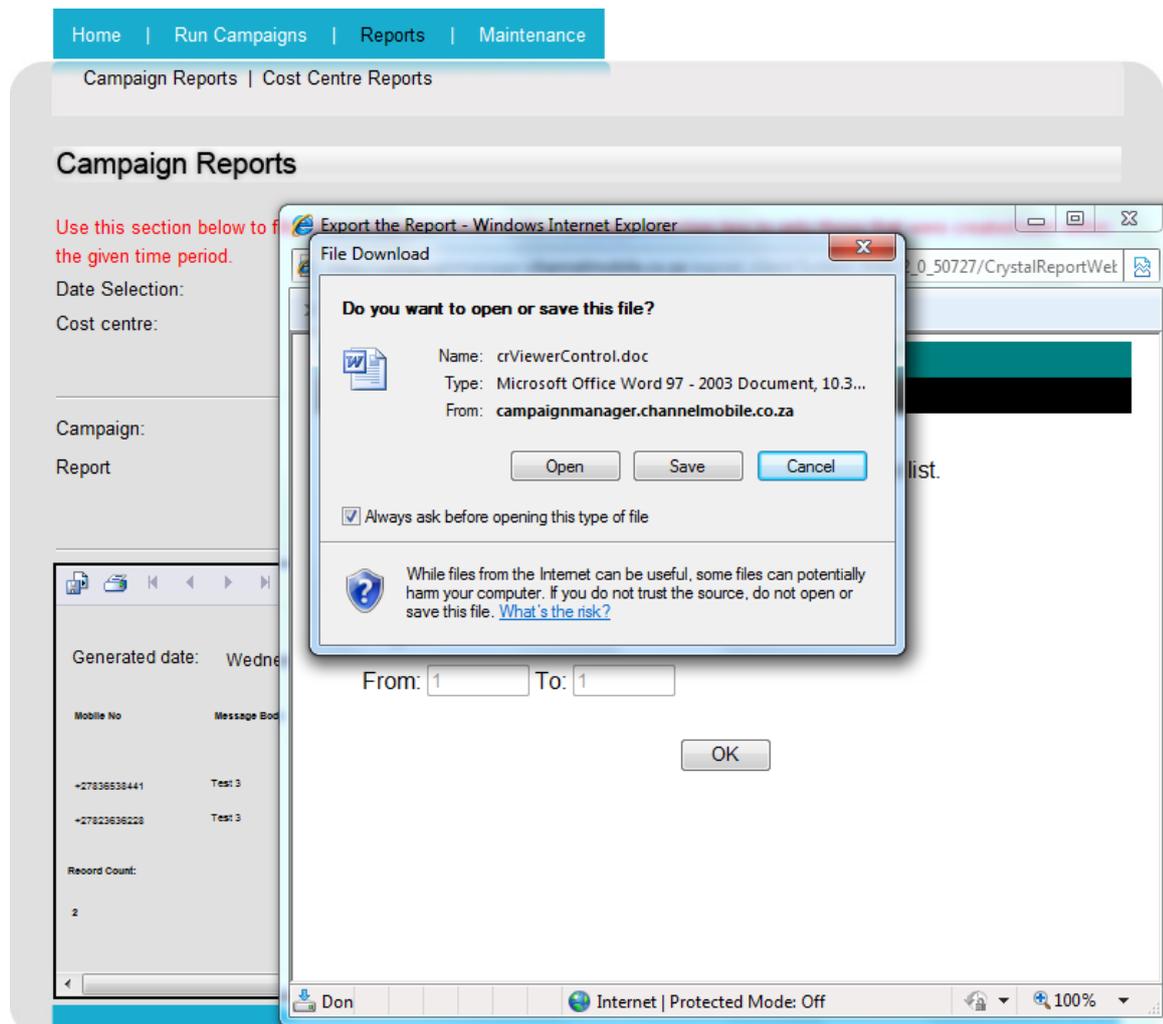
2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
 35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
 INFO@CHANNELMOBILE.CO.ZA

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

2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
 35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
 INFO@CHANNELMOBILE.CO.ZA

www.channelmobile.co.za

Cost Centre Reports:

Home | Run Campaigns | Reports | Maintenance

Campaign Reports | Cost Centre Reports

Cost Centre Reports

Cost centre:

Date Selection:

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:

Date Selection:

Report:

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

2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
 35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
 INFO@CHANNELMOBILE.CO.ZA

www.channelmobile.co.za

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

Home | Run Campaigns | Reports | Maintenance

Campaign Reports | Cost Centre Reports

Cost Centre Reports

Cost centre:

Date Selection:

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	HotelCom - Channel Mobile	2011-09-21 10:48	B_268998072	SMS	1	1	100.00%	0
Bulk SMS Test	HotelCom - Channel Mobile	2011-09-21 11:15	B_483394050	SMS	1	1	100.00%	0
Bulk SMS Test-2	HotelCom - Channel Mobile	2011-09-21 11:51	B_1214882486	SMS	1	1	100.00%	0
Bulk SMS Test-3	HotelCom - Channel Mobile	2011-09-21 12:00	B_8675548	SMS	2	2	100.00%	0
					5	5	100.00%	0

2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
 35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
 INFO@CHANNELMOBILE.CO.ZA

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

Home | Run Campaigns | Reports | Maintenance

Campaign Reports | Cost Centre Reports

Cost Centre Reports

Cost centre:

