


{Dexatel

*  **CLOUD**
COMMUNICATION
PLATFORM

SEND & **DONE** 

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Overview

Dexatel Cloud Communication Platform helps businesses reach out customers easily with personalized messages and keep 2-way communication with different messaging channels.

Introduction

The document describes the Dexatel Cloud Communication Platform and introduces the main functionality of the platform. The guide helps users to create and manage accounts, as well as run and monitor campaigns through them.

Logging into Platform

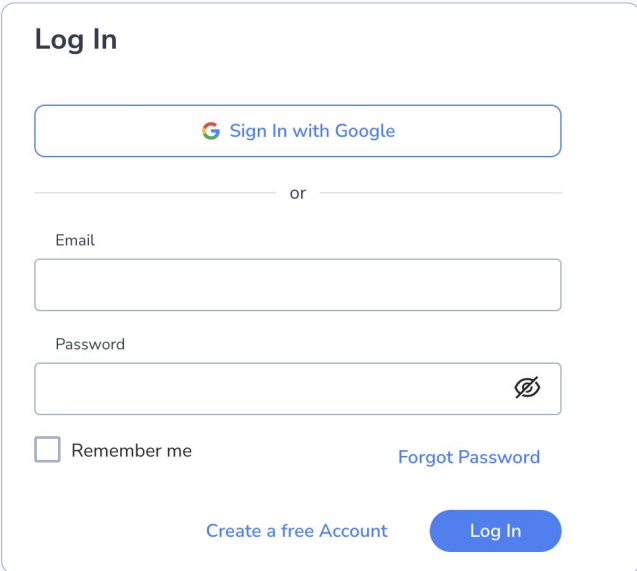
The starting screen of the Dexatel Cloud Communication Platform is the login screen.

Note: When you sign up for an account, you will start with a free trial and learn how the platform works. Your trial account comes with free credits. If you wish to continue with Dexatel's service, you can add more credits to start using the full range of messaging services.

As a registered user, to sign into the platform:

1. In the *Login* screen, click **Log In** specifying your login and password or Login with Google.

Note: You can sign in with your google account by clicking the **Login with Google** link and selecting your google address associated with your account.



The screenshot shows a login form with the following elements:

- Log In** title
- [Sign In with Google](#) button
- or separator
- Email input field
- Password input field with a toggle icon
- Remember me
- [Forgot Password](#) link
- [Create a free Account](#) link
- Log In** button

2. Provide your registered email.
3. Specify the password.

Note: The password should contain minimum 8 digits, at least 1 number and at least 1 uppercase letter.

4. Click **Log in**.

If you have forgotten your password, you can retrieve it :

1. Click the **Forgot Password** link in the *Log In with Email* screen.
2. Provide your email and click **Continue**. Your password will be reset and sent to that email.

Reset Password

Write your email, and we will send you instructions to reset your password.

Email

E.g. patricia@redwood.com

Cancel

Reset

3. Follow the instruction sent to your email and type the new password in the opened screen.

New Password

Type the new password that you want to use for diana.n@dexatel.com.

New Password

Fill new password



Re-type New Password

Fill new password



Cancel

Submit

Registering a new user

If you are a new user:

1. Click **Create a free account**. A new screen opens.
2. Create an account via email or Sign up with Google


Note: Click **Sign Up with Google** to be registered with your google account.

3. In the Create a Free Account screen, specify your first name, last name.
4. Provide your email address and password.
5. Select the **By signing up I agree to the Terms & Conditions, and Policy & Privacy of Dexatel** link.
6. Click **Create**. You will receive an email with instructions.

Note: All the fields are mandatory.

7. Click **Return to login** to go back to the login screen.
8. Click **Resend Email** if you didn't get an email.

Create a free Account





or

First Name
E.g. Patricia

Last Name
E.g. Williams

Corporate Email
diana.n@dexatel.com

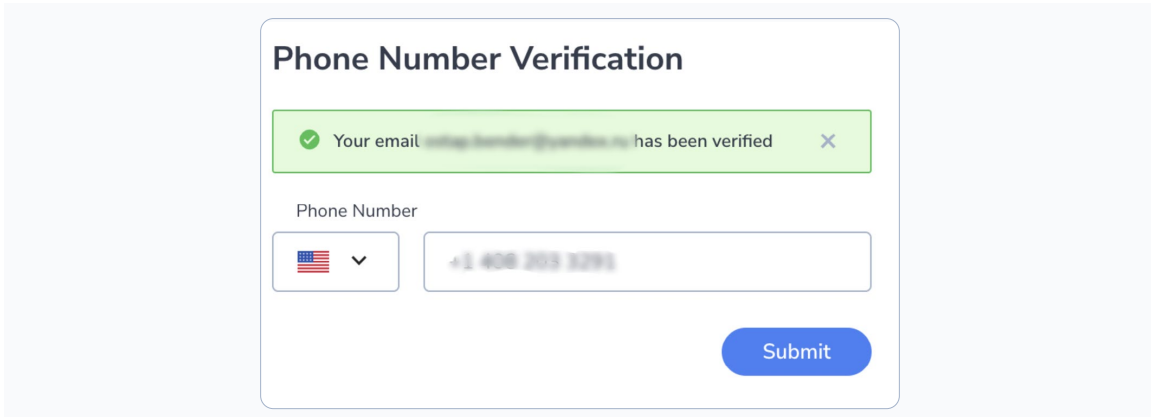
Password
●●●●●●●● 

Repeat Password
E.g. ghaj3lkio8@ 

By signing up I agree to the Terms & Conditions, and Policy & Privacy of Dexatel.

[Return to Login](#) [Create](#)


9. Open the email and click the link in it.
10. Provide the correct phone number and click **Submit**.



Phone Number Verification

✓ Your email testing.bender@exotel.com has been verified ✕

Phone Number

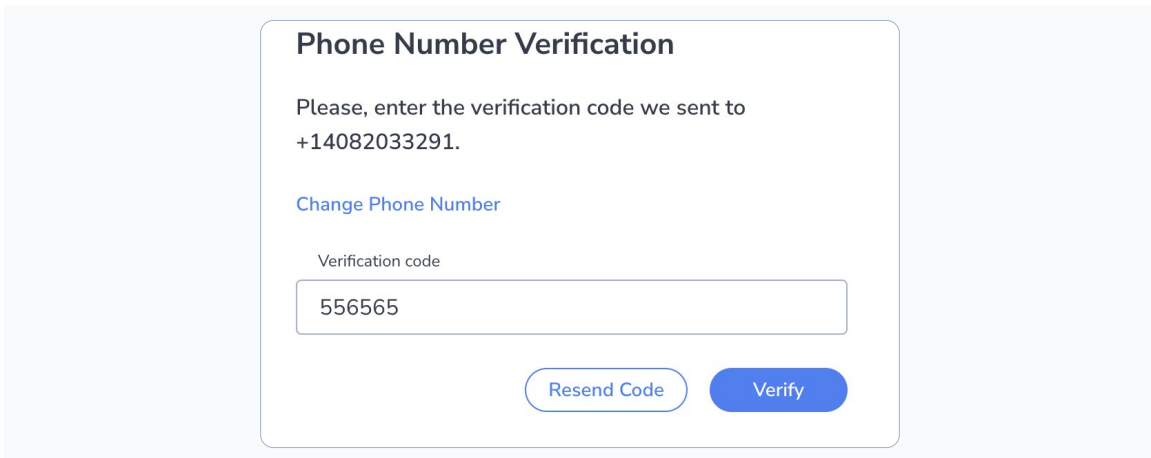
 ▼ +1 408 203 3291

Submit

11. Once you get the verification code in your mobile, enter in the provided field and click **Submit**.

If you didn't get a verification code, click **Resent Code**.

If you want to change your mobile number, click **Change Phone Number**.



Phone Number Verification

Please, enter the verification code we sent to +14082033291.

[Change Phone Number](#)

Verification code

556565

Resend Code **Verify**

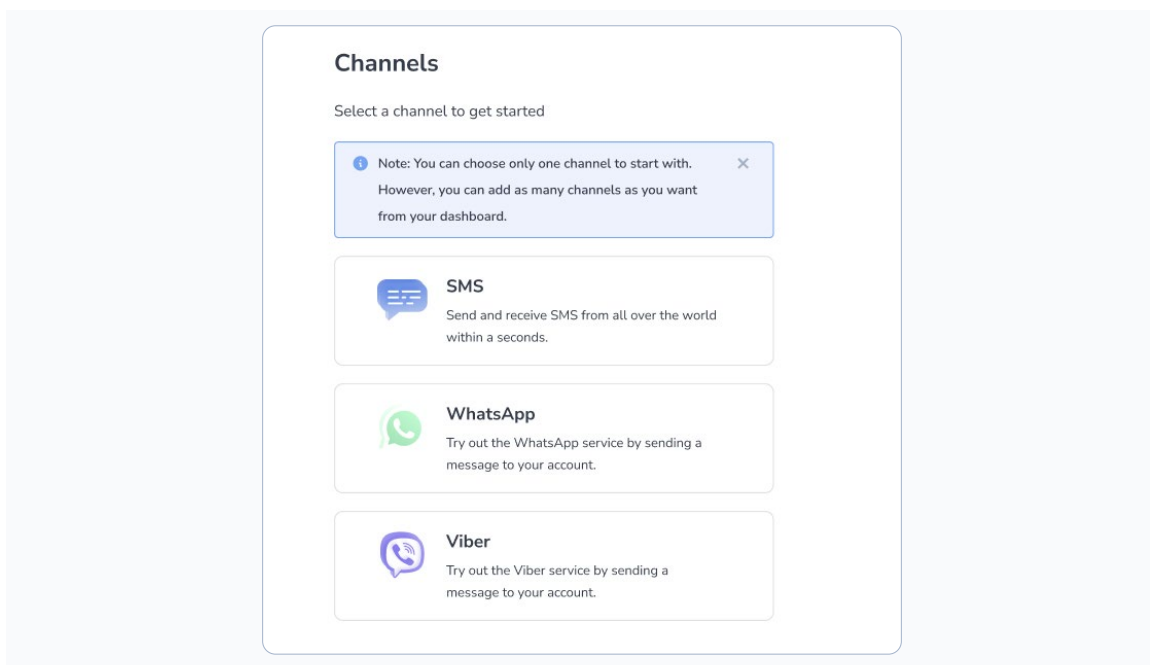
Note: Only one phone number can be associated with one account. If your phone number is already associated with an account in Dexatel, [Contact us](#) to remove the number from your existing account.

Configuring account

Once you verify your phone number, you should go through your account verification.

1. Select a channel.

Note: You are allowed to select one channel.



2. Provide your company administrative information:
 - **Company Name:** Your company official name which will be used for billing purposes.
 - **Company Address:** Official address of your business registration.
 - **Country:** Your business registration country.
 - **Industry:** Industry you are operating.
 - **Company Size:** Number of employees in your company.
 - **Company Website:** Your company website.
 - **Your Department:** Department of contact person.
 - **VAT Number:** Required for EU companies only.
 - **Account Currency:** Select the currency from the list.

Note: You can not change currency after saving.

3. Click **Continue**.

Company Details

Tell us a bit more about your company so we can tailor your experience

Company Name

Company Address

Country

Industry

Company Size

Company Website

Your Department

VAT Number 📌

Account currency

4. Enter your business case and type a test message:

- **Use Case:** From the dropdown, select the type of messaging you want to send.
 - i. **For SMS:** Marketing, Authentication, Reminders, Alerts
 - ii. **For Viber:** Promotional, Transactional
 - iii. **For WhatsApp:** Notification alerts
- **Text Example:** Provide a text example of a message you want to send.

