

The Cerebra logo is displayed in a bold, white, sans-serif font. The background of the entire page is a dark gray with a repeating geometric pattern of light gray lines forming a series of interlocking cubes or hexagons.

CEREBRA

LinQ2 Help Document

Version: 1.0
Reference:

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1 COVER LETTER

Document Control

Product Name	LinQ2 P-Series
Prepared by:	Cerebra
Version and Date	8 th September 2021
Distribution	

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Name	Date	Version
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Reference Document

Document Description	Date	Version

2 INTRODUCTION

2.1 Purpose

The document captures the overall behavior of the LinQ2 system and help and support for the LinQ2 System.

The purpose of this document is to provide the help contents as well as Support of a LinQ2 System.

2.2 Intended Audience and Reading Suggestions

This document is written as a help guide to the LinQ2 system and the targeted audiences are the following:

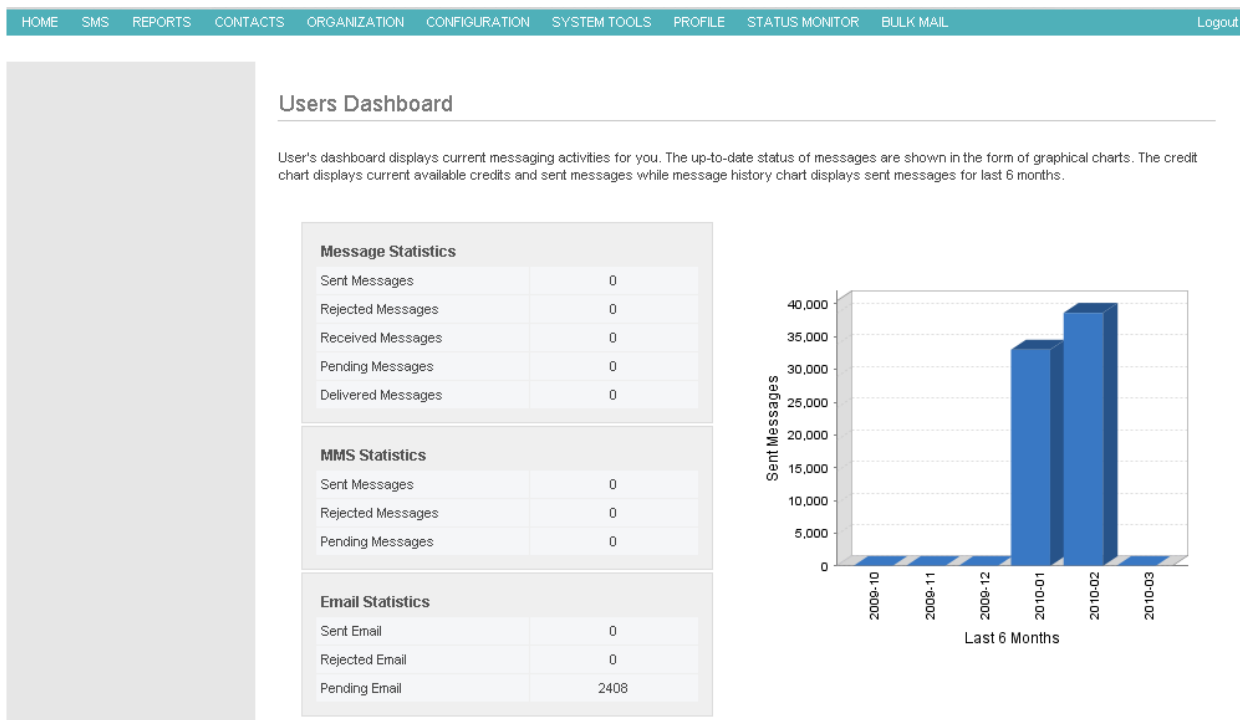
Users of a LinQ2 System

2.3 Scope of the Document

The scope of this document covers the help content of the LinQ2 System.

3 HOME HELP

User's dashboard displays current messaging activities for you. The up-to-date statuses of messages are shown in the form of graphical charts. The credit chart displays current available credits and sent messages while message history chart displays sent messages for last 6 months.



4 ORGANIZATION

Select the organization by clicking on the required organization list displayed in the left. The selected organization will be highlighted in red color. To edit the organization details click on the Organization ID.

HOME SMS REPORTS CONTACTS ORGANIZATION CONFIGURATION SYSTEM TOOLS PROFILE STATUS MONITOR BULK MAIL Logout

Hierarchy Users Roles Templates Quota Campaign Verify Request

Organization List help

You can view previously saved organization list on this page.

In this page You can find organization id and description of particular organization . Please click **Org id** hyperlink to modify organization detail.

If you want to add new organization then first select main organization from left displayed organization list. If you are not selecting any organization from left displayed organization then this new organization will add as a sub organization in to the main organization. You can recognized selected organization highlighted with red color in the left menu. After performing this step please click **Add organization** button.

If you want to delete any/all organization's then please select the check box and click **Delete organization** button.

4.1 Add Organizations

Select the organization by clicking on the required organization list displayed in the left. The selected organization will be highlighted in red color. If you don't select any organization from the menu then the new created organization will add as a sub organization in to the main organization. In add Organization page all the fields are mandatory.

Enter Organization name in provided text box. Enter Department Code in provided text box. Enter Department Location in provided text box. Enter Sender Id in provided text box.

If you are not providing sender id than sender id will be default sender id. To save this Organization please click save button. To reset field please click reset button.

	Org Id	Description
<input type="checkbox"/>	140	HR
<input type="checkbox"/>	141	Bank
<input type="checkbox"/>	142	IT
<input type="checkbox"/>	143	CSR
<input type="checkbox"/>	146	Finance

	Org Id	Description
--	--------	-------------

HOME SMS REPORTS CONTACTS ORGANIZATION CONFIGURATION PROFILE STATUS MONITOR BULK MAIL Logout

Hierarchy Users Roles Templates Quota Campaign Verify Request Verify Request

Innovative Solutions

- HR
 - Gov. and Taxes
- Bank
 - Loan Managment Team
- IT
 - Development Team
- CSR
 - Follow Up
- Finance
 - Saudi Market Team

Add Organization

Organization Name*

Loan Managment Team

Department Code *

00210

Department Location *

Riyadh, KSA

Sender ID

Bank Dept

Save

Reset

HOME SMS REPORTS CONTACTS ORGANIZATION CONFIGURATION PROFILE STATUS MONITOR BULK MAIL Logout

Hierarchy Users Roles Templates Quota Campaign Verify Request Verify Request

Innovative Solutions

- HR
 - Gov. and Taxes
- Bank
 - Loan Managment Team
- IT
 - Development Team
- CSR
 - Follow Up
- Finance
 - Saudi Market Team

Organization Management(Innovative Solutions)

<input type="checkbox"/>	Org Id	Description
<input type="checkbox"/>	140	HR
<input type="checkbox"/>	141	Bank
<input type="checkbox"/>	142	IT
<input type="checkbox"/>	143	CSR
<input type="checkbox"/>	146	Finance

ADD ORGANISATION

DELETE ORGANISATION

4.2 Edit Organization

In edit Organization page all the fields are mandatory. You can modify Organization Name, Department Code and Department Location, Sender Id in this page. If you are not providing sender id than sender id will be default sender id. To save this Organization please click save button. To reset field please click reset button.

HOME SMS REPORTS CONTACTS ORGANIZATION CONFIGURATION PROFILE STATUS MONITOR BULK MAIL Logout

Hierarchy Users Roles Templates Quota Campaign Verify Request Verify Request

Innovative Solutions

- HR
 - Gov. and Taxes
- Bank**
 - Loan Management Team**
- IT
 - Development Team
- CSR
 - Follow Up
- Finance
 - Saudi Market Team

Organization Management(Bank)

<input type="checkbox"/>	Org Id	Description
<input type="checkbox"/>	150	Loan Managment Team

ADD ORGANISATION DELETE ORGANISATION

HOME SMS REPORTS CONTACTS ORGANIZATION CONFIGURATION PROFILE STATUS MONITOR BULK MAIL Logout

Hierarchy Users Roles Templates Quota Campaign Verify Request Verify Request

Innovative Solutions

- HR
 - Gov. and Taxes
- Bank**
 - Loan Managment Team**
- IT
 - Development Team
- CSR
 - Follow Up
- Finance
 - Saudi Market Team

Edit Organization

Organization Name*

Parameter Details

Department Code *

Department Location *

Sender ID

Save Reset

4.3 Organization List

You can view previously saved organization list on this page. In this page you can find organization id and description of particular organization. Please click Org id hyperlink to modify organization detail. If you want to add new organizations then first select main organization from left displayed organization list. If you are not selecting any organization from left displayed organization then this new organization will add as a sub organization in to the main organization. You can recognize selected organization highlighted with red color in the left menu. After performing this step please click Add organization button.

If you want to delete any/all organization's then please select the check box and click Delete organization button.

Remember that Process Verifier might be applied. "Will be discussed later"

4.4 Add Quota

From add quota page you can assign quota to particular organization form available SMS credit balance. First select the organization from left side menu list. You can identify selected organization highlighted in red color. If you want to assign unlimited quota to particular organization then select the organization and check unlimited check box. Otherwise write quota in Quota box. To save please click save button. To reset please click reset button.

4.5 Roles

Select the organization by clicking on the required organization list displayed in the left. The selected organization will be highlighted in red color. All displayed roles belong to the highlighted organization.

Users having privilege of Role management can create and define new roles. Roles are specific to an organization.

Only roles belonging to an organization can be assigned to the new users/ existing users of that organization.

To maintain and manage roles, privileged users can navigate to the HOME-->ORGANIZATION-->ROLES link. Roles List is displayed specific to an organization. By default the list of roles belonging to the logged in user's organization will be displayed.

- **List Roles**

Select the organization by clicking on the required organization list displayed in the left. The selected organization will be highlighted in red color. All displayed roles belongs to the highlighted organization.

Users having privilege of Role management can create and define new roles. Roles are specific to an organization.

Only roles belonging to an organization can be assigned to the new users/ existing users of that organization.

To maintain and manage roles, privileged users can navigate to the HOME-->ORGANIZATION-->ROLES link. Roles List is displayed specific to an organization. By default the list of roles belonging to the logged in user's organization will be displayed.

Role Management(Finance)

<input type="checkbox"/>	Role Id	Role Name	Organization
<input type="checkbox"/>	31	Finance Manager	26
<input type="checkbox"/>	32	Finance Assistant Manager	26

ADD ROLE **Delete Role**

• Add Roles

Select the organization by clicking on the required organization list displayed in the left. The selected organization will be highlighted in red color. Role name is mandatory.