Date Selection:

Report:

Campaign Manager SMS Summary Report												
Campaign Name	CostCentreName	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	Pending
Ad-Hoc Campaign	HotelCom - Channel Mobile	Sep-2011 10:48	1	1	100.00%	0	0.00%	1	100.00%	0	0.00%	0
Bulk SMS Test	HotelCom - Channel Mobile	Sep-2011 11:15	1	1	100.00%	0	0.00%	1	100.00%	0	0.00%	0
Bulk SMS Test-2	HotelCom - Channel Mobile	Sep-2011 11:51	1	1	100.00%	0	0.00%	1	100.00%	0	0.00%	0
Bulk SMS Test-3	HotelCom - Channel Mobile	Sep-2011 12:00	2	2	100.00%	0	0.00%	2	50.00%	0	0.00%	0
			6	6	100.00%	0	0.00%	6	100.00%	0	0.00%	0

2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
 35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
 INFO@CHANNELMOBILE.CO.ZA

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

Home | Run Campaigns | Reports | Maintenance

Campaign Reports | Cost Centre Reports

Cost Centre Reports

Cost centre:

Date Selection:

Report:

CampaignName	CostCentreName	Batch Date	Batch Name	Identifier	Mobile no	Message body
Bulk SMS Test	HotelCom - Channel Mobile	21-Sep-2011 11:15	B_463394050	+27836538441	+27836538441	Test
Total:		1				

2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
 35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
 INFO@CHANNELMOBILE.CO.ZA

www.channelmobile.co.za

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

The screenshot shows the 'Cost Centre Reports' section of the application. The 'Cost centre' is set to 'HotelCom - Channel Mobile', 'Date Selection' is 'Past 24 hours', and the 'Report' is 'SMS Reply Details'. A 'Run Report' button is visible. Below this, a report preview window is open, showing a table of data. The 'Export Report' icon (a document with a download arrow) in the report preview toolbar is highlighted with a red box.

CampaignName	CostCentreName	Batch Date	Batch Name	Identifier	Mobile no	Message body
Bulk SMS Test	HotelCom - Channel Mobile	1-Sep-2011 11:15	B_463394050	+27836538441	+27836538441	Test
Total: 1						

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

The screenshot shows a 'Windows Internet Explorer' window titled 'Export the Report - Windows Internet Explorer'. The address bar shows the URL: http://campaignmanager.channelmobile.co.za/aspnet_client/System_Web/2_0_50727/CrystalReportWeb. The 'Export Options' dialog box is open, prompting the user to select an export format. The dialog contains the following text and controls:

Export Options
Please select an Export format from the list.
Formats:

Enter the page range that you want to Export.
 All
 Pages
 From: To:

OK

2009/223665/23

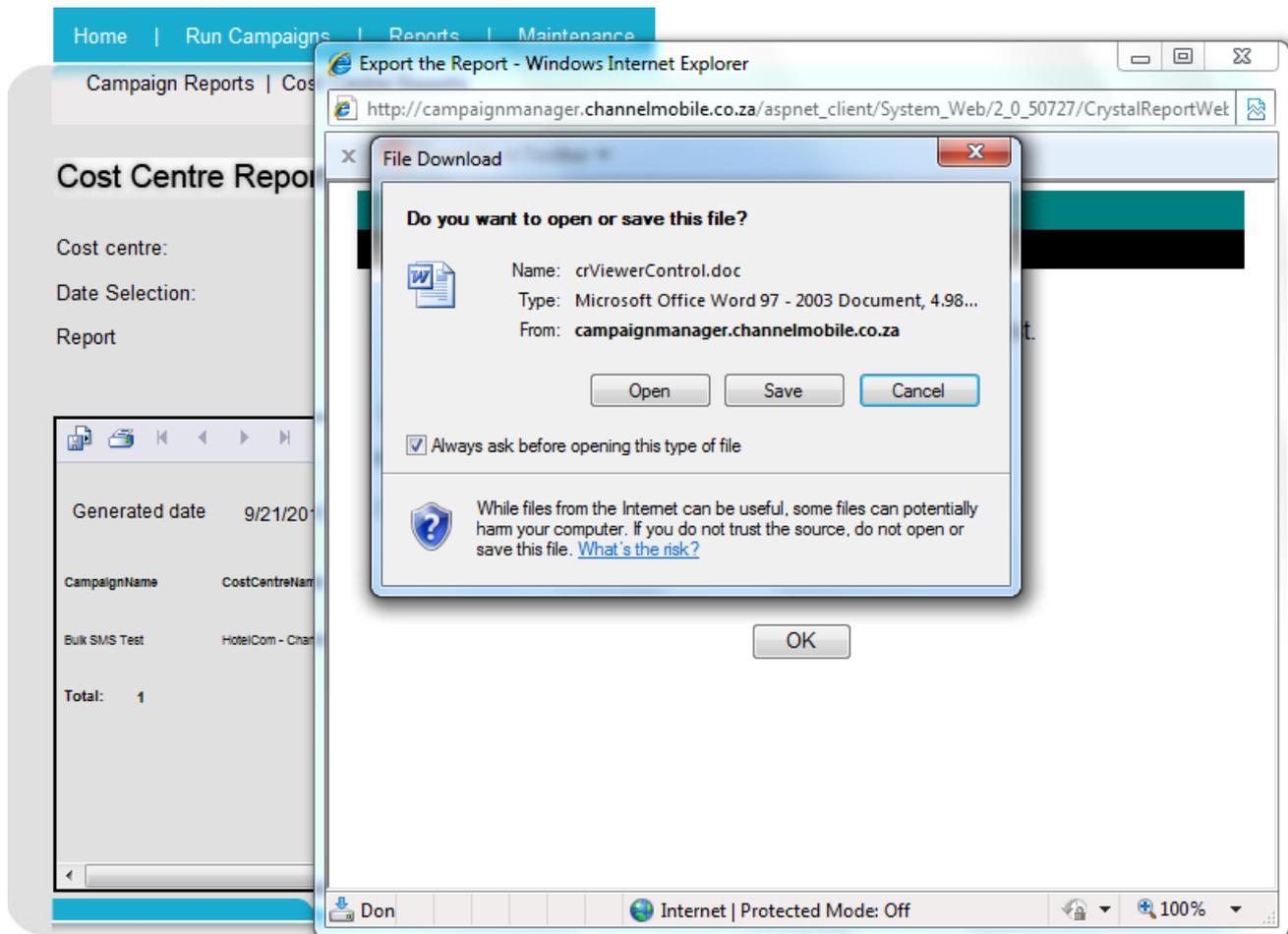
087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
INFO@CHANNELMOBILE.CO.ZA