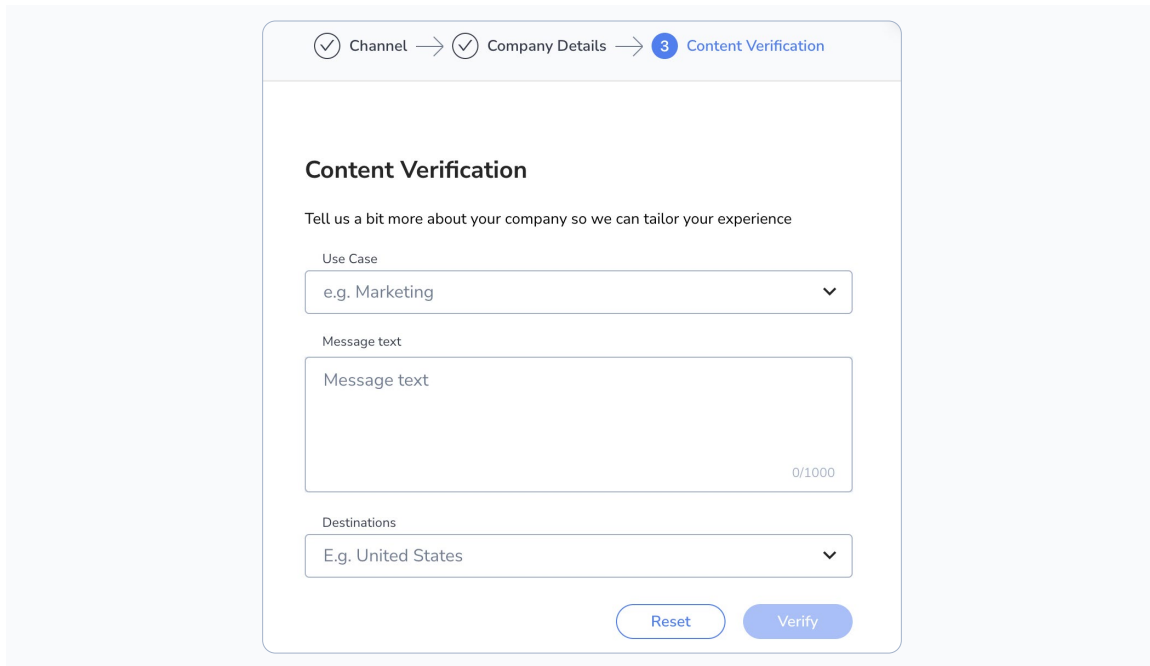
Note:

 - iv. For the SMS channels you are allowed to enter 1000 characters in any language.
 - v. For the Viber channel you are allowed to enter up to 1000 characters in any language.
 - vi. For the whatsapp channel you are allowed to enter up to 1000 characters in any language.
- **Destinations:** Select which countries you want to send messages to.

Note:

 - i. In the case of Viber you are allowed to select no more than 10 countries.
 - ii. In the case of SMS or Whatsapp you are allowed to select no more than 50 countries.

5. Click **Verify**



The screenshot shows a three-step progress bar at the top: 'Channel' (checked), 'Company Details' (checked), and '3 Content Verification' (active). Below the progress bar, the title 'Content Verification' is displayed. A sub-header reads 'Tell us a bit more about your company so we can tailor your experience'. The form contains three fields: a dropdown menu for 'Use Case' with the value 'e.g. Marketing', a text area for 'Message text' with the placeholder 'Message text' and a character count '0/1000', and another dropdown menu for 'Destinations' with the value 'E.g. United States'. At the bottom right of the form are two buttons: 'Reset' and 'Verify'.

Once you finish your application verification process, you will get an email.

Note: Application review usually takes up to 8 hours.

When the Dexatel's moderation team reviews your account you will be informed about your account status via email. While your application is in review stage you can log in your [Dashboard](#) with limited accessibility (you can only view the pages). After getting approval you can use all features of the platform. In case you have provided incomplete or unclear information in the onboarding stage, your account will be temporarily suspended as long as you provide required information.

If you have issues creating your account contact customer.support@dexatel.com.

Free Trial Subscription

To start your journey with the platform, use your [trial subscription](#). After logging into your account, you will automatically get trial credits:

- 0.1 euro or usd for testing SMS channel
- 10 credits for testing Viber channel
- 10 credits for testing WhatsApp channel

Note: 1 credit corresponds to 1 message. In the case of Viber and WhatsApp, the messages will be sent on behalf of Dexatel.

Your trial subscription starts from Dashboard. To start using trial services:

1. On the Dashboard, click **Try it Now**.

The screenshot shows the Dexatel dashboard interface. At the top left, the 'dexatel' logo is visible. The main header area includes 'Welcome', 'Pricing', 'Balance: \$ -14.10', and an 'Add funds' button. A 'Try it now' button is highlighted with a red rectangular box. Below the header, there is a 'Channels' sidebar with options like SMS, Add channel, Senders, Message Library, Contacts, Insights, APIs, and Responses. The main content area features a 'Hello' greeting, a 'Book a Meeting' button, and two informational cards: 'The Most Beneficial Use Cases for Automotive' and 'Capabilities and Regulations for United States'.

2. Select one of the channels in the list to start the trial process:

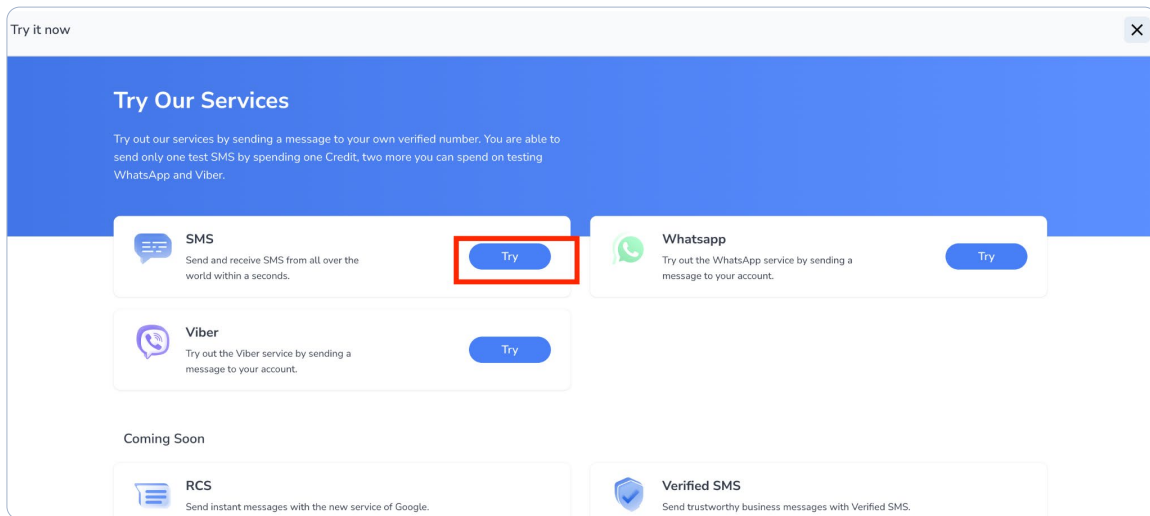
- a. SMS
- b. WhatsApp
- c. Viber
- d. Verified SMS(coming soon)
- e. RCS (coming soon)

Note: The Verified SMS and RCS services are now unavailable.

Trial SMS

To start a trial SMS service:

1. Click Try in the SMS section.



While you are on a trial plan you can send SMS only to the phone number verified during your verification stage and use the default Sender ID set by System.

Enter the required information:

2. **Select Sender:** Default Sender ID set by system.

Note: Click the **Request Sender ID** link to register the sender ID in the Senders section.

3. **Recipients:** Your verified phone number is set by system.
4. **Message:** Enter your message text.

Note: You should enter no more than 1000 characters in the text box.

5. Click **Send**.

Send Test SMS

Select Sender

Dexatel

Recipients

1567675675675

Please separate each number by semicolon(,)

Message

Hello from Dexatel !


20/1000, SMS:1

Send

Trial WhatsApp

1. Navigate to the **Try it now** section.
2. Click **Try** in the WhatsApp section.

Send WhatsApp Test Message



1. Open your smartphone camera
2. Scan the QR code

It will open WhatsApp with a pre-filled message

4. Hit Send to receive a WhatsApp business message from Dexatel.

i The QR code will open your WhatsApp with a pre-filled message.

By hitting Send you activate the Sandbox and Dexatel sends a test message. You can test up to 10 messages in total, after which you will need to add funds to your account to proceed.


3. Follow the steps displayed in the page:
 - o Open your phone's camera.
 - o Scan the QR code. The prefilled WhatsApp message will open
 - o Click **Send** to receive a WhatsApp message.

Note: You can test up to 10 messages, after which you should refund your account to proceed.

Trial Viber

1. Navigate to the **Try it now** section.
2. Click Try in the Viber section.

Send Viber Test Message



1. Open your smartphone camera
2. Scan the QR code
3. It will open Viber conversations on your phone.
4. Type the text "Join Dexatel's Viber Sandbox"
5. Once the conversation is open, Dexatel will send a Viber business message to you.

i The QR code will open your Viber where you need to fill above provided text. You can test up to 10 messages in total, after which you will need to add funds to your account to proceed.

3. Follow the steps displayed in the page:
 - Open your phone's camera.
 - Scan the QR code. The Viber conversation page will open.
 - Type the **Join Dexatel's Viber Sandbox** text.
 - Click **Send** to receive a Viber message.

Note: You can test up to 10 messages, after which you should refund your account to proceed.

Dashboard

The *Dashboard* section of the Dexatel Cloud Communication Platform serves as a gateway for managing your account, selecting different channels, APIs, launching campaigns, creating templates, and more.