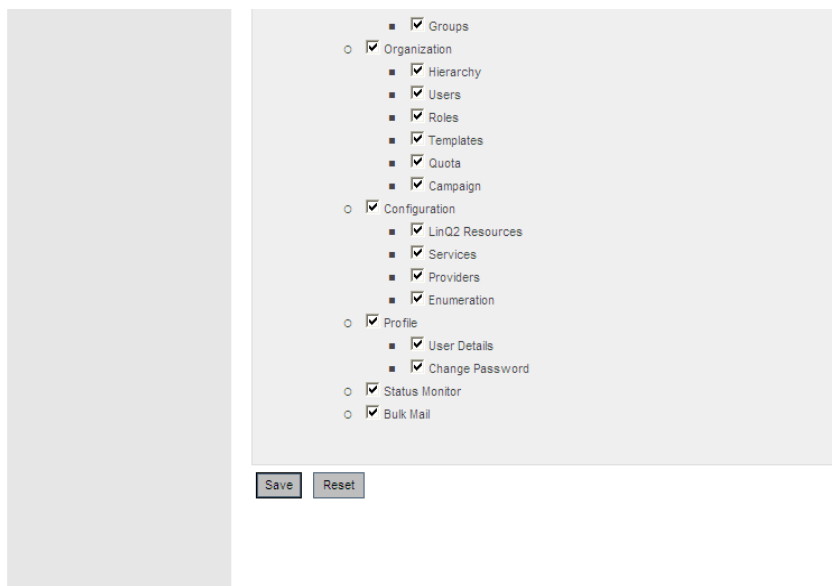
User can select privilege for this role and later user can change privilege for this role from edit role page. All the users having this role are not authorized for such a privilege which is not assign to this role. Enter the role name, privilege for new role and click save button.

Add Role(Finance)

Role Name*

Privilege

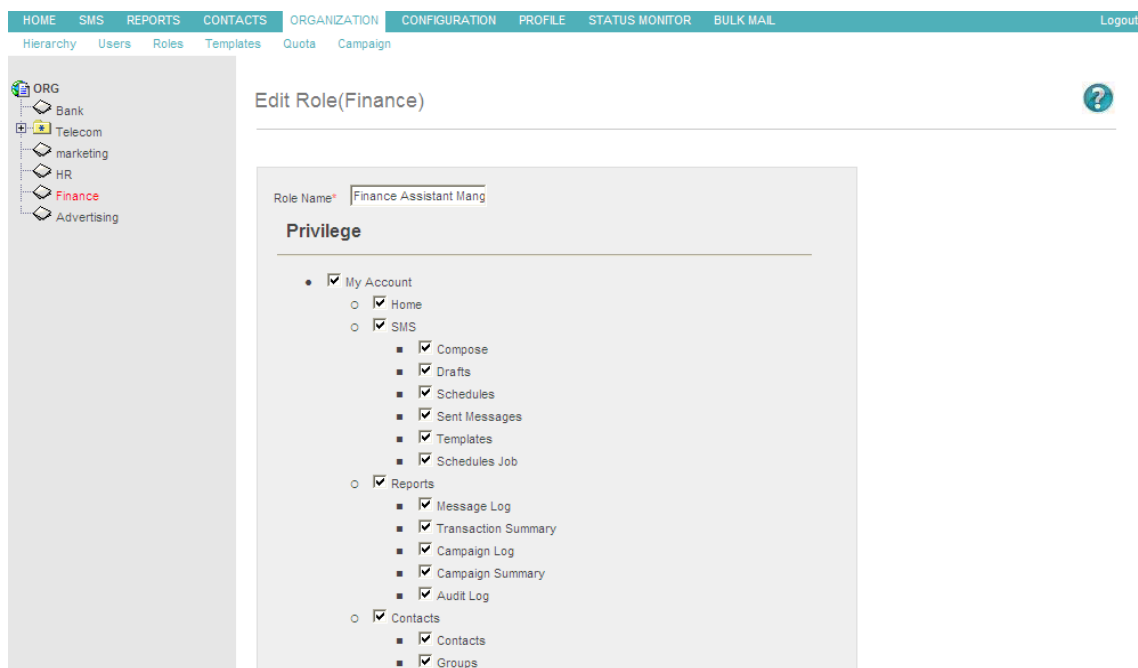
- ☐ My Account
 - ☐ Home
 - ☐ SMS
 - ☐ Compose
 - ☐ Drafts
 - ☐ Schedules
 - ☐ Sent Messages
 - ☐ Templates
 - ☐ Schedules Job
 - ☐ Reports
 - ☐ Message Log
 - ☐ Transaction Summary
 - ☐ Campaign Log
 - ☐ Campaign Summary
 - ☐ Audit Log
 - ☐ Contacts
 - ☐ Contacts
 - ☐ Groups

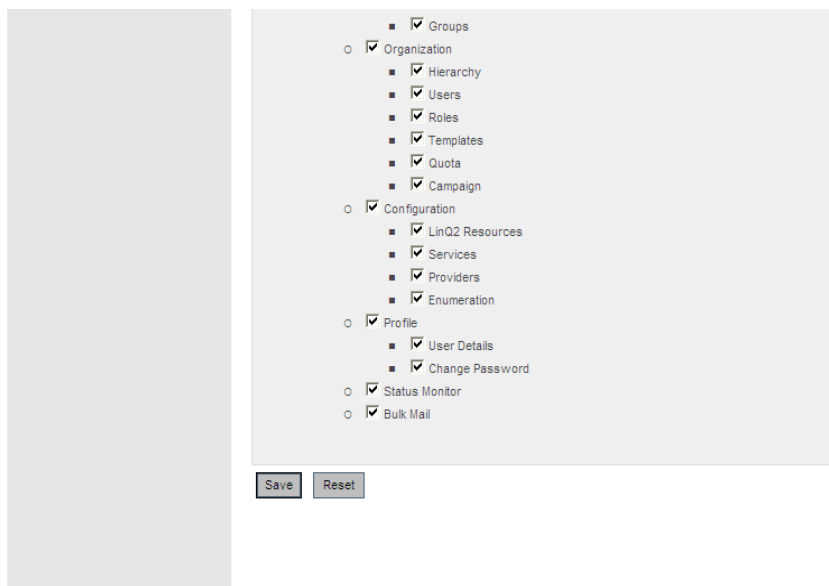


• Edit Roles

Select the organization by clicking on the required organization list displayed in the left. The selected organization will be highlighted in red color.

Role name is mandatory. User can change privileges for this role. All the users having this role are not authorized for such a privilege which is not assign to this role. User can update the role name, privilege for this role and click save button. Note: Changes to the privileges of a role will be in effect once the users belonging to the role re login with their user id.



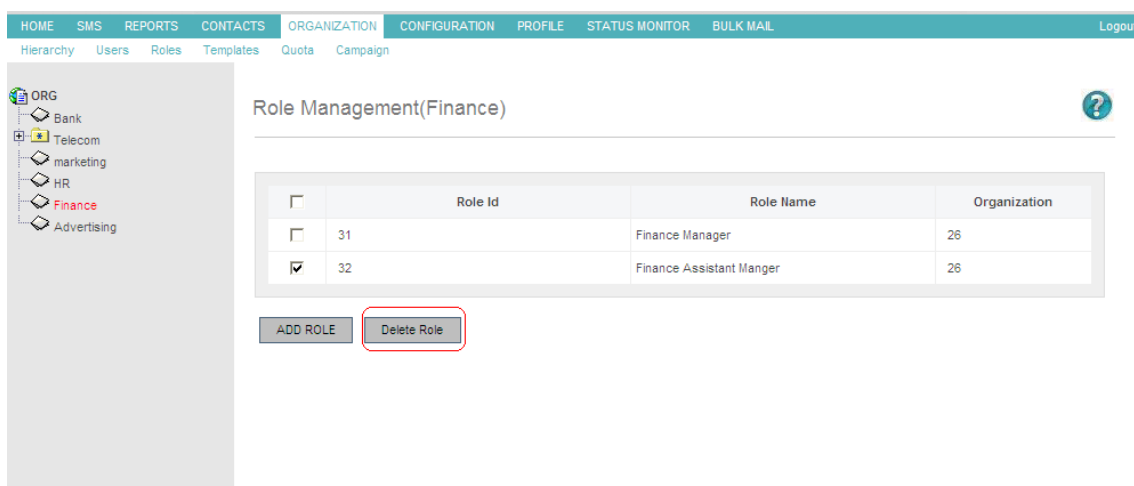


• Delete Roles

Select the organization by clicking on the respective organization displayed in the left in hierarchical form. The selected organization will be highlighted in red color.

Note: Before deleting any roles ensure that there are no user/users belonging to those role/roles.

Users can delete a single or multiple roles at a time. Select the appropriate check box before the role item in the role list. To delete all roles click on the check box in the table header. Select the roles to delete and click the Delete button. A confirm dialog box will appear to delete the role. To confirm click the ok button or cancel to discard it.



4.6 Users

Select the organization by clicking on the required organization list displayed in the left. The selected organization will be highlighted in red color.

All listed users belong to the highlighted organization. The list displays User name, First name, Last Name, Role Name, Last Login Date, Last Modified Date.

To add new user click on the add user button.

To delete specific user select user/users you want to delete then click delete user button.

To edit specific user, click on user name hyperlink.

<input type="checkbox"/>	User Name	First name	Last Name	Role Name	Last Login Date	Last Modified Date
<input type="checkbox"/>	bsf123.del.del.del	bsf123	bsf123	44	18-10-2008 01:01:40	07-10-2008 01:11:33
<input type="checkbox"/>	testwatan1.del	testwatan1	testwatan1	testwatan	18-10-2008 09:36:47	18-10-2008 09:36:35
<input type="checkbox"/>	talalala123.del.del	talalala123	talalala123	wewer		20-10-2008 05:59:02
<input type="checkbox"/>	test123234.del.del	tetststststs	tetststststs	44	22-10-2008 01:01:51	21-10-2008 06:03:01
<input type="checkbox"/>	talal.del	talal.del	talal.del	dfd	22-10-2008 01:04:48	22-10-2008 01:04:39
<input type="checkbox"/>	fullcontrol1.del	fullcontrol1	fullcontrol1	Full control	18-11-2008 03:37:02	18-11-2008 03:36:55
<input type="checkbox"/>	ITD.Imran.del.del	ITD.Imran	ITD.Imran	Full control	18-11-2008 05:09:20	18-11-2008 05:07:30
<input type="checkbox"/>	ITD.Imran	ITD.Imran	ITD.Imran	Full control	23-11-2008 02:28:39	23-11-2008 01:57:03

Add User Delete User

4.7 Templates

- Template is pre-formatted SMS which you can use to send quick message to your customers.

Template is pre-formatted SMS which you can use to send quick message to your customers.

View previously saved list of templates

Find the template lists which contains template name, language, template type and messages for a particular template.

To edit the template click on the template name

click Add button to add new template

To delete any/all templates then please select the check box and click Delete button.