www.channelmobile.co.za

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

2009/223665/23

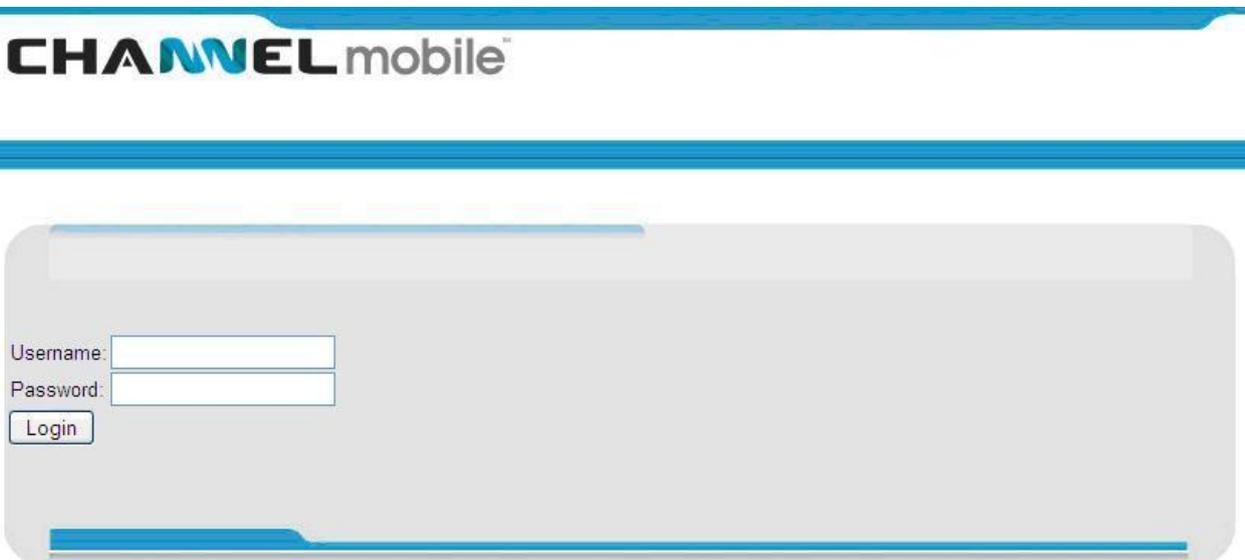
087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
 35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
 INFO@CHANNELMOBILE.CO.ZA

www.channelmobile.co.za

Global Opt Out/Opt In

(User must be set to a Cost Centre Admin or Company Admin to gain access)

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



CHANNELmobile™

Username:

Password:

Login

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

Helpline: 0860 104 671
81435629 (user) | 99 credits | Logout

Home | Run Campaigns | Reports | Maintenance

Logged In As: Channel Mobile (user) - HotelCom - Channel Mobile
Total Available Balance: 99

5 Most Recent Automated Batches

Campaign	Batch	Date	Messages
cm_amarrival	B_1480542987	9/19/2011 11:09:53 AM	1

2011/09/21 09:28:05

3. From the Homepage of HotelCom SMS click on the “Maintenance” option

2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
INFO@CHANNELMOBILE.CO.ZA

4. Click on "Global Opt Outs"

Home | Run Campaigns | Reports | Maintenance

Templates | Address Book | Distribution Lists | **Global Opt Outs**

Logged In As: Channel Mobile (user) - HotelCom - Channel Mobile

Total Available Balance: 94

5 Most Recent Automated Batches

Campaign	Batch	Date	Messages
cm_amarrival	B_1480542987	9/19/2011 11:09:53 AM	1

5 Most Recent Manual Batches

Campaign	Date	Messages
Bulk SMS Test-3	9/21/2011 12:00:36 PM	2
Bulk SMS Test-2	9/21/2011 11:51:25 AM	1
Bulk SMS Test	9/21/2011 11:15:54 AM	2
Ad-Hoc Campaign	9/21/2011 10:48:18 AM	1