From Dashboard you can navigate to:

- [Channels](#)
- [Senders](#)
- [Message Library](#)
- [Contacts](#)
- [Insights](#)
- [APIs](#)
- [Responses](#)

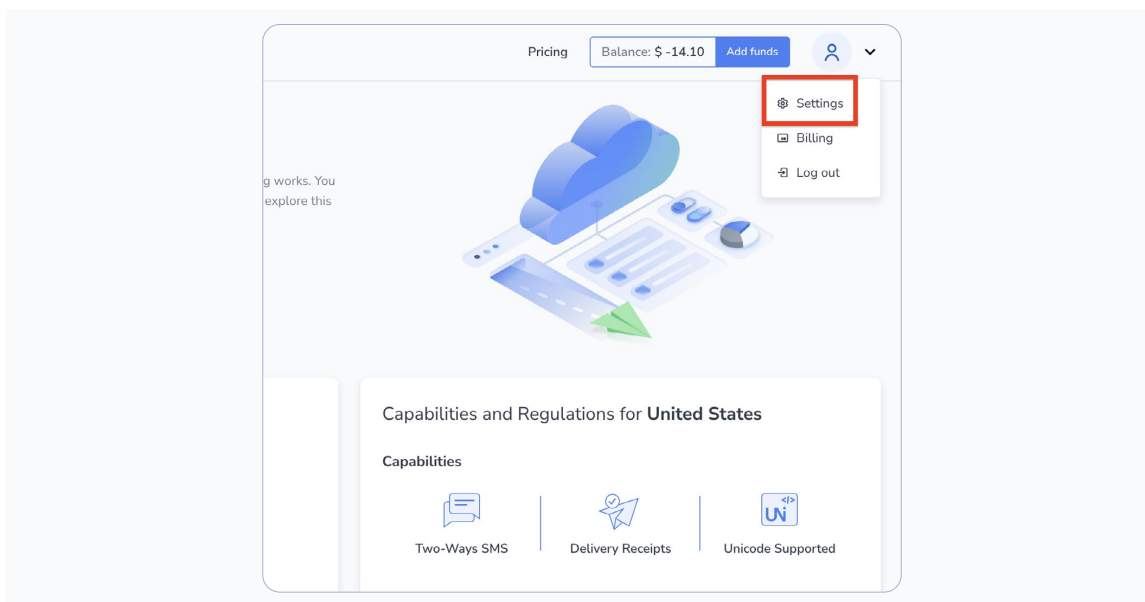
The screenshot shows the Dexatel Dashboard interface. At the top left is the 'dexatēl' logo and a 'Try it now' button. The main header area says 'Welcome' and 'Hello [User Name]'. Below this is a 'Book a Meeting' button. The dashboard is divided into several sections:

- Left Sidebar:** Contains navigation links for Channels, Senders, Message Library, Contacts, Insights, APIs, and Responses.
- Top Right:** Shows account information including 'Pricing', 'Balance: undefined 0.00', and 'Add funds'.
- Main Content Area:**
 - Automotive Use Cases:** Lists 'Appointment Reminders', 'Repair Updates', and 'New Vehicles Broadcasting', each with a 'CAMPAIGN' and 'PROGRAMMABLE' tag.
 - United States Capabilities and Regulations:** Lists 'Two-Ways SMS', 'Delivery Receipts', and 'Unicode Supported' under 'Capabilities', and 'TCPA', 'PSD2', and 'PDRA' under 'Regulations'.
- Bottom Right:** A 'Learn More >' link.

Managing Account

To add, update or delete information from your account:

1. In Dexatel Dashboard, go to your profile icon.
2. From the dropdown, select **Settings**.



3. Provide your company administrative information:

- **Company Name:** Your company official name which will be used for billing purposes.
- **Company Address:** Official registration address of your business.
- **Industry:** The industry you are operating in.
- **Company Size:** Number of employees in your company.
- **Company Website:** Your company website.
- **Channel:** Channel you have selected.
- **VAT Number:** Required for EU companies only.
- **Email:** Email address of your business.
- **First Name, Last Name:** Contact person's information
- **Phone Number:** Registered number of your business.
- **Country:** Your business registration country.
- **Timezone:** Timezone of your country

4. Click **Update**.

Profile Pricing Balance: \$ -14.10 Add funds

Profile Security Alerts

Company Name Email

Company Address First Name

Industry Last Name

Company Size Phone Number Edit

Channel Country

VAT Number Timezone

Reset Update

5. Provide information in the *Security* section:

- **Email:** Your Business Email address
- **Current Password:** Your current password
- **New Password:** Set up a new password
- Repeat New Password: Retype your new Password

6. Click **Update**

dexatél Try it now

Channels SMS Add channel Senders Message Library Contacts Insights APIs Responses

Documentation Item

Security Pricing Balance: \$ -14.10 Add funds

Profile Security Alerts

Security

Email diana.n@dexatel.com

Current Password

New Password

Repeat New Password

Update

You can add Google account to login using it.

Google Connect

7. Specify your Google account to connect to this account. Click **Connect**.

The screenshot shows the 'Security' settings page. At the top, there are tabs for 'Profile', 'Security' (selected), and 'Alerts'. The page title is 'Security'. Below the title, there are input fields for 'Email' (diana.n@dexatel.com), 'Current Password' (masked with dots), 'New Password', and 'Repeat New Password'. A blue 'Update' button is located below these fields. At the bottom, there is a section titled 'You can add Google account to login using it.' with a red box highlighting a 'Google' button and a 'Connect' button.

Specify amounts for alerts in the *Alerts* section, so that if your balance is under mentioned amount, you get an email alert.
Click **Update**.

The screenshot shows the 'Alerts' settings page. At the top, there are tabs for 'Profile', 'Security', and 'Alerts' (selected). The page title is 'Alerts'. Below the title, there is a section titled 'Balance Alerts' with an information icon. There are three input fields for 'Alert 1' (100), 'Alert 2' (200), and 'Alert 3' (500). At the bottom, there are 'Reset' and 'Update' buttons.

Billing

To use the full functionality of Dexatel Cloud Communication Platform you need to have enough balance on your account.

To top up your account:

1. Navigate to Dashboard.
2. Click **Add Funds** next to your profile icon.

The screenshot shows the top right corner of the dashboard. It includes a 'Pricing' section with a 'Balance: \$34.00' and a blue 'Add Funds' button. To the right is a profile icon with a dropdown arrow. Below this, the user's name 'AR' is displayed in a blue circle. Underneath, there are two input fields: 'Company Name' with the value 'Dexatel' and 'Email' with the value 'alicia.robertson@gmail.com'.

3. Set the amount that you want to pay.
4. Click **Add Funds**.

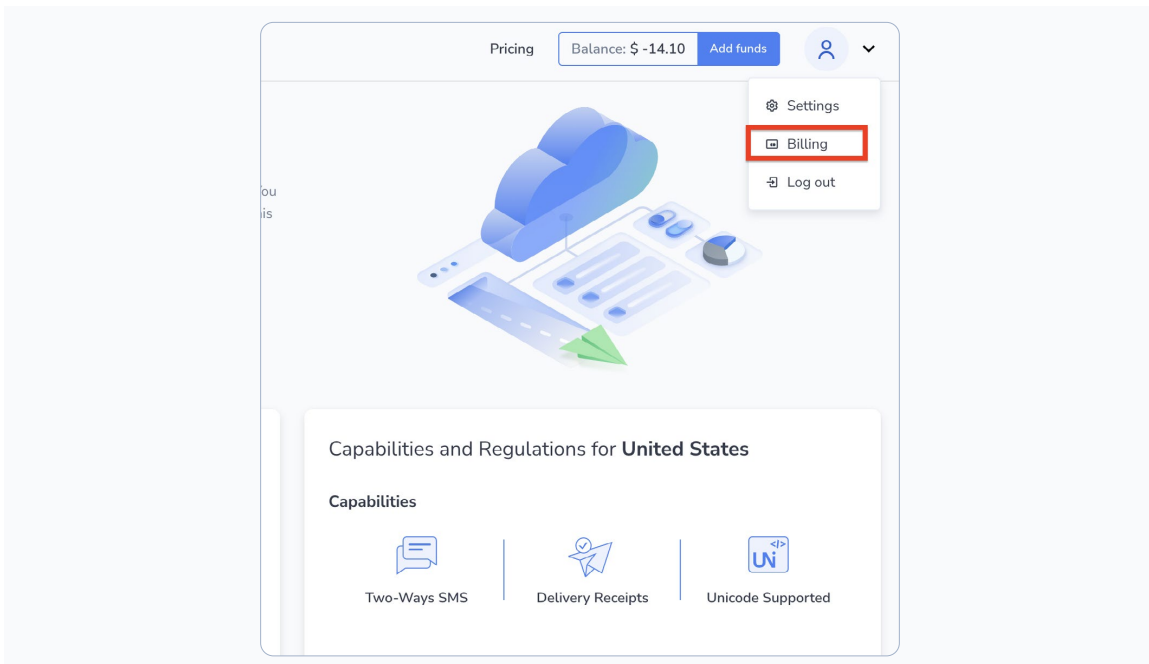
Note: The minimum payment amount is 15 USD or 15 EURO based on the currency you have selected during your account configuration stage. If you made the payment for the first time it may take a while for your payment to be verified and added to your account. After first verification your payments will be added immediately as long as payments are received from the same payer.

The screenshot shows the 'Add Funds' modal window. At the top, it has a progress indicator with 'Amount' and 'Payment Method' steps. The 'Payment Method' section has three options: 'Credit Card' (selected), 'PayPal', and 'Bank Transfer'. Below these are input fields for 'Your Card Number' (E.g. 1234 1234 1234 1234), 'Your Name' (E.g. Patricia Williams), 'Expiring Date' (January), 'Year' (2021), and 'CVV' (***). At the bottom are 'Reset' and 'Add Fund' buttons. The 'Summary' section on the right shows: Ammount \$ 18, VAT: -, Total Excl. VAT \$ 18, and New Balance \$ 52.

5. Select Payment method:
 - Credit Card
 - PayPal
 - Bank Transfer
6. Fill in the necessary information about the payment method you have selected.
7. Click **Add Funds**.

To track your payments statuses:

1. From your Profile icon dropdown, select **Billing**.



2. View your billing statuses and download payment confirmation in the *Payment Confirmation* section.

Payments Invoices

Payment Confirmations


Here you can view payment history and download receipts.

| Date | Type | Amount | Status | |
|----------------|---------|---------|----------|---|
| 17-01-21 12:30 | Payment | \$ 0.73 | Paid | ↓ |
| 17-01-21 12:30 | Credit | \$ 0.73 | Refund | ↓ |
| 17-01-21 12:30 | Credit | \$ 0.73 | Canceled | ↓ |
| 17-01-21 12:30 | Payment | \$ 0.73 | Pending | ↓ |
| 17-01-21 12:30 | Payment | \$ 0.73 | Paid | ↓ |
| 17-01-21 12:30 | Payment | \$ 0.73 | Paid | ↓ |
| 17-01-21 12:30 | Payment | \$ 0.73 | Paid | ↓ |
| 17-01-21 12:30 | Payment | \$ 0.73 | Paid | ↓ |
| 17-01-21 12:30 | Payment | \$ 0.73 | Paid | ↓ |
| 17-01-21 12:30 | Payment | \$ 0.73 | Paid | ↓ |

10/page < 1 ... 7 8 9 10 11 ... 34 >

3. In the *Invoice* section, find your invoices and download.

At the end of each calendar month the system generates and sends you invoices which shows your total spends for the month.

Billing Pricing Balance: \$34.00 Add Funds 

Payments Invoices

Invoices

Here you can view and download your invoices.


| Date | Period | Amount | Amount (inc. VAT) | |
|------------------|---------------------|---------|-------------------|---|
| 17-01-2021 12:30 | 17-01-21 - 17-02-21 | \$ 0.73 | \$ 0.74 | ↓ |
| 17-01-2021 12:30 | 17-01-21 - 17-02-21 | \$ 0.73 | \$ 0.74 | ↓ |
| 17-01-2021 12:30 | 17-01-21 - 17-02-21 | \$ 0.73 | \$ 0.74 | ↓ |
| 17-01-2021 12:30 | 17-01-21 - 17-02-21 | \$ 0.73 | \$ 0.74 | ↓ |
| 17-01-2021 12:30 | 17-01-21 - 17-02-21 | \$ 0.73 | \$ 0.74 | ↓ |
| 17-01-2021 12:30 | 17-01-21 - 17-02-21 | \$ 0.73 | \$ 0.74 | ↓ |
| 17-01-2021 12:30 | 17-01-21 - 17-02-21 | \$ 0.73 | \$ 0.74 | ↓ |
| 17-01-2021 12:30 | 17-01-21 - 17-02-21 | \$ 0.73 | \$ 0.74 | ↓ |
| 17-01-2021 12:30 | 17-01-21 - 17-02-21 | \$ 0.73 | \$ 0.74 | ↓ |
| 17-01-2021 12:30 | 17-01-21 - 17-02-21 | \$ 0.73 | \$ 0.74 | ↓ |
| 17-01-2021 12:30 | 17-01-21 - 17-02-21 | \$ 0.73 | \$ 0.74 | ↓ |

10/page < 1 ... 7 8 9 10 11 ... 34 >

API Keys




Once your account onboarding is completed you can log into your account and generate your API keys which will allow you to authenticate and send messages from external applications and websites.