- Add Templates
- Template is pre-formatted SMS used to send quick message to your customers.

Following is a brief description of all the fields in the form:

- 1. Template Name: Unique name for the template should be at least 6 characters and should not contain spaces.
- 2. Language: Language for the template.
- 3. Template Type: The type of the template.

- a. User: For individual user purpose, users can use these templates for sending messages to customers from the compose screen.
- b. Application: Corporate administrators and System Administrators can create such type of templates. Once created these types of templates can be used by all the users of the organization.
- c. System: Only System administrators can create such type of templates. System type templates are used by system for internal purposes and for backend integrations.
- 4. Message: The actual message for the template.

To save this template please click save button.
To reset field please click reset button.

The screenshot shows the 'Add Template' interface. On the left is a sidebar with a tree view containing items like 'd', 's2', 's21', 's22', 'marketing', 'HR', 'hjadjhagj', 'saleem', 'testmy', and 'test 1'. The main area is titled 'Add Template' and contains the following fields:

- Template Name ***: A text input field containing 'SWSW'.
- Language ***: A dropdown menu set to 'English'.
- Template Type ***: A dropdown menu set to 'User'.
- Message ***: A large text area containing 'wsws'.

At the bottom of the form are two buttons: 'Save' and 'Reset'.

- Edit Template
- Template is pre-formatted SMS which you can use to send quick message to your customers.

You can modify previously entered values for template you can modify previously entered Template name in provided field. This name should not contain any spaces.

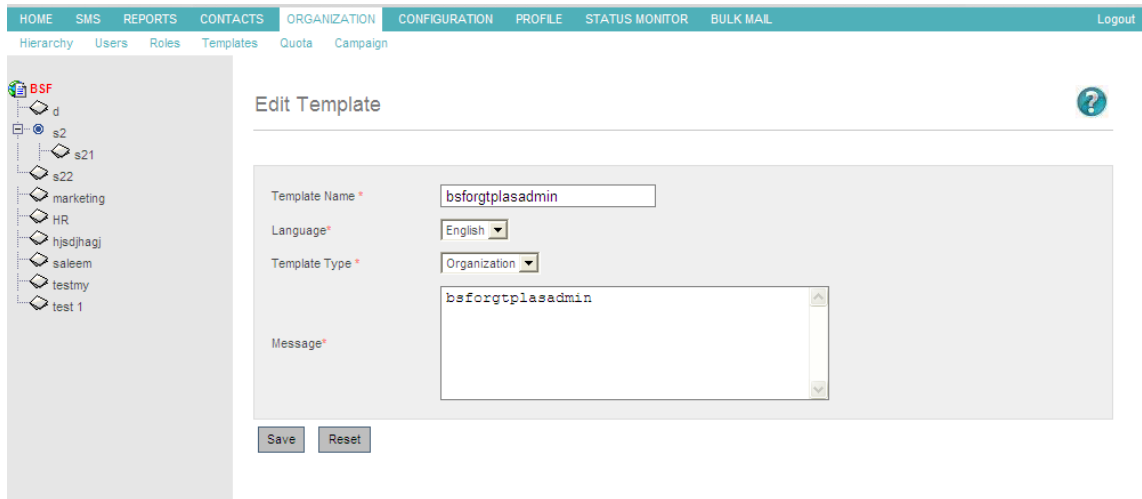
You can modify template language from Language option.

Modify template Type from Template type list.

You can modify template message in MESSAGE box.

To save these templates please click save button.

To reset field please click reset button. After clicking this button you will get previously saved value for this template.



- List Template
- Template is pre-formatted SMS which you can use to send quick message to your customers.

You can view previously saved list of template on this page.

You can find template list which contains template name, language, template type and messages for particular template.

Please click template name hyperlink to modify saved template.

If you want to add new template then please click Add button.

If you want to delete any/all templates then please select the check box and click Delete button.

4.8 Campaign

LinQ2 provides capability for business users to send promotional messages to customers. The campaign Management screen provides capability to add a new campaign, update an existing campaign, delete campaigns and send campaigns to a group of customers.

A response from Customers for these promotional messages are received and stored for reporting using Campaign Log report.

Campaign Management functionality is also available to Business Users only.

• Campaign List

Campaign is a series of advertisements and other marketing efforts sharing a common element and getting feedback from the customer.

Select the organization by clicking on the required organization list displayed in the left. The selected organization will be highlighted in red color.

You can find list of campaign belongs to highlighted organization on this page.

You can view campaign code, campaign name, campaign text, campaign language.

You can Add, delete, update any campaign from this page. To add new campaign click add button. To update an existing campaign, click campaign

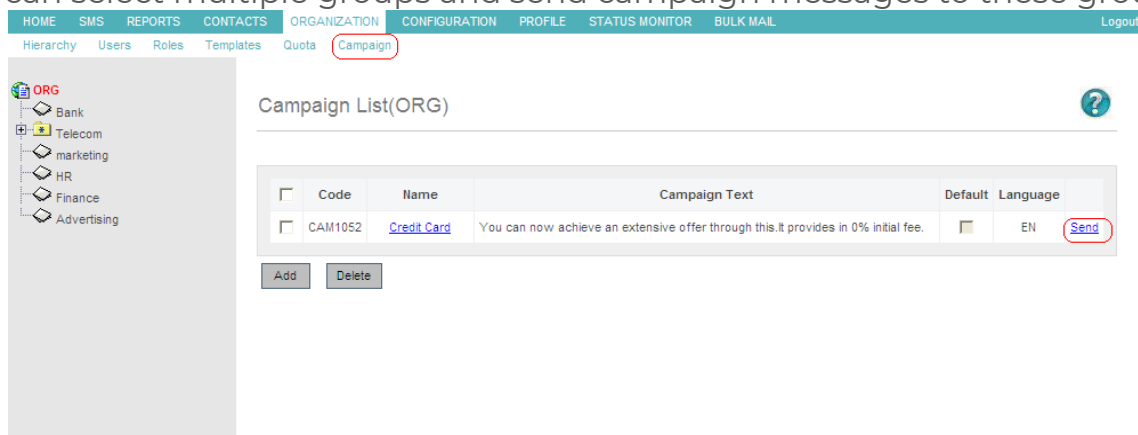
name.

To delete campaigns select check box and click delete button.



- **Send Campaign**

Messages will be created based on the options provided in the campaign creation section. To send a campaign message, Users need to click on the send link next to campaign in the campaign list. The users are presented with generated campaign message and list of groups available in the system. Users can select multiple groups and send campaign messages to these groups.



5 CONTACTS

5.1 Manage Contacts

Review your list of contacts.

Search for specific contacts beginning with similar letters.

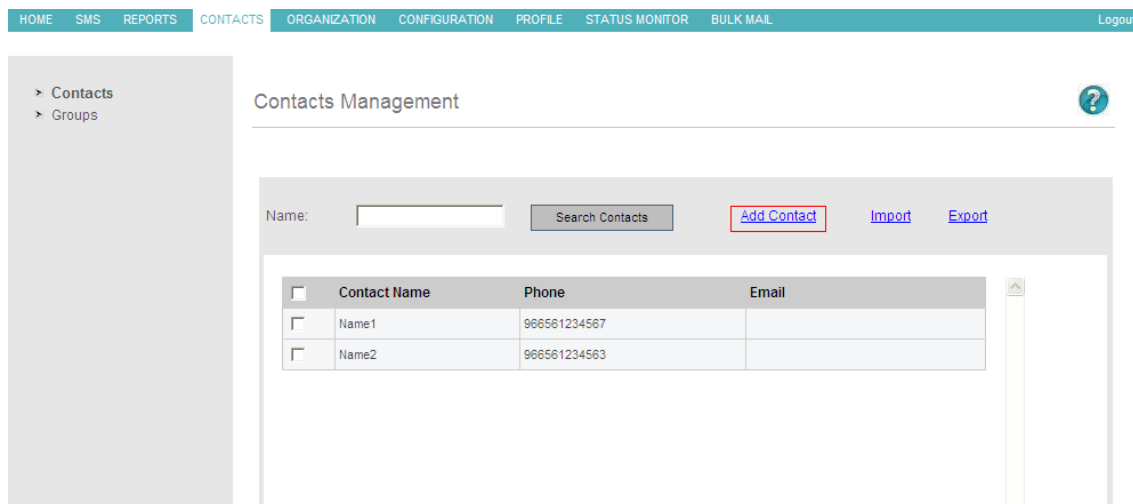
Add a new contact.

Import contacts.

Export your contacts to external files.

Delete contacts by choice.

Add contacts by group specific selection.



5.2 Add Contacts

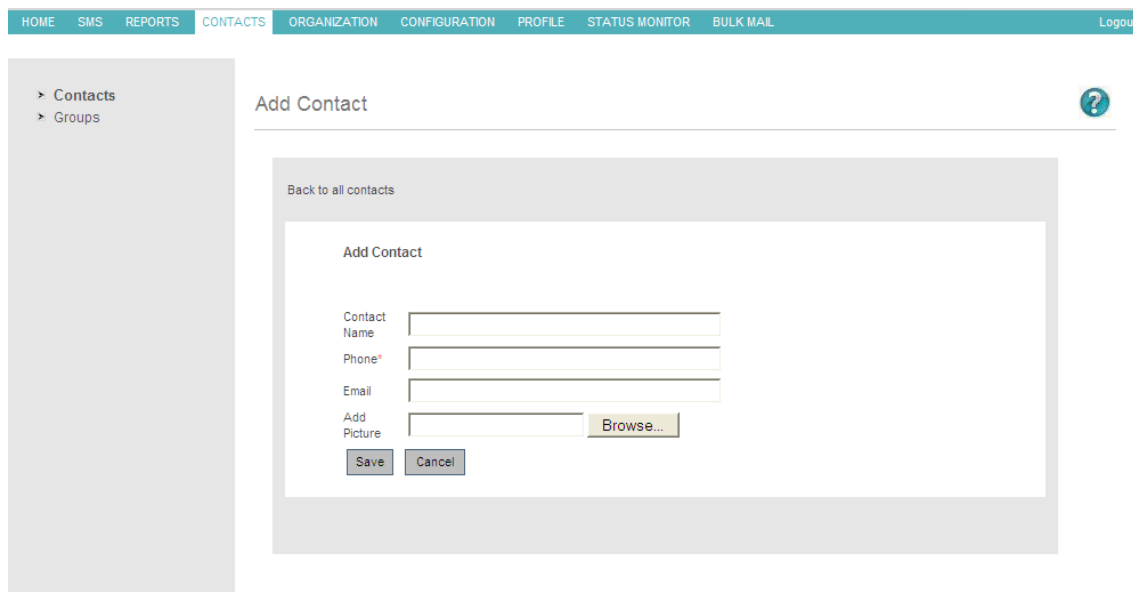
The name should not be more than 40 characters.