2011/09/27 09:25:16

5. Click on "Add"

Home | Run Campaigns | Reports | Maintenance

Templates | Address Book | Users | Dictionary Keywords | Distribution Lists | Settings | Global Opt Outs

Global Opt-outs

 Add

2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
INFO@CHANNELMOBILE.CO.ZA

www.channelmobile.co.za

6. You can either type in a single number next to “MSISDN” or import a list

Home | Run Campaigns | Reports | Maintenance

Editing msisdn keyword

Msisdn:

Click to download sample CSV file Click to download sample Excel file

Import List:

Status:

6.1. MSISDN

i. Type in a single number next to “Msisdn”. The number must begin with +27. To Opt that number out make sure the “Opted out” option is selected next to “Status”. To Opt a number back in select the “Opted in” option next to “Status”

Home | Run Campaigns | Reports | Maintenance

Editing msisdn keyword

Msisdn:

Click to download sample CSV file Click to download sample Excel file

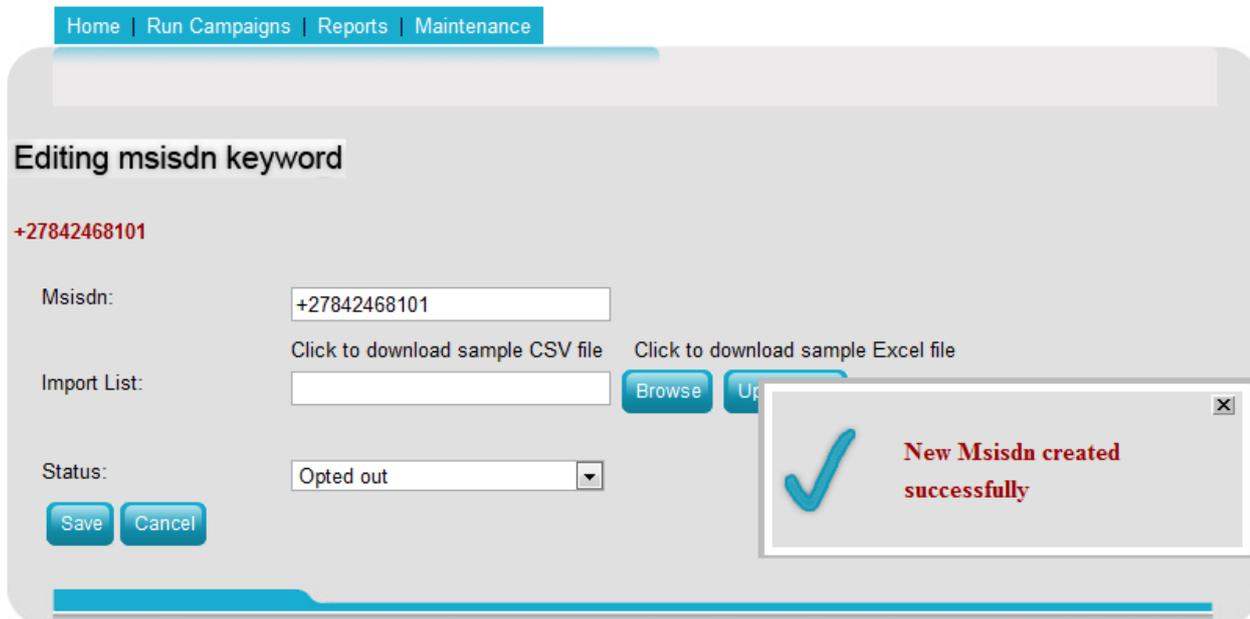
Import List:

Status:

2009/223665/23

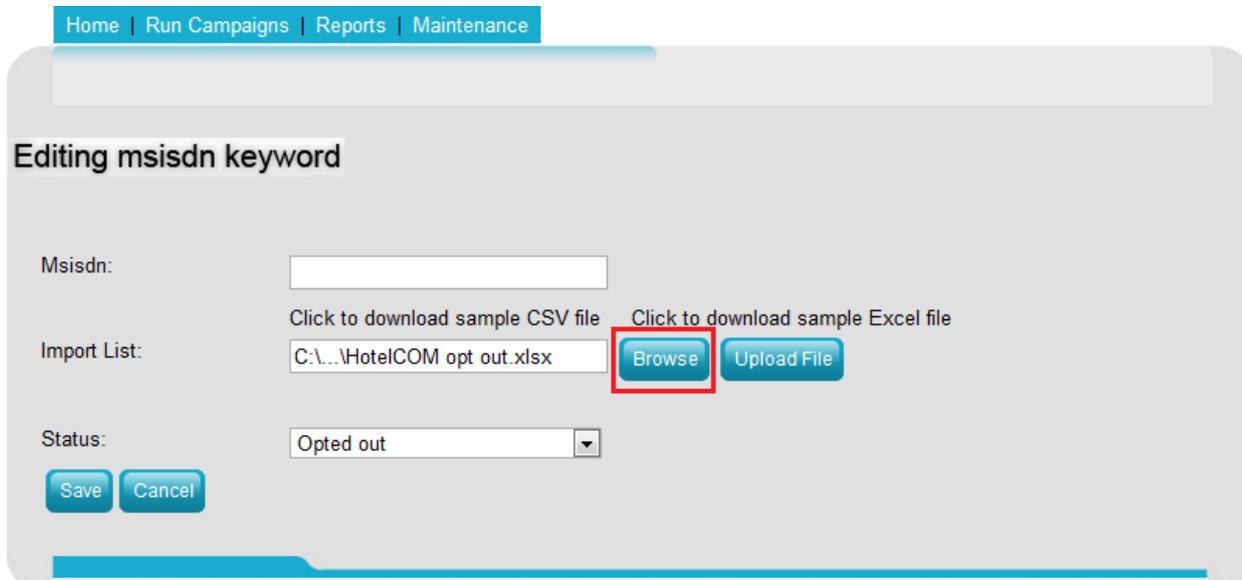
087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
 35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
 INFO@CHANNELMOBILE.CO.ZA

ii. Click Save and the following screen will appear.