1. From the Dashboard, navigate to APIs.
2. Click **Create a Key**.

dexatel APIs Pricing Balance: \$34.00 Add Funds 

[Try It Now](#)

Channels

-  SMS
-  WhatsApp
-  Viber
- + Add Channel

Senders

Message Library

Contacts

Insights


APIs


Responses

API Key

The API key is a unique identifier that authenticates requests associated with your account. You must have at least one API key to access to all our REST API methods.

[+ Create a Key](#)

 You cannot create an API Key until your account is verified. Once your account gets approved you will be notified via email.

| <input type="checkbox"/> | API Key | Key Name | Created Date |
|---|---------|----------|--------------|
|  <p>You have not created any API Key yet. You can create one by clicking on the Create a Key button.</p> | | | |

Auto generated keys will appear in the key field.







3. Specify the name you want for the token in the Name field.
4. Click **Create** to save the token.

The new record will appear in the table with the assigned name and creation date.

API Key

The API key is a unique identifier that authenticates requests associated with your account. You must have at least one API key to access to all our REST API methods.

[+ Create a Key](#)

| API Key | Key Name | Created Date | |
|----------------------------------|-----------|----------------|---|
| 906b8597438905f18403d9d5ac48e237 | Testing 2 | 06-03-22 07:47 |   |
| 41ed4a29536037027328ae516e53c2b7 | testing 1 | 06-03-22 07:46 |   |
| 5e36186cde9cf628ecb07bc0856eb250 | testing | 12-10-21 09:36 |   |

< **1** > 10 / page ▾

You can manage the API keys list any time you want.

To view and edit your API Key:

1. Go to the *API* section. The list of API keys will appear.
2. Select the API key and click the **Edit** pencil.

To delete the API key:

1. From the list, select the API key, click the **Delete** icon.

Message Library

The templates are pre-configured message contents which can be used multiple times when creating campaigns.

To create a template:

1. From the Dashboard, navigate to the *Message Library* section.
2. Click **Create a Template**


Note: If you already have a template, type the name in the Search field to find it from the list.

My Templates

Here you can create messaging samples to be easily used in SMS and Viber campaigns.

Search

[+ Create a Template](#)

| <input type="checkbox"/> | Name | Message |
|--|------|---------|
|  <p>You have not created any Message Templates yet. You can create one by clicking on the Create Template button.</p> | | |

3. Specify the name you want for the template in the *Name* field.
4. Add the message content.
5. From the Personalise dropdown, select:
 - [FIRST_NAME]
 - [LAST_NAME]
 - [TIMESTAMP]
 - [DATE]

Note: The system will replace these fields with the information taken from your contacts and each of your messages will be received as personalised.

6. Click **Create**.

Note: You can include emojis and links in your content to redirect the users wherever you want. Your message can be in any local language.

Create Template

Name

Template Name

Message

First Name Last Name Timestamp Date

Up to 1000 characters

0/1000, SMS:0

Create

In order to find your templates easily, give them a distinct name, otherwise they will be named automatically based on a sequential number. The new record will appear in the table with the assigned name and creation date.

You can manage the Template list any time you want.



To view and edit your template:

1. Go to the *Message Library* section. The list of templates will appear.
2. Select the template and click the **Edit** pencil.

To delete the template:

1. From the list, select the template, click the **Delete** icon.










Library


Pricing Balance: \$ -14.10 Add funds  

My Templates

Here you can create messaging samples to be easily used in SMS and Viber campaigns.

[+ Create Template](#)

| Name | Message | | Channel | |
|-------------|--|---|---------|---|
| Marketing_2 | Hello {first_name}, We prevent zero-day attacks b... |  | SMS |   |
| Codes | Your code is {} |  | SMS |   |
| Marketing_1 | We provide the industry's most comprehensive se... |  | SMS |   |

< 1 > 10 / page 

Templates can be updated regarding changes happening after you last used them.

Contacts

The list of contacts are audiences. In turn, each contact consists of an individual phone number (as a mandatory component) with associated details and personalisation variables (as optional components).

The following variables are supported:


- First name
- Last name
- Time and Date

These details will allow you to personalise each reminder while sending them. You can divide your audience with tags. Treat tags as subgroups of your audience and include the number of contacts in each tag having some common characteristics and name your tags based on it.


✓ Audience Name → ✓ Choose Channel → **3** Choose Method → 4 Add Contact

Choose Method

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

 **Import File**

For a large number of contacts it's most comfortable to use a CSV or EXCEL file import (max. 10,000 rows).

 **Add Single Contact**


Add a single contact and set up variables.

[Continue](#)

2. Select **Import file** if your contact list is large so that you can upload up to 10 000 contacts with one file:
 - Click **Download Sample**.
 - Create your file similar to the sample downloaded and keep headers unchanged.
 - Click **Import**.

Add Contact

Import File



Click or drag file to this area to upload

(csv)

max. 10,000 rows

[Download the Sample](#)

[Import](#)

3. Select **Add Single Contact** if you want to add few contacts to your audience:
 - Enter the contact phone number
 - Fill in personalization fields (optional)
 - Click **Save**.

Add Contact

Phone Number
E.g. +1-202-555-0157

First Name
E.g. Patricia

Last Name
E.g. Williams

Time
E.g. 12:30

Date
E.g. January 3

Save

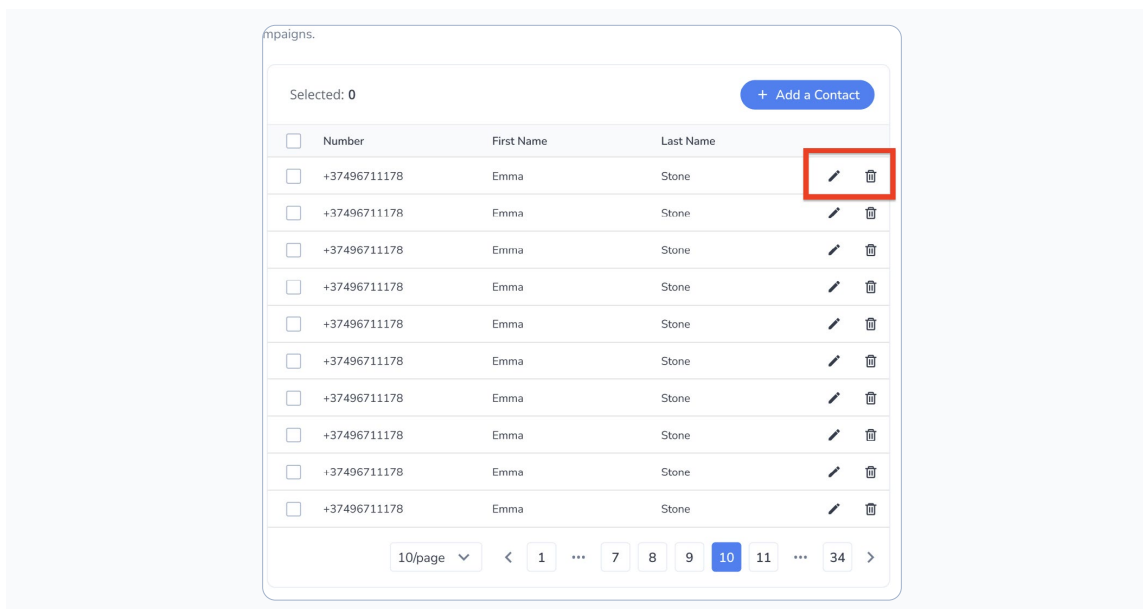
The number with associated information will be added to your audience. Once you navigate to Contacts you can see the list of your audiences and contacts in each audience. In each audience you can manage the contact list:

To view and edit your audience:

1. Go to the *Contacts* section. The list of audiences will appear.
2. Select the audience and click the **Edit** pencil in the contact line.

To delete the contact:

1. From the list, select the contact, click the **Delete** icon.



Managing Channels

SMS message

With *Dexatel Cloud Communication platform* you can carry out SMS marketing campaigns as well as send transactional messages to your clients. You can send SMS worldwide in different languages, schedule it and get a live time delivery report for each SMS. If you use the GMS-7 character set, one SMS will include 160 characters, otherwise it is limited to 70 characters. However, if your message is longer than mentioned limits, Dexatel's Platform will support up to 1000 characters by charging them based on segments.

Senders

If you have selected SMS as your channel, the next step is to configure the sender ID. You can create your own Sender which will appear on the customer handset once a SMS is sent. There are 3 types of Senders you can send your SMS with.

1. **Alphanumeric**
2. **Numeric long codes**
3. **Numeric short codes**

Note: In contrast to alphanumeric sender IDs your customers can reply to messages sent with these numbers.

When creating an **alphanumeric Sender ID**, you can register your brand or company name as a Sender.

Note: Each Sender can include a combination of letters (from **a** to **z**, from **A** to **Z**) and numbers (from 0 to 9). Any other special character including space may be not supported depending on destination operators. The maximum length of alphanumeric sender ID is 11 characters.

To create a **Alphanumeric type** sender:

1. Navigate to Dashboard.
2. From the navigation bar, click **Senders**.

My Sender IDs

The Sender ID is the displayed name that your customers see at the top of their screen and is used to identify who sent the message.

[+ Request Sender ID](#)

| Sender ID | Status | Date |
|-----------|-----------|---------------------|
| SMS676 | Available | 2022-02-22 07:16:32 |
| SMS | Available | 2022-02-21 16:29:31 |

< 1 > 10 / page

3. Click **Request Sender ID**.
4. Enter Unique Sender ID.
5. Select Sender Name type from the dropdown.
6. Select the country from the list based on the Sender ID.
7. Enter company name, address and website based on the Sender ID
8. Click **Continue**.

1 Sender ID → 2 Update Company Details

Sender ID

Sender ID

Country

[Continue](#)

The Dexatel moderation team will review your application and will approve your Sender name if your information is appropriate.

Note: Sender IDs regulation is different for each country and it may require extra information to register in some countries.

The second type of Sender IDs are **numeric long codes** which have the same format as phone numbers. The length of this type of numbers is up to 15 digits.

To create **numeric long codes**:

1. From the navigation bar go to **Numbers**.
2. Click **Buy a Number**.

Try It Now

Channels

- SMS
- WhatsApp
- Viber
- + Add Channel

Senders

- Sender IDs
- Numbers**
- Short Codes

Message Library

Contacts

Insights

APIs

Documentation

Item

My Numbers

Numbers are displayed at the top of your customer screen and they can send a reply message to these numbers.

+ Buy a Number

| Number | Type | Capabilities | Monthly Fee | Status |
|--|------|--------------|-------------|--------|
| <p>You have not created any Number yet. You can create one by clicking on the Buy Number button.</p> | | | | |

3. Select Country for which you want to buy a number.
4. Select number type.
5. Click **Search**.

Find New Number

Country:

Type:

A list of available numbers will appear with information associated with it: Type, Set up fee, and Monthly Fee.