Phone Number is mandatory and must be in digits and the length of the number should be between 10 and 15.

Email address is optional.

Upload Picture is optional.

Click on the submit button to save, cancel button to return to the previous page.



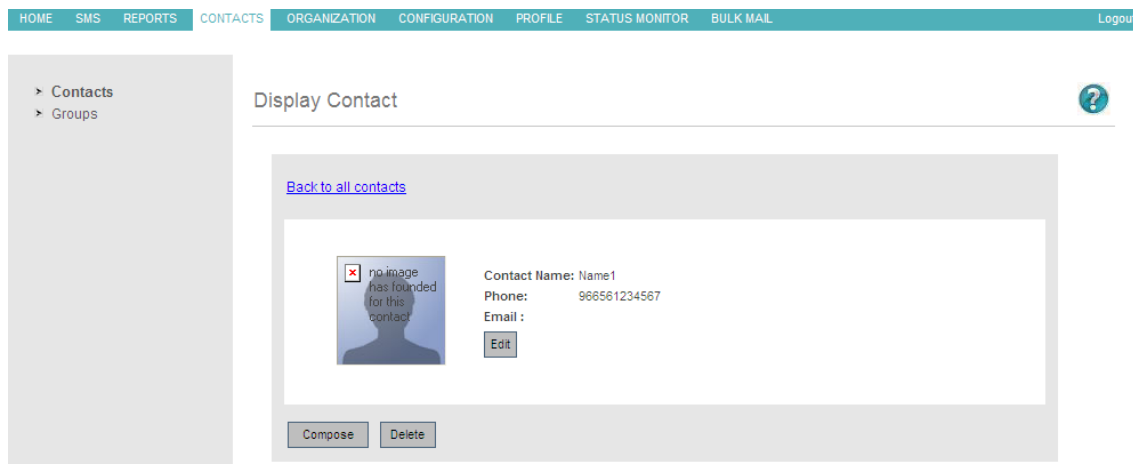
5.3 Display Contact

You can edit the contact information.

You can compose SMS message to the particular contact.

You can delete the particular contact.

You can go back to your contacts list.



5.4 Edit Contact

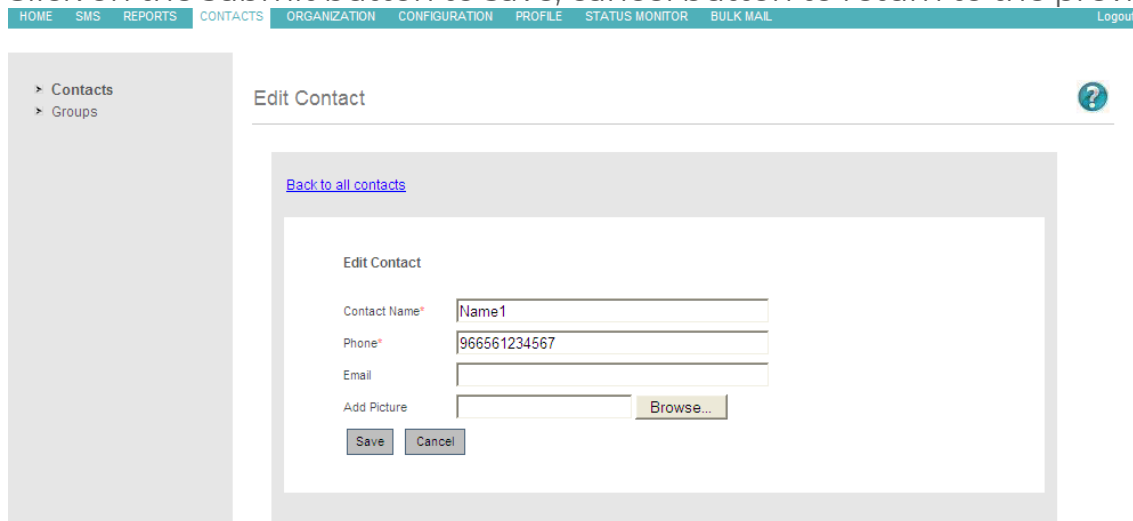
The name is mandatory should not contain spaces and start with alphabet and length between 6 and 25 characters.

Phone No. must be in digits and length between 10 and 15.

E-mail is optional but if entered must be a valid one.

Upload Picture is optional.

Click on the submit button to save, cancel button to return to the previous page.



5.5 Import from file

All contacts must be separated by columns.

Each column should consist name, phone number, email address, separated by semicolon For example (Name, 996561234567, Name@is.com.sa).

The name must begin with the alphabet and should not contain spaces and length between 6 and 25 characters.

Phone No. must be in digits and length between 10 and 15.

Phone number must be a unique at the level of the file and is not found for the current user before; otherwise this will not add the contact.

E-mail is optional but if entered must be a valid one.

Maximum 20,000 contacts can be imported from file.

HOME SMS REPORTS CONTACTS ORGANIZATION CONFIGURATION PROFILE STATUS MONITOR BULK MAIL Logout

> Contacts
> Groups

Import Contact

add contacts from file

Browse...

Upload Back to all contacts

File Format:
Contact phone, Contact Name , Email address
966561234567,Name,Name@is.com.sa

5.6 Manage Groups

Review you list of current users.

Search for specific groups beginning with similar letters.

Add a new Group.

Delete Groups by choice.

Compose single SMS message to all the contacts within a group.

Edit specific group.

HOME SMS REPORTS CONTACTS ORGANIZATION CONFIGURATION PROFILE STATUS MONITOR BULK MAIL Logout

> Contacts
> Groups

Group Management

Name: Search Groups Add Group

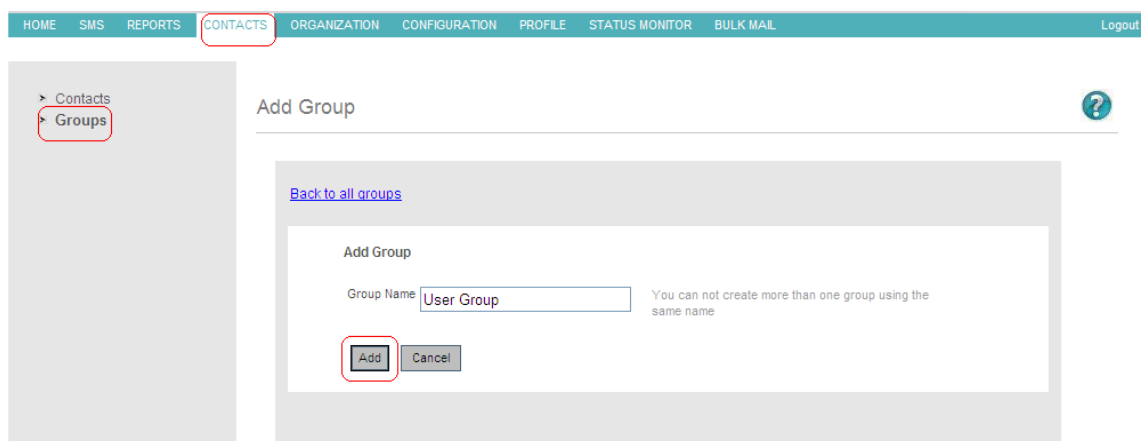
<input type="checkbox"/>	Group Name	Members
<input type="checkbox"/>	الموظفين	0

Edit Delete Compose

5.7 Add Groups

The name is mandatory should not contain spaces and start with alphabet and length between 6 and 25 characters.

Click on the submit button to save or cancel button to return to the previous page.



5.8 Edit Group

Review your list of contacts within a group.

You can rename the group.

Compose single SMS message to all contacts within a group.

Import Contacts from the external file and add it to your group.

Export all the Contacts to an external file.

Remove Contacts by choice from the group.

Add Contacts to group-specific selection (another group).

HOME

SMS

REPORTS

CONTACTS

ORGANIZATION

CONFIGURATION

PROFILE

STATUS MONITOR

BULK MAIL

Logout

> Contacts

> Groups

Group Management

Name: [Add Group](#)

<input type="checkbox"/>	Group Name	Members
<input type="checkbox"/>	g1	0
<input type="checkbox"/>	g2	0
<input type="checkbox"/>	g3	0
<input type="checkbox"/>	haha aa	0
<input type="checkbox"/>	test 123	0
<input type="checkbox"/>	test123	0
<input type="checkbox"/>	tets	0
<input type="checkbox"/>	h1	0

HOME

SMS

REPORTS

CONTACTS

ORGANIZATION

CONFIGURATION

PROFILE

STATUS MONITOR

BULK MAIL

Logout

> Contacts

> Groups

Edit Group

[Back to all groups](#)

Edit Group

[Import](#) [Export](#)

Group Name

No Contacts are available for this Group

6 MESSAGE

6.1 User Report

User Report is a window which displays the accurate SMS Usage Status of the logged-in user.

Following is a short description of the Column Fields:

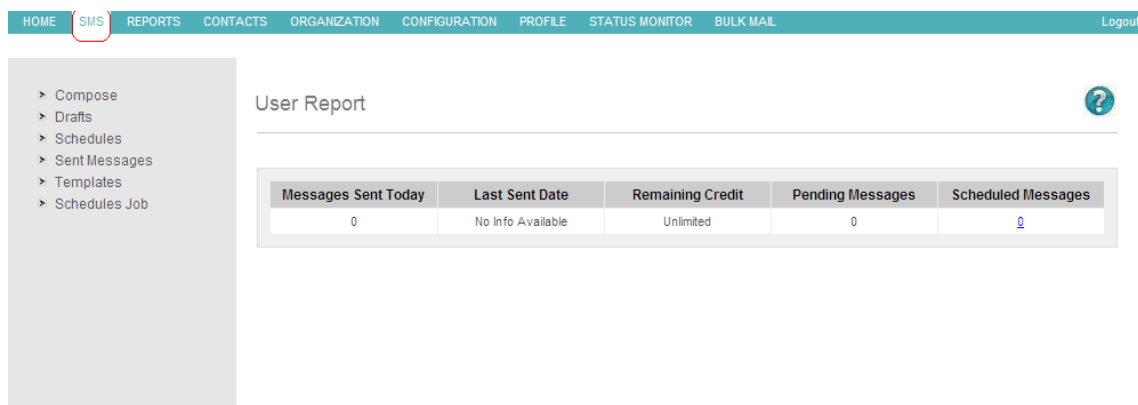
Messages Sent Today: Total Number of messages successfully sent today.

Last Sent Date: Last sent message day and time.

Remaining Credit: Remaining credits in the user account for sending SMS.

Pending Messages: Pending Messages for processing.

Scheduled Messages: Total number of messages scheduled to be sent.



6.2 Compose

You can send number of SMS from linQ2 in Arabic or in English depending on available credit.

Select type of SMS (Text/Flesh/Blink) form option.