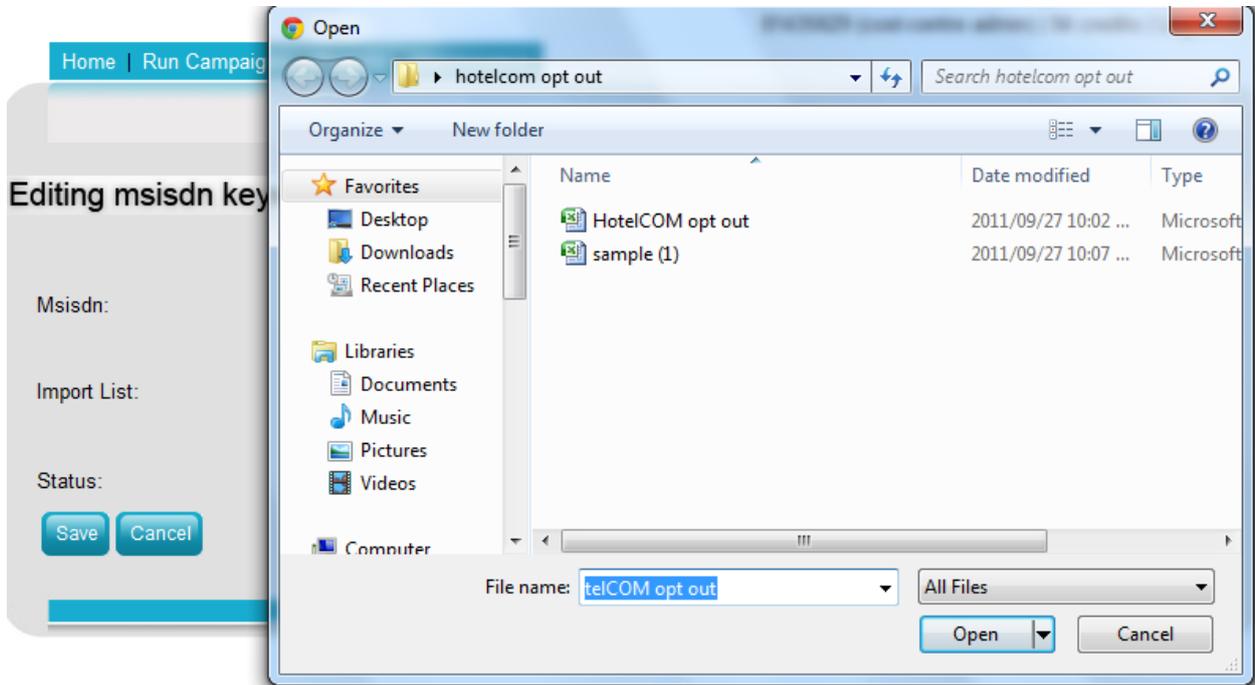
6.2. Import list

i. Select "Browse" next to "Import List"



2009/223665/23

- ii. A pop up window will appear prompting you to open a file for upload. Make your selection and click “open”. Once the file has been chosen, select the “Upload File” option



- iii. An updated screen will appear with the information of the file that was uploaded. Click “save”



2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
INFO@CHANNELMOBILE.CO.ZA

www.channelmobile.co.za

iv. Once uploaded you will be presented with a confirmation message

Home | Run Campaigns | Reports | Maintenance

Editing msisdn keyword

Msisdn:

Click to download sample CSV file Click to download sample Excel file

Import List:

Uploaded file contains (2 Records). Please click "Save" to complete import.

Status:

 **Opt-Outs successfully imported**

6.3 To find numbers that have been opted out, click the "Global Opt Outs" tab at the top of the screen. A page will open up with a filter option and a search bar

Home | Run Campaigns | Reports | Maintenance

Templates | Address Book | Users | Dictionary Keywords | Distribution Lists | Settings | Global Opt Outs

Global Opt-outs

Filter

-- --

	Msisdn	Company	Cost Centre	Opted Out	Manage
>>	+27842468101	HotelCom - Channel Mobile	HotelCom - Channel Mobile	False	
>>	+27842468101	HotelCom - Channel Mobile	HotelCom - Channel Mobile	False	
>>	+27835555555	HotelCom - Channel Mobile	HotelCom - Channel Mobile	True	
>>	+27825555555	HotelCom - Channel Mobile	HotelCom - Channel Mobile	True	
>>	+27835555555	HotelCom - Channel Mobile	HotelCom - Channel Mobile	True	
>>	+27825555555	HotelCom - Channel Mobile	HotelCom - Channel Mobile	True	
>>	+27876541096	HotelCom - Channel Mobile	HotelCom - Channel Mobile	True	
>>	+27825555555	HotelCom - Channel Mobile	HotelCom - Channel Mobile	True	
>>	+27729009900	HotelCom - Channel Mobile	HotelCom - Channel Mobile	True	
>>	+27789284882	HotelCom - Channel Mobile	HotelCom - Channel Mobile	True	