Find New Number

Country

United States ▼

Type

Toll Free ▼

Search

| Number | Type | Setup Fee | Monthly Fee | |
|-------------|-----------|-----------|-------------|---|
| 18664010077 | Toll-free | 2.00 | 2.00 | Buy Now |
| 18664010149 | Toll-free | 2.00 | 2.00 | Buy Now |
| 18664311630 | Toll-free | 2.00 | 2.00 | Buy Now |
| 18664391094 | Toll-free | 2.00 | 2.00 | Buy Now |
| 18664432217 | Toll-free | 2.00 | 2.00 | Buy Now |
| 18664609510 | Toll-free | 2.00 | 2.00 | Buy Now |
| 18664973681 | Toll-free | 2.00 | 2.00 | Buy Now |
| 18665420107 | Toll-free | 2.00 | 2.00 | Buy Now |
| 18665711835 | Toll-free | 2.00 | 2.00 | Buy Now |

1. Chose the number from the list
2. Click **Buy Now** next to the number.
3. Check order summary on the left hand side window
4. Click **Buy Now** to confirm the order.

×

Order Summary

Find the summary of your order below. Your subscription has a 1 month active period and starts as soon as you checkout.

United States
18664010077

| | |
|-----------------------------|-------------|
| Setup fee | 2.00 |
| Monthly fee | 2.00 |
| Total for this order | 4.00 |

Cancel
Buy Now

The third type of sender IDs you can have is Short Codes. Short codes are similar to numbers and are initiated for two-way messaging. They can include from 5 to 6 digits and have higher throughput.

To create a Short Code sender:

1. From the navigation bar, go to **Short Code**.
2. Click **Request Short Code**.

My Short Codes

Short Codes are displayed at the top of your customer screen and they can send a reply message to these short codes.

| Short Code | Message | Status |
|------------|--|------------|
| 123456 | Your saved application is incomplete and has not yet been submitted. All fields must be completed in order to submit your... | Incomplete |
| 234567 | You application has been confirmed by Dexatel. You can start sending SMS messages using this Short Code. | Confirmed |
| 345678 | We're reviewing your application. We'll email you if there's a necessity for more information... | Rejected |
| 456789 | Your saved application is incomplete and has not yet been submitted. All fields must be completed in order to submit... | In Review |
| 1234 | We're reviewing your application. We'll email you if there's a necessity for more information... | Confirmed |
| 2345 | We're reviewing your application. We'll email you if there's a necessity for more information... | Confirmed |
| 3456 | We're reviewing your application. We'll email you if there's a necessity for more information... | Confirmed |
| 12345 | We're reviewing your application. We'll email you if there's a necessity for more information... | Confirmed |
| 23456 | We're reviewing your application. We'll email you if there's a necessity for more information... | Confirmed |

3. Provide all necessary information for the following sections:
 - o Your Short Code
 - o Company information
 - o Usage information
 - o Compliance Keyword Responses
 - o User Sign Up
 - o Example Messages
 - o Required Attachments for the USA

4. Click **Submit Application**

Once your short code application is submitted the Dexatel team will work on your behalf with the carriers to complete your application approval.

To view your application:

1. Go to the *Short Code* section.
2. From the list, select the application, click **View Application**.

To retry your application:

1. Go to the *Short Code* section.
2. From the list, select the application, click **Edit Application**.

To delete your application:

1. Go to the *Short Code* section.
2. From the list, select the application, click the **Delete** icon.

| | | | | |
|--------|--|-----------|--|--|
| 234567 | You application has been confirmed by Dexatel. You can start sending SMS messages using this Short Code. | Confirmed | | |
| 345678 | We're reviewing your application. We'll email you if there's a necessity for more information... | Rejected | | |

Sending SMS

To send a SMS message:

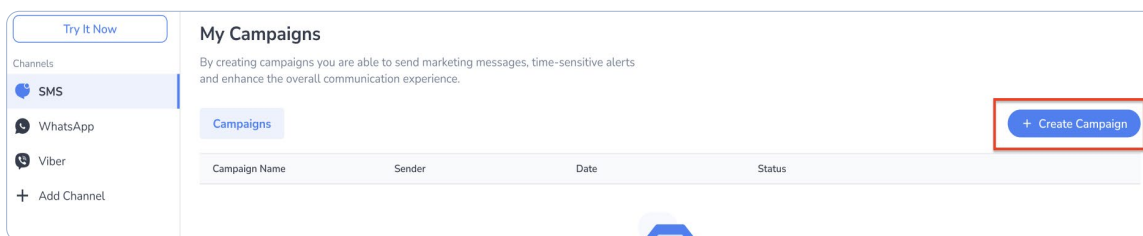
1. Navigate to **Dashboard**.
2. From the navigation bar, go to **SMS**.
3. Select Sender ID from preset sender IDs list
4. Set a recipient's phone number
5. Enter SMS text
6. Click **Send**

SMS Campaign

The Campaign tool of the Dexatel Cloud Communication Platform is used to send bulk SMS messages to a predefined list of recipients.

To create and manage SMS campaigns:

7. From the navigation bar, click **SMS**.
8. Click **Create a Campaign**.



9. Name the campaign.

Note: The name is used to track your campaign and find it easily. If you don't name the campaign, the system will name it automatically based on a sequential number.

10. Enter the Campaign text.

Note: You are allowed to enter up to 1 000 characters.

- From the dropdown, select the template you have created or select default templates designed by Dexatel.

Note: If you do not have a saved template, you can still create the text from the Campaign section.

✓ Campaign Name → **2** Message → **3** Sender & Recipient → **4** Verify Message

Write Message

Choose Template

My Templates Default Templates

Template

Choose from list ▼

Message

First Name Last Name Timestamp Date

Up to 1377 characters

0/1000, SMS:0

Continue

- Select **Sender Name, Number or Short Code.**

- Select the recipients' list:

- **Manually Add Number**
- **Add From Audience**
- **Upload File**

Select Sender and Recipients

Sender Name

☰ Manually Add Number +

🔗 Add From Audience +

📁 Upload File +

Recipients Clear All

Audience "audience-4" ×

contacts.csv ×

137455033764 ×

1436506335320 ×

1436506339551 ×

Create an audience based on new recipients.

[Continue](#)

14. Select **Manually add Number**, in case you want to send a few recipients.

- In the **Personalized** tab, add numbers manually by entering each recipient's phone number with associated information, such as First Name, Last Name, Time and Date.

Manually Add Number ×

Personalized Comma-separated

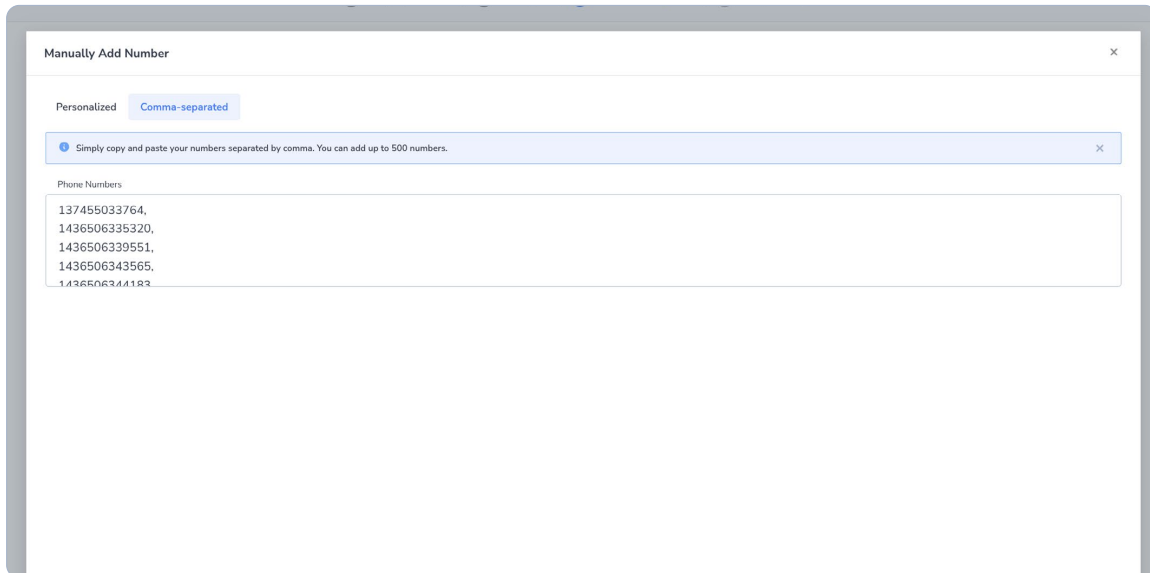
You can add up to 500 contacts. ×

| # | Phone Number * | First Name | Last Name | Timestamp | Date | |
|----|----------------|------------|-----------|-----------|------------|----|
| 01 | 187987678767 | John | Green | 12:00 | 10.10.2022 | 🗑️ |

[+ New Row](#)

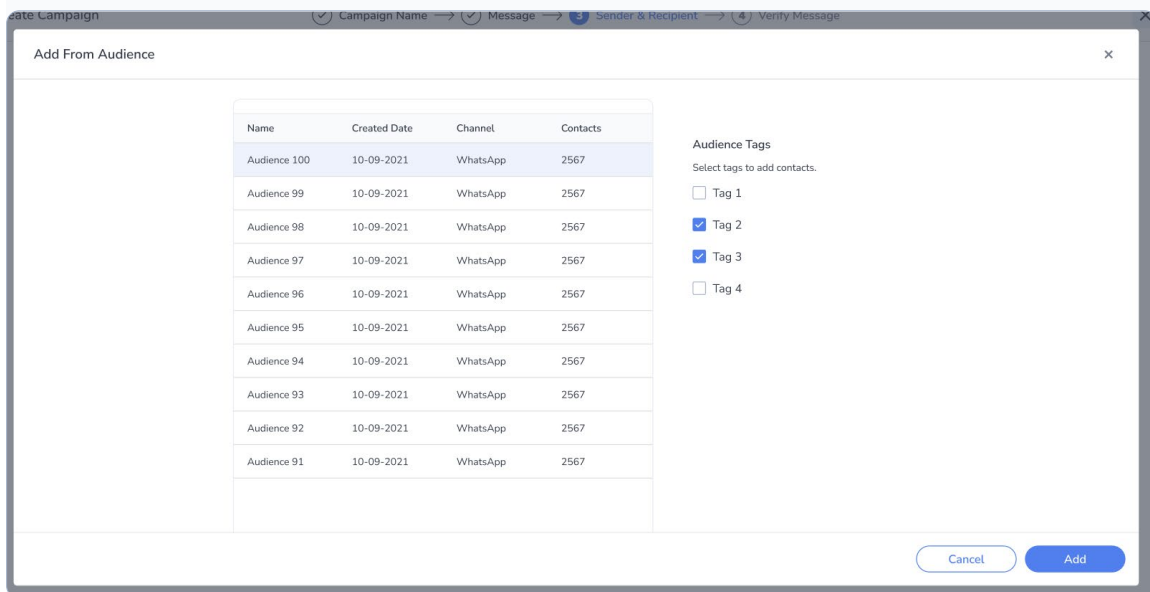
[Cancel](#) [Add](#)

- o In the **Comma-Separated** tab, copy and paste up to 100 contacts to send campaigns to recipients without personalization and separate them with commas.