Select English or Arabic from option button to select your SMS Language.

You can select already added contacts or groups from "Select Contacts" and "Select Group" link. Or you can manually add contact start with country code followed by the mobile number and the length of the number should have a minimum of 10 and maximum is 15 characters. For Ex: 966512345678 multiple contact numbers should be separated by a semi colon (;). For Ex: 9665XXXXXXXXX; 91XXXXXXXXXXXX;

Type the SMS message in MESSAGE box.

You can check SMS length and number of SMS from character field.

If you have plan to schedule this SMS then please select yes from schedule question and set date, time and click Schedule button.

Or if immediately you want to send this message then please click send button.

Or if you want to save this message in draft list then please click Save to Draft Button.

You can see available credit also in this page.

Customer will receive this SMS from your Sender id.

HOME SMS REPORTS CONTACTS ORGANIZATION CONFIGURATION PROFILE STATUS MONITOR BULK MAIL Logout

- > Compose
- > Drafts
- > Schedules
- > Sent Messages
- > Templates

compose

Send text SMS message instantly to list of contacts, entire phonebook or individuals.

Language ☒ English ☐ Arabic

Options Text

The contact number should start with country code followed by the mobile number and the length of the number should have a minimum of 10 characters For Ex: 966512345678 Multiple contact numbers should be separated by a semi colon (;). For Ex: 9665XXXXXXXX;91XXXXXXXXXX;

Job Name

To Contacts * [Select Contacts](#)

To Groups [Select Groups](#)

Sender ID

Message*

this is a test SMS
this is a test SMS

[Select Template](#)

Job Finishing Notification: ☐

Do You want to schedule this message?

☐ Yes ☒ No

Characters

Credits Unlimited

6.3 Draft

You can view previously saved drafts list on this page.

You can find drafts list which contains Message id, Saved Schedule Time, SMS language and previously saved message.

Please click Message id hyperlink to modify any saved message.

If you want to delete any/all messages then please select the check box and click Delete button.

HOME SMS REPORTS CONTACTS ORGANIZATION CONFIGURATION PROFILE STATUS MONITOR BULK MAIL Logout

- > Compose
- > **Drafts**
- > Schedules
- > Sent Messages
- > Templates
- > Schedules Job

Drafts

<input type="checkbox"/>	Message Id	Scheduled Time	Language	Message
<input type="button" value="Delete"/>				

6.4 Scheduled Messages

Authorized User can view already scheduled message list on this page.

You can find scheduled message list which contains Job id, Scheduled Time, and Total number of messages to be deducted from your credit.

Please click Job id hyperlink to modify saved schedule.

If you want to delete any/all schedule then please select the check box and click Delete button.

After deleting the scheduled message you will get credit back to your account.

<input type="checkbox"/>	JobId	Scheduled Time	Total Messages
<input type="checkbox"/>	146	29-11-2008 09:50:48	3
<input type="checkbox"/>	147	29-11-2008 09:51:32	6
<input type="checkbox"/>	148	28-11-2008 09:52:09	6
<input type="checkbox"/>	149	28-11-2008 11:34:44	1

Delete

6.5 Sent Messages

From this page you can generate send SMS report on the basis of various filters.

You can select from date, to date to select date range for report.

You can filter report with available filter like Language (All / English / Arabic), Status (All / Delivered / Rejected / Sent / Expired),

Mobile Number, Customer Groups and Organization

Please click Submit button to generate report based on selected filter.

Sent Messages Report

Period: From 2008-01-01 13:43:19 To 2008-11-22 13:43:19

Filter Criteria: Language: ALL, Status: ALL, Source: ALL, Mobile: N/A, Customer Groups: ALL, Organization: ALL

Processed Time	Mobile	Status	Message
----------------	--------	--------	---------

6.6 Templates

Template is pre-formatted SMS which you can use to send quick message to your customers.

All the templates are the user specific templates. These templates are created by logged in user and it will be available for this user only. Find the template lists which contain template name, language, template type and messages for a particular template. To edit the template click on the template name click Add

button to add new template To delete any/all templates then please select the check box and click Delete button.

HOME **SMS** REPORTS CONTACTS ORGANIZATION CONFIGURATION PROFILE STATUS MONITOR BULK MAIL Logout

- Compose
- Drafts
- Schedules
- Sent Messages
- Templates**
- Schedules Job

Templates Management

<input type="checkbox"/>	Template Name	Language	Template Type	Message
<input type="checkbox"/>	SmsTemplate	EN	USER	Template for SMS

Add Delete

6.7 Schedules job

From this page you can generate Job Schedule Report on the basis of various filters. You can select from date, to date to select date range for report. You can filter report with available filter like Language (All / English / Arabic), Status (All / Delivered / Rejected / Sent / Expired), Mobile Number, Customer Groups and Organization You can view Job Id, Schedule Time, Total number of messages ,Split count(Message part), Language ,Processing time required in Minutes, Organization name ,SMS Sender and actual Message in this report. Please click Submit button to generate report based on selected filter.

HOME **SMS** REPORTS CONTACTS ORGANIZATION CONFIGURATION PROFILE STATUS MONITOR BULK MAIL Logout

- Compose
- Drafts
- Schedules
- Sent Messages
- Templates
- Schedules Job**

Job Schedule Report

From: 1-1-2008 14:32:02 To: 23-11-2008 14:32:02 language: --All-- Source: --ALL-- Message per sec:

Status: --All-- Organization: --All--

Job Schedule Report

Period: From 2008-01-01 14:32:02 To 2008-11-23 14:32:02

Filter Criteria: Language: ALL, Status: ALL, Source: N/A, Organization: ALL

Job Id	Schedule Time	Total number of messages	Split count	Language	Processing time required (Minutes)	Organization name	SMS Sender	Message
145	2008-11-18 09:50:48.0	3	3	English	0	ORG	9635555542	Our services drive technology integration while lowering your operational costs, increasing availability and optimizing performance services drive technology import phone number list from text file or phone memory and SMS in languages supported by compatible with hands Support all national or international sms. to individuals or list of phone numbers.
144	2008-11-17 11:08:36.0	1	0	English	0	ORG	9635555542	test
140	2008-11-09 10:17:14.0	1	0	English	0	ORG	9635555542	kjaduf o xohulasdc SIOF HSDLFauISDFADSFASDFASDF
141	2008-11-09 10:17:14.0	1	0	English	0	ORG	9635555542	kjaduf o xohulasdc SIOF HSDLFauISDFADSFASDFASDF
142	2008-11-09 10:17:14.0	1	0	English	0	ORG	9635555542	kjaduf o xohulasdc SIOF HSDLFauISDFADSFASDFASDF
143	2008-11-09 10:17:14.0	1	0	English	0	ORG	9635555542	kjaduf o xohulasdc SIOF HSDLFauISDFADSFASDFASDF

6.8 File Upload

You can send a message to a bulk of contacts.

HOME SMS REPORTS CONTACTS ORGANIZATION CONFIGURATION SYSTEM TOOLS PROFILE

Uplode SMS File

Message File* Choose File No file chosen

Source Directory* Select Directory ▼

Priority Low ▼

Provider Default ▼

Start Schedule 16-08-2018 08:06:50

Upload File

6.8.1 Text File Upload

The file name should be ending with “_en.txt” for English and “_ar.txt” for Arabic. First line of the file should have the text message, then each phone number should be on a separate line.

Choose message file by using “Choose File” button.

On the Upload screen select Source Directory as “TextFile”.

Click “Upload File”.

HOME SMS REPORTS CONTACTS ORGANIZATION CONFIGURATION SYSTEM TOOLS PROFILE

Uplode SMS File

Message File* Choose File No file chosen

Source Directory* TextFile ▼

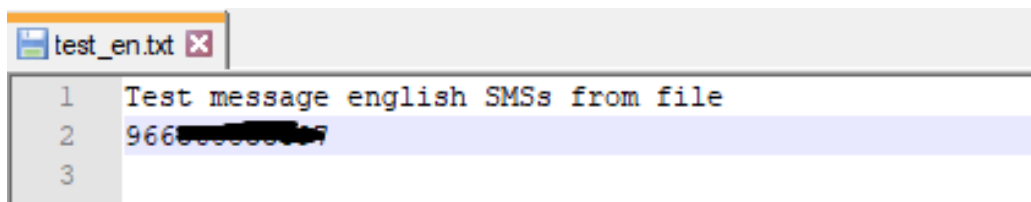
Priority Low ▼

Provider Default ▼

Start Schedule 16-08-2018 07:53:42

Upload File

Sample text file



```
test_en.txt
1 Test message english SMSs from file
2 966320422104
3
```

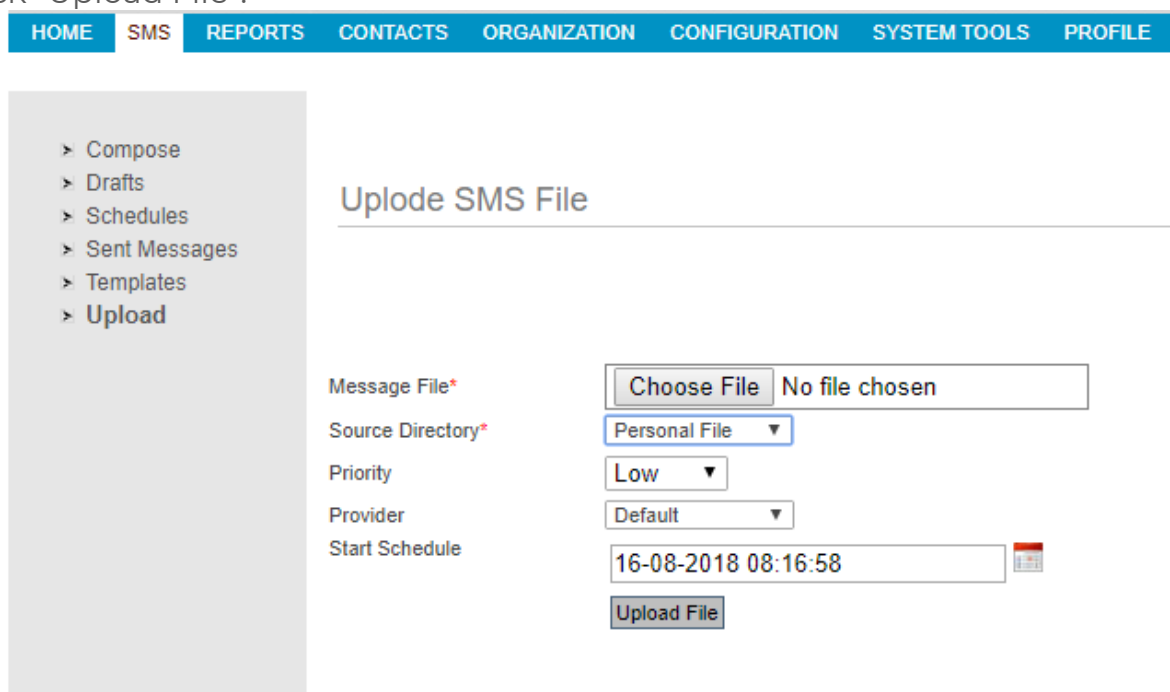
6.8.2 Personalized File Upload

The file name should be ending with “_en.per” for English and “_ar.pr” for Arabic. Each line of the file should have a phone number and a text message separated by semicolon (;).