2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
 35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
 INFO@CHANNELMOBILE.CO.ZA

www.channelmobile.co.za

Select the “filter” drop down box. Four options will be available, namely:

- Msisdn
- Company
- Cost Centre
- Opted Out

Home | Run Campaigns | Reports | Maintenance

Templates | Address Book | Users | Dictionary Keywords | Distribution Lists | Settings | Global Opt Outs

Global Opt-outs

+ Add

Filter

--

Msisdn
Company
Cost Centre
Opted Out

	Company	Cost Centre	Opted Out	Manage
>> +	HotelCom - Channel Mobile	HotelCom - Channel Mobile	False	
>> +27842468101	HotelCom - Channel Mobile	HotelCom - Channel Mobile	False	
>> +27835555555	HotelCom - Channel Mobile	HotelCom - Channel Mobile	True	
>> +27825555555	HotelCom - Channel Mobile	HotelCom - Channel Mobile	True	
>> +27835555555	HotelCom - Channel Mobile	HotelCom - Channel Mobile	True	
>> +27825555555	HotelCom - Channel Mobile	HotelCom - Channel Mobile	True	
>> +27876541096	HotelCom - Channel Mobile	HotelCom - Channel Mobile	True	
>> +27825555555	HotelCom - Channel Mobile	HotelCom - Channel Mobile	True	
>> +27729009900	HotelCom - Channel Mobile	HotelCom - Channel Mobile	True	
>> +27789284882	HotelCom - Channel Mobile	HotelCom - Channel Mobile	True	

- 1.) Msisdn: Allows you to search for a single number. Select Msisdn and type in the number you wish to find. The number must begin with +27 to replace the 0
- 2.) Company: Allows you to view Opt out or Opt in numbers within companies
- 3.) Cost Centre: Allows you to view Opt out or Opt in numbers within cost centers
- 4.) Opted Out: Allows you to search for a single number. Select Msisdn and type in the number you wish to find. The number must begin with +27 to replace the 0

2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
INFO@CHANNELMOBILE.CO.ZA

www.channelmobile.co.za

Global Settings

(User must be set to a Company Admin to gain access)

1. Select the "settings" tab

Home | Run Campaigns | Reports | Maintenance

Templates | Address Book | Users | Dictionary Keywords | Distribution Lists | **Settings** | Global Opt Outs

Logged In As: Channel Mobile (cost-centre admin) - HotelCom - Channel Mobile
Total Available Balance: 94

5 Most Recent Automated Batches

Campaign	Batch	Date	Messages
cm_amarrival	B_1460542987	9/19/2011 11:09:53 AM	1

5 Most Recent Manual Batches

Campaign	Date	Messages
Bulk SMS Test-3	9/21/2011 12:00:36 PM	2
Bulk SMS Test-2	9/21/2011 11:51:25 AM	1
Bulk SMS Test	9/21/2011 11:15:54 AM	2
Ad-Hoc Campaign	9/21/2011 10:48:18 AM	1

2011/09/29 09:29:54

2. The following screen will give you the option to set designated times to block SMS's. Choose your times and click "save"

Home | Run Campaigns | Reports | Maintenance

Templates | Address Book | Users | Dictionary Keywords | Distribution Lists | Settings | Global Opt Outs

Edit Global Setting

Don't send messages between :

Weekdays

Enabled

Start Time:

End Time:

Weekends

Enabled

Start Time:

End Time:

Text to be appended to all messages: (max 50 characters)

Apply To All CostCentres

2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
 35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
 INFO@CHANNELMOBILE.CO.ZA

www.channelmobile.co.za

3. You have the option to insert text that will be appended to all messages sent (For Example: Opt Out Text). Type your message into the empty box and click “save”

Home | Run Campaigns | Reports | Maintenance

Templates | Address Book | Users | Dictionary Keywords | Distribution Lists | Settings | Global Opt Outs

Edit Global Setting

Don't send messages between :

Weekdays

Enabled

Start Time: 12:00 AM

End Time: 12:00 AM

Weekends

Enabled

Start Time: 12:00 AM

End Time: 12:00 AM

Text to be appended to all messages: (max 50 characters)

Apply To All CostCentres

Save Cancel

4. To apply the above settings to all cost centers, click on the “Apply To All Cost Centres” box

Home | Run Campaigns | Reports | Maintenance

Templates | Address Book | Users | Dictionary Keywords | Distribution Lists | Settings | Global Opt Outs

Edit Global Setting

Don't send messages between :

Weekdays

Enabled

Start Time: 12:00 AM

End Time: 12:00 AM

Weekends

Enabled

Start Time: 12:00 AM

End Time: 12:00 AM

Text to be appended to all messages: (max 50 characters)

Apply To All CostCentres

Save Cancel

2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
 35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
 INFO@CHANNELMOBILE.CO.ZA

www.channelmobile.co.za

Dictionary Keywords

(User must be set to a Company Admin to gain access. This relates to the Opt Out Text)