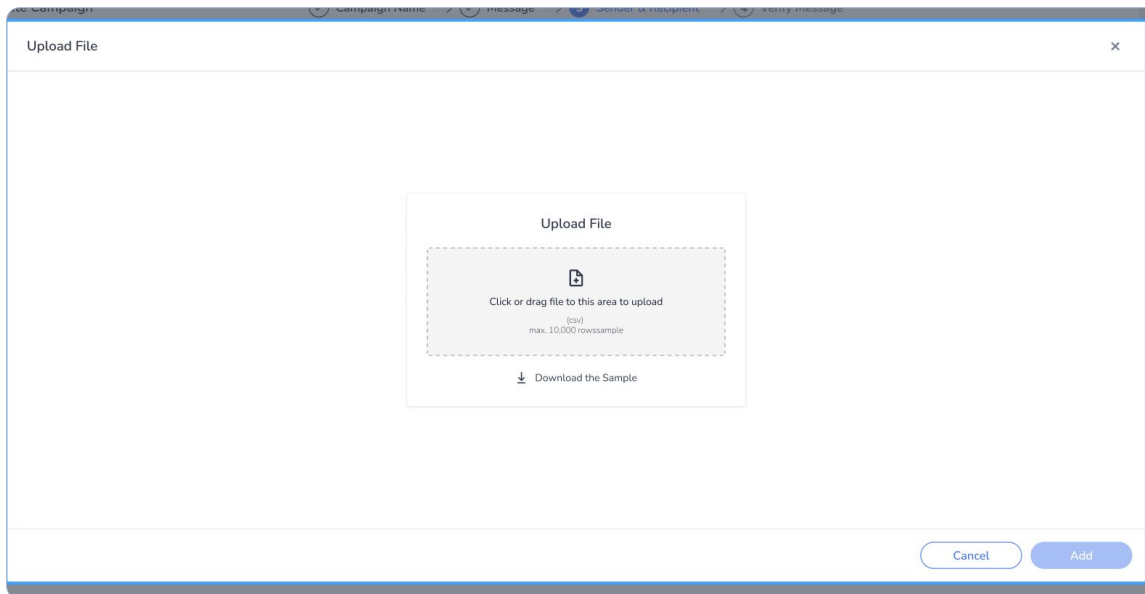
15. Select **Add from Audiences** if you have a preset audience for the campaign. You can use contacts from your audience as recipients.
 - Select the contact from the list.
 - Click **Add**.

Note: If you have assigned **Tags** to your contact you can select the checkmark next to the tag name to select all contracts in this tag.



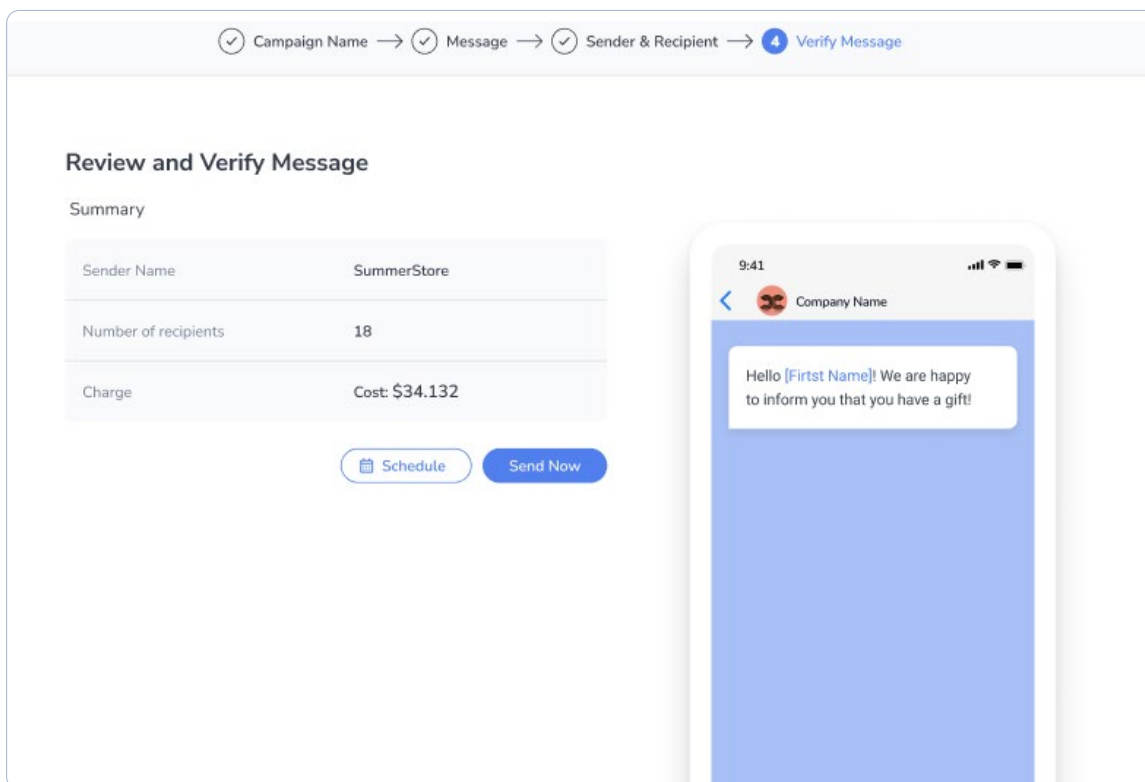
16. Select **Upload File** to import your recipients list directly from campaigns section and to send a large

- number of contacts.
17. Click **Download the Sample** to create a file using the sample.
 18. Click **Choose file** to upload your created file.
 19. Click **Add**.



Once your campaign summary is ready:

1. Mark the **Add recipients to audience** checkbox
2. Name your audience if you want a new audience to be created on your recipients.
3. Click **Send Now** to send your campaign immediately.
4. Click **Schedule** to schedule it for later.



WhatsApp Business Message

WhatsApp is the most popular messaging app that has more than 2 billion users worldwide. Since 2018 when the WhatsApp Business API has launched, all the companies started to use it for reaching their clients easily on their favourite channel.

With *Dexatel Cloud Communication platform* you can have a WhatsApp business account and send messages with it. Messages are set from your business name so that your clients can immediately recognize your brand “face”, knowing which business they receive messages from and chat with.

There are 2 types of WhatsApp Business API messages:

- **WhatsApp Template Messages:** Businesses can use Templates to message their customers at once. This helps to automate the main part of the service process.
To use the WhatsApp Template message:
 - All templates need to be predefined and approved by Whatsapp before you can use them.
 - Your customers need to opt in to receive these messages.
- **Session Messages:** To use Session Messages, your customers should message your account first to start a conversation. You have 24 hours to reply to the customers' requests, otherwise the *Service Window* will be closed.

Before using WhatsApp Business Messages:

1. Check that you have added **WhatsApp** on your active channels

2. Check that your WhatsApp Business API profile is approved
3. Check that your WhatsApp Template is approved
4. Check that you have enough balance on your account
5. Make a request for WhatsApp brand and number approval

Get Access

To start sending WhatsApp Business Messages:

1. From the Dashboard, navigate to **WhatsApp**.
2. Go to the **Get Access** section.
3. Click **Request New**.

The screenshot shows the 'Get Access' page for WhatsApp Business API. On the left, a sidebar menu has 'WhatsApp' selected, and 'Get Access' is highlighted with a red box. The main content area is titled 'Get Started With WhatsApp Business API' and contains the following text: 'In order to get started with WhatsApp Business API you have to make a registration of your brand.' Below this, it states 'The registration process implies the following steps:' followed by a numbered list: 1. Business Details, 2. WhatsApp Account Details, and 3. Business Profile Content. A 'Start Now' button is located at the bottom of the main content area, also highlighted with a red box.

4. Provide your WhatsApp account details:
 - o **WhatsApp Account Name:** The sender name that will appear for the subscriber.
 - o **Add phone number:** The number you want to associate with your WhatsApp account.
 - i. Click the **I want Dexatel to provide a Long Number** checkbox if you want to use a phone number provided by Dexatel.
 - ii. Click the **I want to use my own long number** to use your phone number. In this case the number will receive a code via SMS which you should use for verification.

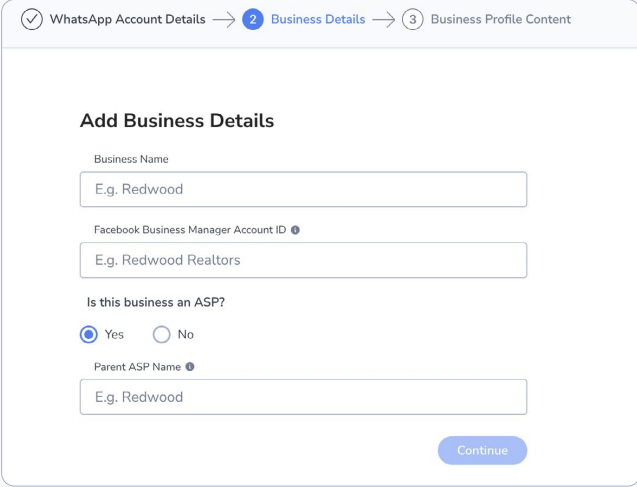
Note: Your number should not be associated with any WhatsApp account.

The screenshot shows the 'WhatsApp Account' registration form. At the top, a progress indicator shows three steps: 1. WhatsApp Account Details (highlighted in blue), 2. Business Details, and 3. Business Profile Content. The main form area is titled 'WhatsApp Account' and contains the following fields and options:

- A text input field for 'WhatsApp Account Name' with the placeholder text 'E.g. Redwood'.
- Two radio button options:
 - I want Dexatel to provide a long number
 - I want to use my own long number
- A 'Continue' button at the bottom right.

5. Provide your business-specific information:

- **Business Name:** Your company's official name.
- **Facebook Business Manager Account ID:** To get Facebook Business Manager Account ID, log into your companies <https://business.facebook.com/> account and go to [business Settings](#). You will see your Facebook Business Manager Account ID.
- If your business is **ASP** (Application Service Provider), enter a parent ASP name.



The screenshot shows a form titled "Add Business Details" with a progress indicator at the top: WhatsApp Account Details (1) → Business Details (2) → Business Profile Content (3). The form contains the following fields and options:

- Business Name:** Text input field with placeholder "E.g. Redwood".
- Facebook Business Manager Account ID:** Text input field with placeholder "E.g. Redwood Realtors".
- Is this business an ASP?:** Radio button options for "Yes" (selected) and "No".
- Parent ASP Name:** Text input field with placeholder "E.g. Redwood".
- Continue:** A blue button at the bottom right.

6. Provide information on your business address:

- **Business Address:** Official address of your business registration.
- **Business Email:** Contact email for your business.
- **Industry:** Select industry from the list.
- **Business Website:** Your Business website.
- **Targeted location:** Select the region from the list to send messages.
- **Business Description:** A short description of your business and its services.
- **Logo:** Upload your business's official logo.

Once your application is submitted the Dexatel team will work on your behalf with Whatsapp to complete your application approval.

Note: This process can take up to 10 business days. You will be informed about your application status via email.

Next you need to register your message Template and get approval from WhatsApp.