Choose message file by using “Choose File” button.

On the Upload screen select Source Directory as “TextFile”.

Click “Upload File”.



HOME SMS REPORTS CONTACTS ORGANIZATION CONFIGURATION SYSTEM TOOLS PROFILE

Compose
Drafts
Schedules
Sent Messages
Templates
Upload

Uplode SMS File

Message File* No file chosen

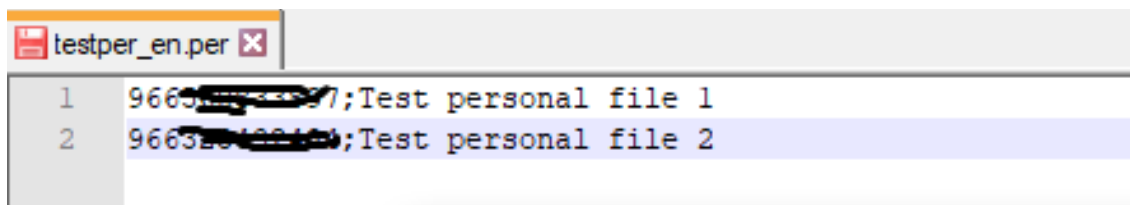
Source Directory*

Priority

Provider

Start Schedule

Sample Personal file



```
testper_en.per
1 966320422104;Test personal file 1
2 966320422104;Test personal file 2
```

6.8.3 Excel File Upload

The Excel file, to be uploaded should follow the following guidelines and constraints:

- 1) The file name should contain an underscore “_”.
- 2) The first column format should be phone number without any decimal places or commas.
- 3) The very first cell of the Excel sheet must contain the message to be sent.
- 4) The message may contain any number of parameters in the format \${param_name}. These parameter values must be listed starting from the second column (after the mobile number, that is in the first column).
- 5) Each parameter in the message should match the value in the corresponding column in the same order.

Choose message file by using “Choose File” button.

On the Upload screen select Source Directory as “Excel File”.

Click “Upload File”.

Sample Excel file

	A	B	C	D	E
1	Dear \${p1} your card type \${p2} will be expired on \${p3}.				
2	966560833897	Muhammad	Visa	1/1/2020	
3	966546221469	Rayan	Master Card	1/6/2022	
4					

7 MMS (MULTIMEDIA MESSAGE)

7.1 Upload Media content

MMS can be created within the system. The media files used in MMS are available on the server or uploaded by the user. This screen shows the media library. You can preview the media files. This is available Under MMS menu.

New Media files could be uploaded by clicking on the link Upload Media. Search for specific Media files Filter criteria includes file name, Media type, “from date” and “to date” of the creation of MMS.

Results display File name, creation date and User uploaded.

- > MMS List
- > Create MMS
- > Send MMS
- > **Upload MMS Content**
- > MMS Report
- > MMS schedules

Manage media content

Creation date From







File name

To

Media Type:

Search

Upload Media

<input type="checkbox"/>	File name	Creation date	User	
<input type="checkbox"/>	verde_island_sunset.jpg	30-12-2008 02:27:33	Administrator	
<input type="checkbox"/>	angkor_wat.jpg	17-12-2008 12:00:00	Administrator	
<input type="checkbox"/>	backflip.jpg	17-12-2008 12:00:00	Administrator	
<input type="checkbox"/>	misty_mountains.jpg	17-12-2008 12:00:00	Administrator	
<input type="checkbox"/>	music-dry.mp3	17-12-2008 12:00:00	Administrator	
<input type="checkbox"/>	mediaexample.wmv	17-12-2008 12:00:00	Administrator	

7.2 Upload multimedia

From this Screen user uploads the media Content to be used in MMS creation. This is available Under MMS menu.

Images, Audio and Video files can be uploaded. Following media types are supported to be uploaded:

Image: gif, jpg, jpeg, jpe, tif, png, ief, bmp

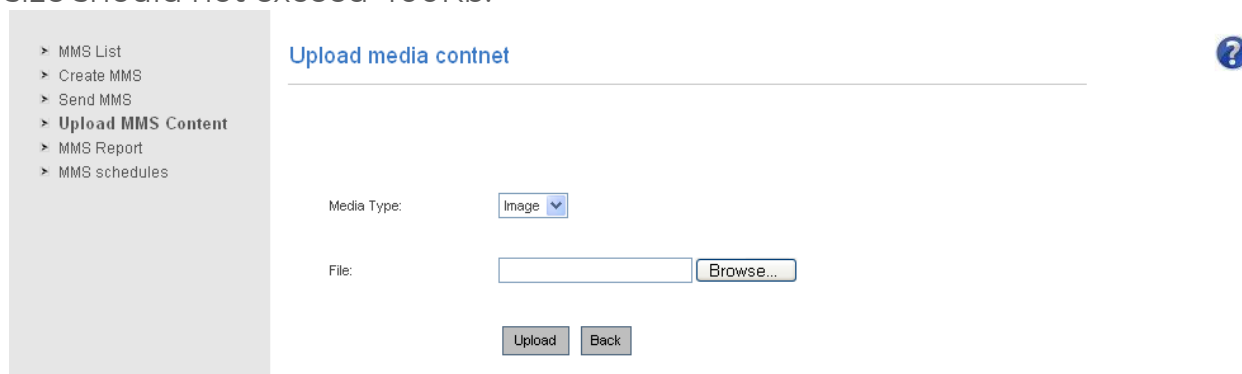
Audio: asf, wma, wav, mp3, aiff, au, AMR

Video: wmv, avi, mpg, mpeg, 3gp, MP4

Select the media type to upload from Media type option. Click on the browse button to select the file on the disk to upload.

Click Upload button to upload the file. To go back to the “manage media” page, click Back button.

Note: File formats supported by mobile devices will only be played in MMS. File size should not exceed 400Kb.



7.3 Manage MMS

MMS messages can be created within the system. The list shows the MMS created previously. This is available Under MMS menu.

Search for specific MMS Filter criteria includes from date and to date of the creation of MMS.

You can also search for the MMS with the MMS name. Results display MMS name, creation date and last modified time.

New MMS could be created by clicking on "Create" button.

MMS can be sent to desired contacts. Click on the Send link of the desired MMS, you would like to send.

MMS created in the system can be modified. Select the MMS, you would like to modify and click Modify button

Select one or more MMS, you would like to delete and click on the Delete button

Following is a short description of the Column Fields:

MMS name: Name of the MMS assigned by the user while creating it.

Creation date: Date and time the MMS is created

Last modified time: Date and time the MMS was last modified

Manage MMS

Creation date From To MMS name

<input type="checkbox"/>	MMS Name	Creation date	Last modified time	
<input type="checkbox"/>	Example Video	03-01-2009 02:16:05	03-01-2009 02:16:05	<input type="button" value="Send"/>
<input type="checkbox"/>	NewYear	03-01-2009 02:01:11	03-01-2009 03:18:20	<input type="button" value="Send"/>

7.4 Create MMS

You can create any number of MMS from linQ2 in Arabic or in English which can be send later.

Enter the name of the MMS in the text field.

The MMS Size displays the total size of the MMS being created. As the User selects the media files like Image, Audio or Video the system calculates the MMS size and displays.

The Status Message displays the last action taken by the User.
The Current Index shows the current slide number.
The Total Slides shows the total number of slides in the MMS.

Click on Previous Slide takes to the previous slide in the MMS if present, else no previous slide message will be displayed.

Click on Next Slide takes to the next slide in the MMS if present, else no previous slide message will be displayed.

Click on Add Slide will add a new slide to the MMS.

Click on Remove Slide will remove the current slide from the MMS.

Click on Remove Audio will remove the Audio from the current slide in the MMS.

Click on Remove Image will remove the Image from the current slide in the MMS.

Click on Remove Text will remove the text from the current slide in the MMS.

Click on Remove Video will remove the Video from the current slide in the MMS.

Enter the text to be added to the MMS slide in the text field.

Click on Update Slide Text will add the text/description entered in the above field to the current slide in the MMS.

You can save this message and send the MMS immediately. Click Save and Send MMS Button.

Or if you want to save this MMS, click Save MMS Button. To cancel the MMS creation click Cancel button.

7.5 Send MMS

You can send the selected MMS from this screen to desired recipients. This is available under MMS Menu.

You can select already added contacts or groups from "Select Contacts" and "Select Group" link. Or you can manually add contact start with country code followed by the mobile number and the length of the number should have a minimum of 10 and maximum is 15 characters. For Ex: 966512345678 multiple contact numbers should be separated by a semi colon (;). For Ex: 9665XXXXXXXX; 91XXXXXXXXXXXX;

Select a MMS by going to link "Select MMS". MMS name appears in the textbox.

If you have plan to schedule this MMS then please select yes for schedule question

Set date, time and click Schedule button.

If you want to send this MMS immediately then please click send button.

Customer will receive this MMS from your Sender id displayed on the page.

- MMS List
- Create MMS
- **Send MMS**
- Upload MMS Content
- MMS Report
- MMS schedules

Send MMS



Send MMS instantly to list of contacts, entire phonebook or individuals.

The contact number should start with country code followed by the mobile number and the length of the number should have a minimum of 10 characters. For Ex: 966512345678 Multiple contact numbers should be separated by a semi colon (;). For Ex: 9665XXXXXXXX;91XXXXXXXXXX;

To Contacts * Select Contacts

To Groups Select Groups

Sender ID

Message Select MMS

Do You want to schedule this message?

☐ Yes ☒ No

Send Now

If you have plan to schedule this SMS then please select yes from schedule question and set date, time and click **Schedule Message** button.

- MMS List
- Create MMS
- **Send MMS**
- Upload MMS Content
- MMS Report
- MMS schedules

Send MMS



Send MMS instantly to list of contacts, entire phonebook or individuals.

The contact number should start with country code followed by the mobile number and the length of the number should have a minimum of 10 characters. For Ex: 966512345678 Multiple contact numbers should be separated by a semi colon (;). For Ex: 9665XXXXXXXX;91XXXXXXXXXX;

To Contacts * Select Contacts

To Groups Select Groups

Sender ID

Message Select MMS

Do You want to schedule this message?

☒ Yes ☐ No

Schedule

Schedule Message

7.6 Sent MMS report

From this page you can generate report of the MMS sent. This is available under MMS menu. You can opt for various filters:

You can select (from date, to date) to select date range for report. You can filter report by Message status, Customer groups, Organizations, mobile number.