1. From the Homepage of HotelCom SMS click on the "Maintenance" option

Helpline: 0860 104 671

81435629 (user) | 99 credits | Logout

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

Logged In As: Channel Mobile (user) - HotelCom - Channel Mobile

Total Available Balance: 99

5 Most Recent Automated Batches

Campaign	Batch	Date	Messages
cm_amarrival	B_1460542987	9/19/2011 11:09:53 AM	1

2011/09/21 09:28:05

2. Click on "Dictionary Keywords"

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

[Templates](#) | [Address Book](#) | [Users](#) | [Cost Centres](#) | [Dictionary Keywords](#) | [Distribution Lists](#) | [Settings](#) | [Global Opt Outs](#)

Logged In As: Copy of Channel Mobile (company admin) - HotelCom - Channel Mobile

Total Available Balance: 94

5 Most Recent Automated Batches

Campaign	Batch	Date	Messages
cm_amarrival	B_1460542987	9/19/2011 11:09:53 AM	1

5 Most Recent Manual Batches

Cost Centre	Campaign	Submit Date	Messages
HotelCom - Channel Mobile	Bulk SMS Test-3	9/21/2011 12:00:36 PM	2
HotelCom - Channel Mobile	Bulk SMS Test-2	9/21/2011 11:51:25 AM	1
HotelCom - Channel Mobile	Bulk SMS Test	9/21/2011 11:15:54 AM	2
HotelCom - Channel Mobile	Ad-Hoc Campaign	9/21/2011 10:48:18 AM	1

2011/10/04 09:14:54

2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
INFO@CHANNELMOBILE.CO.ZA

www.channelmobile.co.za

3. The following window is displayed: Click “Add”

Home | Run Campaigns | Reports | Maintenance

Templates | Address Book | Users | Cost Centres | Dictionary Keywords | Distribution Lists | Settings | Global Opt Outs

Dictionary Keywords ?

+Add

4. Select the Cost Centre that you would like to add the dictionary keyword to.

Home | Run Campaigns | Reports | Maintenance

Edit Dictionary Keyword

Cost centre:

Keyword:

Save Cancel

2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
 35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
 INFO@CHANNELMOBILE.CO.ZA

www.channelmobile.co.za

5. By clicking on the down arrow at the edge of the box a drop down menu will appear with the Cost Centres. Click on a Cost Centre to select it.

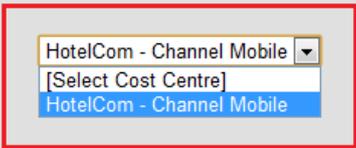
Home | Run Campaigns | Reports | Maintenance

Edit Dictionary Keyword

Cost centre:

Keyword:

Save Cancel



6. Type in the keyword and click “save”. Keywords are case sensitive

Home | Run Campaigns | Reports | Maintenance

Edit Dictionary Keyword

Cost centre:

Keyword:

Save Cancel



2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
 35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
 INFO@CHANNELMOBILE.CO.ZA

www.channelmobile.co.za

- Once you have clicked on Save, your keyword will be automatically added to the Dictionary Keyword list. The mobile phone number replying with that word (case sensitive) will automatically be Opted Out and not receive SMS's in the future.

Home | Run Campaigns | Reports | Maintenance

Edit Dictionary Keyword

Cost centre:

Keyword:



New dictionary keyword added successfully

- To view the list of Dictionary Keywords, click on "Dictionary Keywords"

Home | Run Campaigns | Reports | Maintenance

Templates | Address Book | Users | Cost Centres | Dictionary Keywords | Distribution Lists | Settings | Global Opt Outs

Dictionary Keywords ?

-- --

Keyword	Cost Centre	Manage
>> Stop	HotelCom - Channel Mobile	

2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
 35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
 INFO@CHANNELMOBILE.CO.ZA

9. You can filter your search by Keyword or Cost Centre.

i.) Keyword: This allows you to search for a Keyword throughout all of the Cost Centres

ii.) Cost Centre: This allows you to search for a particular Cost Centre to view the Keywords assign to it.

Home | Run Campaigns | Reports | Maintenance

Templates | Address Book | Users | Cost Centres | Dictionary Keywords | Distribution Lists | Settings | Global Opt Outs

Dictionary Keywords ?

+Add

Filter

-- --

Keyword
Cost Centre

Keyword	Cost Centre	Manage
>> Stop	HotelCom - Channel Mobile	

10. Keyword: Type in the Keyword that you would like to search for and click on the filter icon

Home | Run Campaigns | Reports | Maintenance

Templates | Address Book | Users | Cost Centres | Dictionary Keywords | Distribution Lists | Settings | Global Opt Outs

Dictionary Keywords ?

+Add

Filter

Keyword Like Stop

Keyword	Cost Centre	Manage
>> Stop	HotelCom - Channel Mobile	

2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
INFO@CHANNELMOBILE.CO.ZA

www.channelmobile.co.za

11. Cost Centre: Select the Cost Centre that you would like to view and click on the filter icon

Home | Run Campaigns | Reports | Maintenance

Templates | Address Book | Users | Cost Centres | Dictionary Keywords | Distribution Lists | Settings | Global Opt Outs

Dictionary Keywords ?