WhatsApp Account Details → Business Details → **3 Business Profile Content**

Documents

Business Address
E.g. 795 E Willow Ave, Los Angeles CA 85705

Business Email
E.g. patricia@redwood.com

Industry
E.g. Real Estate

Business Website URL
E.g. redwood.com

Additional Website URL
Optional

Targeted Location
Ex. North America

Business Description
E.g. Redwood Realtors are a group of experienced real estate agents, whose target is to find best place, with the most affordable price.

Upload Logo

640x640
(jpg, png)
max. 5mb

WhatsApp Templates

To register WhatsApp MessageTemplates:

1. From the WhatsApp page, go to **WhatsApp Templates**.
2. Click **Create a Template**.

Channels

- SMS
- Whatsapp
- Get Access
- WhatsApp Templates**

WhatsApp Message

My Templates

WhatsApp templates are specific messages that businesses use to send out notifications or customer care messages to people that have opted in. WhatsApp Templates are pre approved by WhatsApp.

+ Create a Template

| Name | Message | Created Date |
|----------|-------------------------|---------------------|
| My_Brand | It is testing the brand | 2022-03-06 18:02:03 |

3. Name your template.
4. Add the message content.
5. From the dropdown, select **Personalise** to personalise your message.
6. Click **Save and Send for Approval**.

Create Template

Name

My_Brand

Message

First Name Last Name Timestamp Date

Hello {first_name},

21/1000

Save and Send for Approval

Templates will be added to templates list with corresponding statuses. You can view and delete your WhatsApp Templates at any time you want.

To view your WhatsApp Template:

1. Go to the *WhatsApp Template* section. The list of templates will appear.

To delete the template:

2. From the list, select the template, click the **Delete** icon.

Once your WhatsApp account is approved you can use an approved template to send messages.

WhatsApp Message

With campaigns you can send WhatsApp messages to a predefined list of recipients.

To create and manage your WhatsApp campaigns:

1. From the WhatsApp section, navigate to **WhatsApp Messages**.
2. Select a Template from the list.

3. Select the recipients' list:
 - a. **Manually Add Number**
 - b. **Add From Audience**
 - c. **Upload File**

Note: You can send overall 20 recipients with one send out.

| Recipients | | Clear All | |
|-----------------|--------------------|----------------|----------------|
| File-name.csv x | +37496711170 x | +37496711170 x | +37496711170 x |
| File-name.csv x | Audience "Promo" x | +37496711170 x | +37496711170 x |
| File-name.csv x | Audience "Promo" x | +37496711170 x | +37496711170 x |
| File-name.csv x | Audience "Promo" x | +37496711170 x | +37496711170 x |

4. Select **Manually add Number**, in case you want to send a few recipients.
 - a. In the **Personalized** tab, add numbers manually by entering each recipient's phone number with associated information, such as First Name, Last Name, Time and Date.
 - b. In the **Comma-Separated** tab, copy and paste up to 20 contacts by separating them with commas.
5. Select **Add from Audiences** if you have a preset audience for the campaign. You can use contacts from your audience as recipients.
 - Select the contact from the Audience list.
 - Click **Add**.

Note: If you have assigned **Tags** to your contact you can select the checkmark next to the tag name to select all contracts in this tag.

Audience ×

| Name | Created Date | Channel | Contacts |
|--------------|--------------|----------|----------|
| Audience 100 | 10-09-2021 | WhatsApp | 2567 |
| Audience 99 | 10-09-2021 | WhatsApp | 2567 |
| Audience 98 | 10-09-2021 | WhatsApp | 2567 |
| Audience 97 | 10-09-2021 | WhatsApp | 2567 |
| Audience 96 | 10-09-2021 | WhatsApp | 2567 |
| Audience 95 | 10-09-2021 | WhatsApp | 2567 |
| Audience 94 | 10-09-2021 | WhatsApp | 2567 |
| Audience 93 | 10-09-2021 | WhatsApp | 2567 |
| Audience 92 | 10-09-2021 | WhatsApp | 2567 |
| Audience 91 | 10-09-2021 | WhatsApp | 2567 |

Audience Tags

Select tags to add contacts.

Tag 1

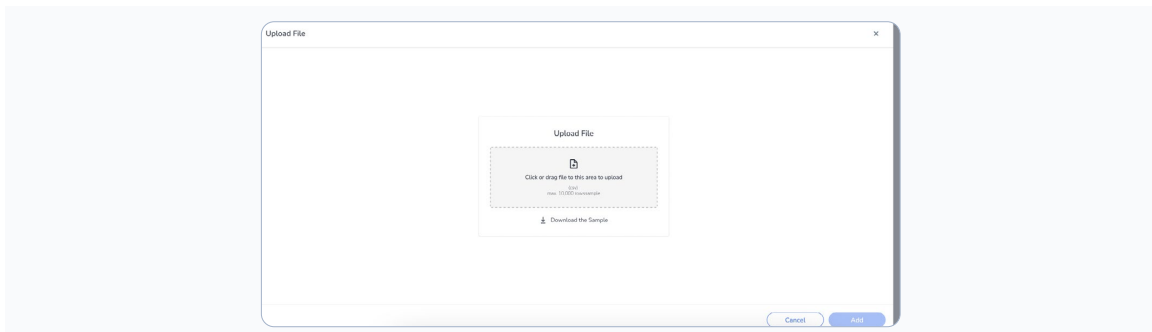
Tag 2

Tag 3

Tag 4

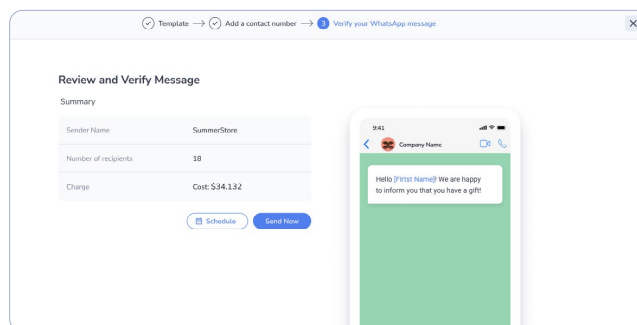
Cancel Add

6. Select **Upload File** to import your recipients list directly from campaigns section and to send a large number of contacts.
- Click **Download the Sample** to create a file using the sample.
 - Click **Choose file** to upload your created file.
 - Click **Add**.



Once your campaign summary is ready:

1. Mark the **Add recipients to audience** checkbox
2. Name your audience if you want a new audience to be created on your recipients.
3. Click **Send Now** to send your campaign immediately.
4. Click **Schedule** to schedule it for later.



You can use [Campaign API](#) to send WhatsApp messages via API.

Viber Business Message

Viber Business Messaging allows businesses to communicate with customers directly through Viber. This keeps them engaged with business driving performance and actions.

With *Dexatel Cloud Communication Platform* you can have an official Viber Business account with *Verified* badge next to the brand name:

- All messages are sent from branded Sender Name
- Business name and logo icon are visually recognizable in the clients' Viber conversations list.
- You can send transactional messages, where each message consists of up to 1000 characters in any language
- You can send promotional messages with messadia media files and buttons.

Before using Viber Business Messages:

1. Check that you have added **Viber** on your active channels
2. Check that you have an active Viber profile
3. Check that you have enough balance on your account

Get Access

To set up your Viber profile:

1. From the Dashboard, navigate to **Viber**.
2. Go to **Get Access**.
3. Click **Start Now**.

WhatsApp

Viber

Get Access

Viber Campaign

+ Add Channel

Senders

Message Library

Contacts

Insights

APIs

Responses

Get Started With Viber Business Messages

In order to get started with Viber Business Messages you have to make a registration of your brand.

The registration process will take up to 5 business days.

Check out the steps below:

- 1 Business Details
- 2 Viber Account Details
- 3 Documents

Start Now

4. Provide your business-specific information:

- **Business Name in English:** The sender name that will appear for the subscriber.
- **Business Name in Original Language:** Company official name in the original language.
- **Industry:** Select industry from the list.
- **Business Website:** Your Business website.
- **Business Phone Number:** Contact email for your business.
- **Business Address:** Official address of your business registration.
- **Business Description:** A short description of your business and its services.
- **Logo:** Upload your business's official logo.

1 Business Profile Content → 2 Viber Account Details → 3 Documents

Business Details

Business Name in English
E.g. Redwood Realtors

Business Name in Original Language
E.g. Redwood Realtors

Industry
E.g. Real Estate

Business Website URL
E.g. redwood.com

Business Phone Number
E.g. +1-202-555-0157

Business Address
E.g. 795 E Willow Ave. Los Angeles CA 85705

Business Description
E.g. Redwood Realtors are a group of experienced real estate agents, whose target is to find best place, with the most affordable price.

Upload Logo

640x640
(jpg, png)
max. 5MB

Continue

5. Enter your account details:

- **Target countries:** Select the countries from the list you are going to send messages.
- **Desired Activation Date:** Set the date you want your account to be activated

The screenshot shows a progress bar at the top with three steps: 1. Business Profile Content (checked), 2. Viber Account Details (active), and 3. Documents. Below the progress bar is the 'Account Details' form. It contains two input fields: 'Target Countries' with a dropdown menu showing 'E.g. United States' and a downward arrow, and 'Desired Activation Date' with a text input showing 'E.g. 14-07-2021' and a calendar icon. A blue 'Continue' button is located at the bottom right of the form.

6. Upload documents:

- Click **Download Sample** from the *Business Messages Agreement* section to use it for uploading your business file.
- Click **Choose File** in the *Viber Business Messages Agreement* to upload your signed business details file.
- Click **Download Sample** from the *Signed Warranties Letter* section to use it for uploading your business file.
- Click **Choose File** in the *Signed Warranties Letter* section to upload your signed business details file.

The screenshot shows a progress bar at the top with three steps: 1. Business Profile Content (checked), 2. Viber Account Details (checked), and 3. Documents (active). Below the progress bar is the 'Documents' section. It features a blue notification box at the top that says 'Download the Viber Business Messaging Agreement and Warranties' and 'Letter samples, fill in your business details, sign and upload.' Below this are two sections: 'Business Messages Agreement' and 'Signed Warranties Letter'. Each section has a dashed box for file upload with a document icon and the text 'Click or drag file to this area to upload'. Below each dashed box is a 'Download the Sample' link with a downward arrow icon. A blue 'Continue' button is located at the bottom right of the form.

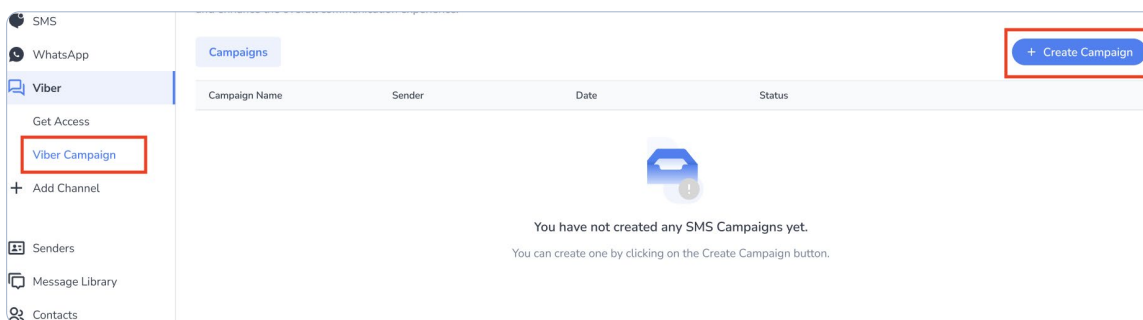
Once your application is submitted the Dexatel team will work with Viber to complete your application approval.