You can also print the report with the print option on the page. Following results are displayed:

Processed time: The time, when the MMS was sent

Mobile number: receiver mobile number

Status: Status of the MMS sent

MMS name: Name of the MMS that is sent

- > MMS List
- > Create MMS
- > Send MMS
- > Upload MMS Content
- > **MMS Report**
- > MMS schedules

Sent MMS report

From
05-01-2009 14:27:22

Status
--All--

Customer Groups
--All--

To
05-01-2009 14:27:22

Mobile number

Organization
--All--

Submit

Processed time	Mobile number	Status	MMS Name
No sent MMS have been matched the selected criteria.			

7.7 MMS schedule

This screen shows the MMS jobs scheduled. The list displays Job Id, MMS name, scheduled time.

You can edit schedules. Change scheduled date, MMS and groups/contacts. Click on the job Id to edit schedule for desired MMS.

Select one or more MMS jobs, you would like to delete and click on the **Delete** button

- > MMS List
- > Create MMS
- > Send MMS
- > Upload MMS Content
- > MMS Report
- > **MMS schedules**

Scheduled MMS

<input type="checkbox"/>	JobId	Mms name	Scheduled Time
<input type="checkbox"/>	24	فارس	06-01-2009 16:34:31
<input type="checkbox"/>	26	NewYear	03-01-2009 18:29:13
<input type="checkbox"/>	27	فارس	05-01-2009 17:24:44
<input type="checkbox"/>	28	NewYear	06-01-2009 11:18:51
<input type="checkbox"/>	30	Example Video	10-01-2009 10:10:10
<input type="checkbox"/>	35	NewYear	06-01-2009 14:38:24
<input type="checkbox"/>	36	Example Video	04-01-2009 15:11:00

Delete

8 REPORTS

Reports Overview: The purpose of reports is to present the overall system activity in a meaningful form.

Users can generate reports based on specific search criteria like from date and to date, organization etc. LinQ2 has a variety of reports:

- Message Log - Report which displays the messages sent.
- Transaction Summary - Provides you with total Number of messages sent, rejected, received, expired and delivered.
- Audit Log - System activity logger.

8.1 Message Log

Using Message Log feature users can view all the messages sent by the system. To access Message Log user users having privilege can navigate to Reports-->Message Log.

A form is displayed showing the filter criteria for generating the report. Following is a brief description of different form fields:

- **From:** Start Date & Time for the report.
- **To:** End Date & Time for the report.
- **Language:** Arabic or English SMS Sent. If not specified report will generate both English and Arabic.
- **Status:** Status of the message. Sent, Rejected, Delivered, And Expired. If not specified report will display all the messages.
- **Source:** Source which generated the SMS. It Can be from any of the following: 1. Web Interface, 2. Bulk File Upload, 3. Database, 4. MQ, 5. Email2SMS.
- **Mobile:** Users can specify a mobile number in 9665XXXXXXX format for searching.
- **Reference Id:** Unique number generated from backend (applicable for messages which are generated from backend like, when the source is Database, MQ).
- **Customer Groups:** Users can select any predefined customer groups. If not specified all the reports of all the groups will be displayed.
- **Organization:** Pre-defined organizations of the system. Users can view reports of the organization which he belongs or any organization under his organization.
- **Records per Page:** There can be huge amount of records generated for the report. In such a case, users will be shown records page by page where each

Page will have 100 records. Users can specify the required amount of records per page from 100,200, 300,400,500.

Users after selecting the required filter criteria need to click the 'Submit' form to generate the report. Based on the filter criteria specified LinQ2 generates a detailed report.

Report Export:

Users can export the generated report into PDF and MS-Excel formats or print them directly.

HOME SMS **REPORTS** CONTACTS ORGANIZATION CONFIGURATION PROFILE STATUS MONITOR BULK MAIL Logout

Message Log

From: 8-11-2008 11:39:45 To: 18-11-2008 11:39:45 language: --All-- Status: Sent Mobile: Record Per Page: 100 Application: --ALL-- Customer Groups: --All-- Organization: --All-- Submit

MESSAGE LOG

Period: 8-11-2008 11:39:45 to 18-11-2008 11:39:45
Filter: Language: All, Status: 702, Source: N/A, Mobile: N/A, Refid: N/A, Groupid: ALL, Org: ALL

Date	Time	Source	Application	Org Name	Mobile	Status	Message
2008-11-08							
2008-11-08	12:00:08	Default/Default	OPDS	ESP	99541199204	Sent	test1000
2008-11-08	12:00:48	Default/Default	OPDS	ESP	99541199204	Sent	test1000
							Total 2
2008-11-09							
2008-11-09	11:21:57	WebInterface	Default	ESP	23423423423	Sent	kgpufic iohuasee SIDP HSDLP AU/SOP AOSP ASOP ASOP
2008-11-09	11:21:57	WebInterface	Default	ESP	23423423423	Sent	kgpufic iohuasee SIDP HSDLP AU/SOP AOSP ASOP ASOP
2008-11-09	11:21:57	WebInterface	Default	ESP	23423423423	Sent	kgpufic iohuasee SIDP HSDLP AU/SOP AOSP ASOP ASOP

8.2 Transaction Summary

Transaction Summary provides an overview of the messages handled by LinQ2 system. Using this report feature users can view the number of messages sent, rejected, delivered and expired based on filter criteria by the user.

To access Transaction Summary users having privilege can navigate to Reports->Transaction Summary.

Users can generate reports based on the following filter criteria:

- **From:** Start Date & Time for the report.
- **To:** End Date & Time for the report.
- **Language:** Arabic or English SMS Sent. If not specified report will generate both English and Arabic.
- **Status:** Status of the message. Sent, Rejected, Delivered, And Expired. If not specified report will display all the messages.
- **Source:** Source which generated the SMS. It Can be from any of the following: 1. WebInterface, 2. Bulk File Upload, 3. Database, 4. MQ, 5. Email2SMS.

- **Mobile:** Users can specify a mobile number in 9665XXXXXXX format for searching.
- **Reference Id:** Unique number generated from backend (applicable for messages which are generated from backend like, when the source is Database, MQ).
- **Customer Groups:** Users can select any predefined customer groups. If not specified all the reports of all the groups will be displayed.
- **Organization:** Pre-defined organizations of the system. Users can view reports of the organization which he belongs or any organization under his organization.

Users after selecting the required filter criteria need to click the 'Submit' form to generate the report. Based on the filter criteria specified LinQ2 generates a detailed report.

Report Export:

Users can export the generated report into PDF and MS-Excel formats or print them directly.

Transaction Summary

From: 17-11-2008 11:45:09 To: 18-11-2008 11:45:09

language: --All-- Source: -----ALL----- Customer Groups: --All--

Status: --All-- Mobile: Application: -----ALL-----

Submit

TRANSACTION SUMMARY

Period: 17-11-2008 11:45:09 to 18-11-2008 11:45:09

Filter: Language: All, Status: All, Source: N/A, Mobile: N/A, RefId: N/A, GroupId: ALL, Org: ALL

Application	SMS					
	Pending	Sent	Rejected	Delivered	Non-Delivered	Expired
OPCS	0	2	0	0	0	0
Default	0	31	0	0	0	0
OIMS	0	6	0	0	0	0
dIMS	0	6	0	0	0	0
Total	0	45	0	0	0	0

8.3 Audit Log

All the LinQ2 System usage is monitored and logged. The main purpose is to keep track of the changes made by the users in the LinQ2 system. This would help in identifying misuse of the system.

Users can specify different filter criteria to generate the report. Following is a brief description of the report fields:

- **From:** Start Date & Time for the report.

- **To:** End Date & Time for the report.
- **Records per Page:** There can be huge amount of records generated for the report. In such a case, users will be shown records page by page where each page will have 100 records. Users can specify the required amount of records per page from 100,200, 300, 400, and 50.
- **Object Name:** Any Business Object Id.
- **Text:** Text to be searched in audit log
- **User Name:** Any user name for whom the audit log is required. If not specified audit log for all the users will be displayed.
- **Organization:** Organization Name for which audit log is required. If not specified audit log is displayed for all organizations.

After Selecting the required filter criteria users need to click the 'submit' button to generate the audit log.

Report Export:

Users can export the generated report into PDF and MS-Excel formats or print them directly

HOME SMS **REPORTS** CONTACTS ORGANIZATION CONFIGURATION PROFILE STATUS MONITOR BULK MAIL Logout

Message Log
Transaction Summary
Campaign Log
Campaign Summary
Audit Log

Audit Log

From: 17-11-2008 11:46:18 To: 18-11-2008 11:46:46
Object Name: --ALL-- Record Per Page: 100 User Name: --All-- Organization: --All--
Submit

AUDIT LOG
Period: 17-11-2008 11:46:18 to 18-11-2008 11:46:25
Filter: Organization Name:All, Text:All, Object Name:All, Users Name:All

Object Name	Action Type	Creation Date	Organization Name	User Name	Description
Org Roles	ADD_OBJECT	2008-11-18 10:37:52.54	BSF	administrator	Role: 'tr' has been created
Org Roles	UPDATE_OBJECT	2008-11-18 10:48:54.13	BSF	administrator	Role: 'm2l' has been updated
Org Roles	ADD_OBJECT	2008-11-18 10:37:58.29	BSF	administrator	Role: 'tr' has been created

8.4 Campaign Log

Using Campaign Log feature users can view all the Campaign sent by the system. To access Campaign Log user users having privilege can navigate to Reports-->Campaign Log.

A form is displayed showing the filter criteria for generating the report. Following is a brief description of different form fields:

From: Start Date & Time for the report.

To: End Date & Time for the report.

Language: Arabic or English SMS Sent. If not specified report will generate both English and Arabic.

Mobile: Users can specify a mobile number in 9665XXXXXXX format for searching.

Campaign: Users can select a Campaign.

Response: Users can select response.

Every page will have 100 records. Users can specify the required amount of records per page from 100,200, 300,400,500.

Users after selecting the required filter criteria need to click the 'Submit' form to generate the report. Based on the filter criteria specified LinQ2 generates You can view Campaign Name, Message, Provider, Mobile, Response ,Date and Time in this report.

Report Export:

Users can export the generated report into PDF and MS-Excel formats or print them directly.

8.5 Campaign Summary

Campaign Summary provides an overview of the Campaign Summary by LinQ2 system. Using this report feature users can view the messages sent, and other options details.

To access Campaign Summary users having privilege can navigate to Reports-->Campaign Summary.

Users can generate reports based on the following filter criteria:

From: Start Date & Time for the report.

To: End Date & Time for the report.

Language: Arabic or English SMS Sent. If not specified report will generate both English and Arabic.

Campaign: Users can select a Campaign.