 Add

 Filter

Cost Centre Equals

Keyword	Cost Centre	Manage
>> Stop	HotelCom - Channel Mobile	 

2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
 35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
 INFO@CHANNELMOBILE.CO.ZA

Users

(User must be set to a Cost Centre Admin or a Company Admin to gain access)

1. From the Homepage of HotelCom SMS click on the “Maintenance” option

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

Templates | Address Book | Users | Dictionary Keywords | Distribution Lists | Settings | Global Opt Outs

Logged In As: Copy of Channel Mobile (cost-centre admin) - HotelCom - Channel Mobile
Total Available Balance: 94

5 Most Recent Automated Batches

Campaign	Batch	Date	Messages
cm_amarrival	B_1460542987	9/19/2011 11:09:53 AM	1

5 Most Recent Manual Batches

Campaign	Date	Messages
Bulk SMS Test-3	9/21/2011 12:00:36 PM	2
Bulk SMS Test-2	9/21/2011 11:51:25 AM	1
Bulk SMS Test	9/21/2011 11:15:54 AM	2
Ad-Hoc Campaign	9/21/2011 10:48:18 AM	1

2011/10/06 09:03:03

2. Click on “Users”

Home | Run Campaigns | Reports | **Users**

Templates | Address Book | Dictionary Keywords | Distribution Lists | Settings | Global Opt Outs

Logged In As: Copy of Channel Mobile (cost-centre admin) - HotelCom - Channel Mobile
Total Available Balance: 94

5 Most Recent Automated Batches

Campaign	Batch	Date	Messages
cm_amarrival	B_1460542987	9/19/2011 11:09:53 AM	1

5 Most Recent Manual Batches

Campaign	Date	Messages
Bulk SMS Test-3	9/21/2011 12:00:36 PM	2
Bulk SMS Test-2	9/21/2011 11:51:25 AM	1
Bulk SMS Test	9/21/2011 11:15:54 AM	2
Ad-Hoc Campaign	9/21/2011 10:48:18 AM	1

2011/10/06 08:49:41

2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
 35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
 INFO@CHANNELMOBILE.CO.ZA

www.channelmobile.co.za

3. The following screen will appear

Home | Run Campaigns | Reports | Maintenance

Templates | Address Book | Users | Dictionary Keywords | Distribution Lists | Settings | Global Opt Outs

Users

+Add
Filter

-- --

Username	Fullname	Cost Centre	Manage
>> 81435629	Copy of Channel Mobile	HotelCom - Channel Mobile	
>> test2	test2	HotelCom - Channel Mobile	

4. To add a user click on "Add"

Home | Run Campaigns | Reports | Maintenance

Templates | Address Book | Users | Dictionary Keywords | Distribution Lists | Settings | Global Opt Outs

Users

+Add
Filter

-- --

Username	Fullname	Cost Centre	Manage
>> 81435629	Copy of Channel Mobile	HotelCom - Channel Mobile	
>> test2	test2	HotelCom - Channel Mobile	

2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
INFO@CHANNELMOBILE.CO.ZA

www.channelmobile.co.za

- The Edit User window is displayed. You need to complete all necessary fields. Once all the details are captured you need to click on Save.

Home | Run Campaigns | Reports | Maintenance

Edit User

User Name:

Password:

Full Name:

Email Address:

Active:

Role:

Cost Centre:

Can Send Adhoc Message:

Can Send Campaign:

Can Send Reminder Message:

- Once saved you will receive a "New User added" message

Home | Run Campaigns | Reports | Maintenance

Edit User

User Name:

Password:

Full Name:

Email Address:

Active:

Role:

Cost Centre:

Can Send Adhoc Message:

Can Send Campaign:

Can Send Reminder Message:



New User added

2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
 35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
 INFO@CHANNELMOBILE.CO.ZA

7. To find users, click the “Users” tab at the top of the screen. A page will open up with a filter option and a search bar

Home | Run Campaigns | Reports | Maintenance

Templates | Address Book | Users | Dictionary Keywords | Distribution Lists | Settings | Global Opt Outs

Users

+Add

Filter

-- --

	Username	Fullname	Cost Centre	Manage
>>	81435629	Copy of Channel Mobile	HotelCom - Channel Mobile	
>>	test2	test2	HotelCom - Channel Mobile	

8. There is the option of filtering through usernames, full name and cost centre

Home | Run Campaigns | Reports | Maintenance

Templates | Address Book | Users | Dictionary Keywords | Distribution Lists | Settings | Global Opt Outs

Users

+Add

Filter

-- --

Username
Fullname
Cost Centre

	Username	Fullname	Cost Centre	Manage
>>	81435629	Copy of Channel Mobile	HotelCom - Channel Mobile	
>>	test2	test2	HotelCom - Channel Mobile	
>>	test3	test	HotelCom - Channel Mobile	

2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
INFO@CHANNELMOBILE.CO.ZA

www.channelmobile.co.za

- 1.) Username: Allows you to search for a single user. Type in the username of the user and click the filter icon.
- 2.) Full name: Allows you to search for a single user. Type in the full name of the user and click the filter icon.
- 3.) Cost Centre: Allows you to filter through cost centers to view users. Select the cost centre that you require and click the filter icon

2009/223665/23

087 351 5225 - LANDLINE | 0860 104 671 - HELPLINE | 086 696 2163 - FAX NUMBER
35 ON ROSE, OFFICE 3, ROSE STREET, BO KAAP, P.O. BOX 21561, KLOOF STREET, 8008
INFO@CHANNELMOBILE.CO.ZA

www.channelmobile.co.za