Note: This process can take up to 5 business days. You will be informed about your application status via email. Meanwhile, you can check the status of your application in the Viber applications list.

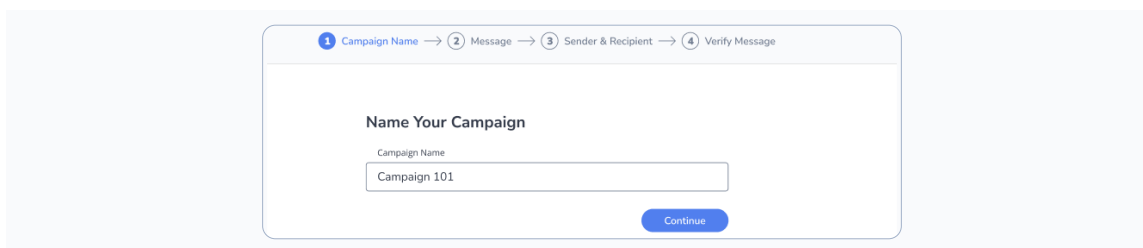
Viber Campaign

With campaigns you can send Viber Campaign to a predefined list of recipients.
To create viber campaigns:

1. From the Viber section, go to **Viber Campaign**.
2. Click **Create a Campaign**.



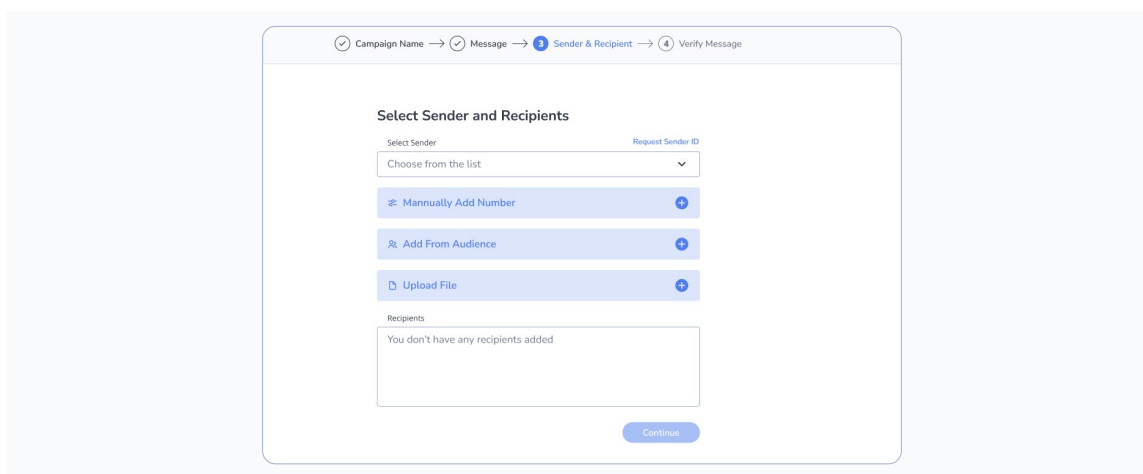
3. Add the name to your campaign.



4. Create a new message in case you don't want to use a template

Note: You are allowed to enter up to 1000 characters.

5. Add URL of image you want to your client to receive in message
6. Add name of button you want to send in your message
7. Add a button action URL you want your client to be redirecting while clicking the button.
8. From the *My Templates* dropdown, select your template or select a *Default Template* provided by Dexatel.
9. Select Sender ID from preset sender IDs list
10. Select the recipients list:
 - o **Manually Add Number**
 - o **Add From Audience**
 - o **Upload File**



11. Select **Manually add Number**, in case you want to send a few recipients.
 - In the **Personalized** tab, add numbers manually by entering each recipient's phone number with associated information, such as First Name, Last Name, Time and Date.
 - In the **Comma-Separated** tab, copy and paste up to 100 contacts by separating them with commas.
12. Select **Add from Audiences** if you have a preset audience for the campaign. You can use contacts from your audience as recipients.
 - Select the contact from the Audience list.
 - Click **Add**.

*Note: If you have assigned **Tags** to your contact you can select the checkmark next to the tag name to select all contracts in this tag.*

13. Select **Upload File** to import your recipients list directly from campaigns section and to send a large number of contacts.
 - Click **Download the Sample** to create a file using the sample.
 - Click **Choose file** to upload your created file.
 - Click **Add**.

Once your campaign summary is ready:

1. Mark the **Add recipients to audience** checkbox
2. Name your audience if you want a new audience to be created on your recipients.
3. Click **Send Now** to send your campaign immediately.
4. Click **Schedule** to schedule it for later.

Responses

While sending messages you can offer users to reply to them keeping an open line between clients.

The *Responses* section allows you to receive and reply to your customers' feedback through all channels. You can use filters at the top of the page to see the required messages.

1. From the Dashboard, navigate to **Responses**.
2. Select the channel.
3. Specify the Phone Number and a Sender ID.

to any message in a few clicks.

Channel Last 30 days: 10/11/2021 - 09/12/2021

SMS WhatsApp Viber

Number: +37496711178 Senders: 123456 Apply

| Channel | Number | Sender | Message | Received Date |
|---------|---------------|--------|--------------------------------------|------------------|
| SMS | +374 96711178 | 123456 | Lorem ipsum dolor sit amet, conse... | 17-09-2021 12:30 |
| SMS | +374 96711178 | 123456 | Lorem ipsum dolor sit amet, conse... | 17-09-2021 12:30 |
| SMS | +374 96711178 | 45678 | Lorem ipsum dolor sit amet, conse... | 17-09-2021 12:30 |
| SMS | +374 96711178 | 45678 | Lorem ipsum dolor sit amet, conse... | 17-09-2021 12:30 |
| SMS | +374 96711178 | 7689 | Lorem ipsum dolor sit amet, conse... | 17-09-2021 12:30 |
| SMS | +374 96711178 | 123456 | Lorem ipsum dolor sit amet, conse... | 17-09-2021 12:30 |
| SMS | +374 96711178 | 123456 | Lorem ipsum dolor sit amet, conse... | 17-09-2021 12:30 |
| SMS | +374 96711178 | 123456 | Lorem ipsum dolor sit amet, conse... | 17-09-2021 12:30 |
| SMS | +374 96711178 | 123456 | Lorem ipsum dolor sit amet, conse... | 17-09-2021 12:30 |
| SMS | +374 96711178 | 123456 | Lorem ipsum dolor sit amet, conse... | 17-09-2021 12:30 |

No conversation to show

Message

The list of all messages received by your customers will be displayed.

To reply messages:

1. Click on the message
2. The window will open where you can enter your reply.
3. Click **Reply**.
4. Click the **Delete** icon to delete the reply.

Channel Last 30 days: 10/11/2021 - 09/12/2021

SMS WhatsApp Viber

Number: +37496711178 Senders: 123456 Apply

| Channel | Number | Sender | Message | Received Date |
|---------|---------------|--------|--------------------------------------|------------------|
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| SMS | +374 96711178 | 123456 | Lorem ipsum dolor sit amet, conse... | 17-09-2021 12:30 |

+374 96711178
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Curabitur malesuada tristique tincidunt.
17-09-2021 12:30

45678
Lorem ipsum dolor sit amet, consectetur adipiscing elit.
17-09-2021 12:30

Message

Insights

After sending messages you can monitor statistics and track the status of your messages. This tool allows you to understand the number of messages that have successfully been received by users.

The *Insights* section is designed to monitor your send outs statistics.

The page consists of 2 tabs:

- Charts
- Logs.

Note: You can use filters at the top of the page to see the required messages.

Charts

The chart tab shows the statistics graphically.

- The main graphic shows the number of messages per day.
- **Total Spend:** Shows the amount of money you have spent for the selected period.
- **County:** Diagram of countries messages are set for.
- **Type:** Shows proportion of unbound (Sent) and inbound (Received) messages.
- **Status:** Proportion of successful and unsuccessful messages.

Logs

The log tab shows details associated with each message that are sent.

- **Channel:** Channel through which a message is sent.
- **Status:** Each message can have one of the following statuses:
 - Enroute

- Failed
 - Delivered
 - Sent
 - Read
 - Scheduled
- **Sender:** The Sender ID
 - **Phone:** The phone number a message is sent to.
 - **Message:** The message text.
 - **Segments:** The parts that a message consists of
 - **Type:**
 - **Outbound:** Sent from the system to the end user.
 - **Inbound:** Received by the system.
 - **Date:** The timestamp message had been sent.

SMS

WhatsApp

Viber

+ Add Channel

Senders

Message Library

Contacts

Insights

APIs

Responses

Documentation [↗](#)

Item [↗](#)

Filters

Last 30 days: 10/11/2021 - 09/12/2021 [📅](#)

Channel: All [×](#) Countries: 3 option [×](#) [Add Filters](#)

Charts

Logs

Search

| Channel | Sender | Phone | Message | Segments | Type | Date | Status |
|----------|-----------|---------------|---|----------|----------|------------------|--|
| SMS | Sender 1 | +374 96711178 | d65bb8d9-ac3f-4fa7-bb81-365ea51c3892 Hi David! We are... | 1 | Outbound | 17-09-2021 12:30 | Delivered |
| SMS | Sender 2 | +374 96711178 | d65bb8d9-ac3f-4fa7-bb81-365ea51c3892 Hi David! We are... | 2 | Outbound | 17-09-2021 12:30 | Undelivered |
| SMS | Sender 3 | +374 96711178 | d65bb8d9-ac3f-4fa7-bb81-365ea51c3892 Hi David! We are... | 1 | Outbound | 17-09-2021 12:30 | Failed |
| SMS | Sender 4 | +374 96711178 | d65bb8d9-ac3f-4fa7-bb81-365ea51c3892 Hi David! We are... | 3 | Outbound | 17-09-2021 12:30 | Pending |
| SMS | Sender 5 | +374 96711178 | d65bb8d9-ac3f-4fa7-bb81-365ea51c3892 Hi David! We are... | 5 | Outbound | 17-09-2021 12:30 | Pending |
| SMS | Sender 6 | +374 96711178 | d65bb8d9-ac3f-4fa7-bb81-365ea51c3892 Hi David! We are... | 3 | Outbound | 17-09-2021 12:30 | Pending |
| SMS | Sender 7 | +374 96711178 | d65bb8d9-ac3f-4fa7-bb81-365ea51c3892 Hi David! We are... | 3 | Outbound | 17-09-2021 12:30 | Pending |
| SMS | Sender 8 | +374 96711178 | d65bb8d9-ac3f-4fa7-bb81-365ea51c3892 Hi David! We are... | 1 | Outbound | 17-09-2021 12:30 | Pending |
| Odd Row | Sender 9 | +374 96711178 | d65bb8d9-ac3f-4fa7-bb81-365ea51c3892 Hi David! We are... | 2 | Outbound | 17-09-2021 12:30 | Pending |
| Even Row | Sender 10 | +374 96711178 | d65bb8d9-ac3f-4fa7-bb81-365ea51c3892 Hi David! We are... | 2 | Outbound | 17-09-2021 12:30 | Pending |

10/page [<](#) [1](#) [...](#) [7](#) [8](#) [9](#) **[10](#)** [11](#) [...](#) [34](#) [>](#)

SEND & **DONE** 🗑️