Users after selecting the required filter criteria need to click the 'Submit' form to generate the report. Based on the filter criteria specified LinQ2 generates a detailed report.

You can view Campaign Code, Campaign Message and available options (if any)in this report.

Report Export:

Users can export the generated report into PDF and MS-Excel formats or print them directly.

Campaign Summary

From: 22-11-2008 14:38:48 To: 23-11-2008 14:38:48 language: --All-- Campaign: CAM1052

Submit

CAMPAIGN SUMMARY
 Period: 1-1-2008 14:38:41 to 23-11-2008 14:38:41
 Filter: Campaign:CAM1052, Mobile:N/A, Language:All

CAMPAIGNS		OPTIONS					
Camp Code	Campaign Message	Option1	Option2	Option3	Option4	Option5	Other
Total		0	0	0	0	0	0

8.6 Backend Event Report

Backend Event report provides an overview of the logged Backend transaction from MQ and other file interfaces. This report shows XML requested by backend system with logged date time, status (Failure/Success) of transactions and the description of the error in case of failure.

Authorized users can navigate to Reports---> Backend Event Report.

Users can generate reports based on the following filter criteria:

From: Start Date & Time for the report.

To: End Date & Time for the report.

Source: MQ/File/All.

Records per page: - 100/200/300/400/500 provides records range per page.

Description: - User can search based on any value inside XML request example search based on mobile number 966551551551

Status: - User can filter report based on status (Success/failure)

Reference Number: - Transaction number/reference number of transaction.

After selecting the required filter criteria user need to click the 'Submit' form to generate the report. Based on the filter criteria specified LinQ2 generates a detailed report.

User can view Date Time, Event id /transaction id, Source, Status of transactions. To view more details about any transaction user can click transaction hyperlink and find out the complete xml request and the error description in case if failure. Users can export the generated report into PDF and MS-Excel formats or print them directly.

Transaction List from backed application:

- Message Log
- Transaction Summary
- Campaign Log
- Campaign Summary
- BackEnd Event Log**
- Audit Log
- Schedules
- Messages In report
- Email

BackEnd Event Log

?

From: 05-04-2009 09:26:20 To: 06-04-2009 09:26:20
Source: --All--
Description:
Records per Page: 100
Ref.number:
Submit

BACK END EVENT REPORT

Period: Wed Apr 01 09:26:12 AST 2009 to Mon Apr 06 09:26:12 AST 2009
Filter: Source: ALL, eventId: ALL

Events Record				
Date & Time	Event Id	Source	Status	Short Description
2009-04-05 10:22:33	100Inma	XMLFileHa	FAILURE	<xml-fragment>
2009-04-05 10:27:00	101Inma	FILE	SUCCESS	biladTest_success.xml Successfully sent
2009-04-05 10:59:21	101Inma	FILE	SUCCESS	biladTest_success.xml Successfully sent
2009-04-05 11:06:00	101Inma	FILE	SUCCESS	biladTest_success.xml Successfully sent
2009-04-05 11:40:52	10121_nma	FILE	SUCCESS	biladTest_success.xml Successfully sent
2009-04-05 10:26:10	101Inma	XMLFileHa	FAILURE	<xml-fragment>
2009-04-05 11:15:20	10121_nma	XMLFileHa	FAILURE	<xml-fragment>
2009-04-05 10:29:03	101Inma	FILE	SUCCESS	biladTest_success.xml Successfully sent
2009-04-05 11:22:23	10121_nma	FILE	SUCCESS	biladTest_success.xml Successfully sent
2009-04-05 11:02:15	101Inma	FILE	SUCCESS	biladTest_success.xml Successfully sent
2009-04-05 11:05:20	101Inma	FILE	SUCCESS	biladTest_success.xml Successfully sent

Click EventId Reference Number to view full details of this transaction

Full Details of Transaction:

- Message Log
- Transaction Summary
- Campaign Log
- Campaign Summary
- BackEnd Event Log**
- Audit Log
- Schedules
- Messages In report
- Email

BackEnd Event Log

?

ID	Source	Time	Status
100Inma	XMLFileHandler	2009-04-05 10:22:33	FAILURE

Request

<?xml encoding="utf-8"?>
<Evnt_Chnnl>CC</Evnt_Chnnl>
<Priority>1</Priority>
<Mbl_Tel>966551123123</Mbl_Tel>
<P1>5222 xxxx 5224 56xx</P1>
<P2>1500</P2>
<P3/>
<P4/>
<P5/>
<P6/>
<P7/>
<P8/>
<P9/>
<P10/>
<P11/>
<P12/>

Error
Notification method is specified as Fax, but Fax number is not present

Back

8.7 Schedules

Schedule report provides an overview of the scheduled message. User can find out full details of the schedule like Job Id, Schedule Time, Total Number of messages, Total Sent messages, Total Rejected messages, Split count for Messages, Message language, required processing time for schedule, Name of the organization, SMS sender name, and the real SMS messages. User can find

out the time required to process any schedule and user can plan new schedule accordingly.

Authorized users can navigate to Reports---> Schedule

Users can generate reports based on the following filter criteria:

From: Start Date & Time for the report.

To: End Date & Time for the report.

Language: Arabic or English SMS Sent. If not specified report will generate both English and Arabic.

Records per Page: There can be huge amount of records generated for the report. In such a case, users will be shown records page by page where each page will have 100 records. Users can specify the required amount of records per page from 100,200, 300, 400, and 50.

Status: Status of the message. All, Scheduled, Sent, Rejected, Delivered, and Expired. If not specified report will display all the messages

Organization: Pre-defined organizations of the system. Users can view reports of the organization which he belongs or any organization under his organization.

Message per Second: On the basis of system performance (SMS send per second) user can find out actual time to send any schedule.

- > Message Log
- > Transaction Summary
- > Campaign Log
- > Campaign Summary
- > BackEnd Event Log
- > Audit Log
- > **Schedules**
- > Messages In report
- > Email

Job Schedule Report ?

From: 05-04-2009 09:47:02

To: 30-4-2009 09:47:02

Message per sec:

language: --All--

Status: --All--

Source: -----ALL-----

Organization: --All--

Record Per Page: 100 Submit

Job Schedule Report

Period: From 2009-04-05 09:47:02 To 2009-04-30 09:47:02

Filter Criteria: Language: ALL , Status: ALL, Source: N/A, , Organization: ALL

Job Id	Schedule Time	Total number of messages	Total Sent	Total Rejected	Split count	Language	Processing time required (Minutes)	Organization name	SMS Sender	Message
5	2009-04-28 09:45:11.0	15762	0	0	0	English	6.57	Innovative Solutions	96655555555	This is test message

Total Number Of Messages in this report : 15762

8.8 Message in Report

Using Message In Ofeature users can view all the messages received by the system. Authorized user can access Message in report form Reports-->Message Log link

User can find out mobile number from which message has sent, date and time for message and the service name for any incoming message to LinQ2 system.

A form is displayed showing the filter criteria for generating the report. Following is a brief description of different form fields:

- **From:** Start Date & Time for the report.
- **To:** End Date & Time for the report.
- **Services:** User can filter report result based on service.
- **Message:** User can filter Message In report based on exact message also.

Messages In report

From: 1-4-2009 09:49:22 Service: SMS2EmailHandler

To: 06-04-2009 09:49:22 Message:

Submit

3 results were retrieved

Date	Mobile	Message	Service
01-04-2009 01:22:45	9665252525	hi	SMS2EmailHandler
01-04-2009 01:48:56	96655252525	hi sm to mail	SMS2EmailHandler
01-04-2009 01:56:46	96652525252	hi hi hi	SMS2EmailHandler

8.9 Email Report

Email report provides an overview of the Email messages sent by LinQ2 system. User can find out full details of the email messages like Time, and Sender, Recipients of the email, email Subject, email CC recipients, message, status of email and attachment file name if any.

Authorized users can navigate to Reports---> Email

Users can generate reports based on the following filter criteria:

From: Start Date & Time for the report.

To: End Date & Time for the report.

Records per Page: There can be huge amount of records generated for the report. In such a case, users will be shown records page by page where each page will have 100 records. Users can specify the required amount of records per page from 100,200, 300, 400, and 50.

Status: Status of the message New, Sent, Rejected, picked If not specified report will display all the messages

Organization: Pre-defined organizations of the system. Users can view reports of the organization which he belongs or any organization under his organization.

Source: User can filter Email report based on email source.

- > Message Log
- > Transaction Summary
- > Campaign Log
- > Campaign Summary
- > BackEnd Event Log
- > Audit Log
- > Schedules
- > Messages In report
- > **Email**

Email Report



From	05-04-2009 10:03:27	Email Recipient		Source	-----ALL-----
To	06-04-2009 10:03:27	Status	--All--	Organization	--All--
Record Per Page				100	
					Submit

Email Report

Period: From 2009-04-05 10:03:27 To 2009-04-06 10:03:27

Filter Criteria: Email Recipient: ALL, Status: ALL, Source: ALL, ,Organization:ALL

Email Id	Email Time	Sender	Recipinet	Subject	CC	Message	Status	Attachment File Name
12100	2009-04-06 10:02:36.0	webmaster@linq2.com.sa	webmaster@linq2.com.sa	test		test bulk mail	Sent	
12099	2009-04-06 10:02:36.0	webmaster@linq2.com.sa	sandeep@linq2.com.sa	test		test bulk mail	Sent	
12098	2009-04-06 10:02:36.0	webmaster@linq2.com.sa	webmaster@linq2.com.sa	test		test bulk mail	Sent	
12097	2009-04-06 10:02:36.0	webmaster@linq2.com.sa	sandeep@linq2.com.sa	test		test bulk mail	Sent	
12096	2009-04-06	webmaster@linq2.com.sa	webmaster@linq2.com.sa	test		test bulk mail	Sent	

9 MAIL

HOME SMS REPORTS CONTACTS ORGANIZATION CONFIGURATION SYSTEM TOOLS PROFILE STATUS MONITOR BULK MAIL Logout

- > Bulk Mail
- > Email Report

Send Mail

- From is mandatory.
- Subject is mandatory.
- Message is mandatory.
- Email File must be uploaded.
- Email File must be uploaded.
- Source Directory must be selected.
- Click on the save button to send emails.

Support

- Name is mandatory.
- Mobile is mandatory.
- From E-mail is mandatory.
- Subject is mandatory.
- Message is mandatory.
- Click on the submit button to send emails to linQ2admin@linQ2.com.sa.

9.1 Bulk Mail

If the user wants to send mails to the groups of customers, they can send it through here.

List of email ids are stored in a file with the specific format and they can send it.

From is mandatory.

Subject is mandatory.

Message is mandatory.

Email File must be uploaded.
Source Directory must be selected.
Click save button, to send emails.

10 PROCESS VERIFIER

10.1 Overview:

Process verifier is a module allows the administrator of LinQ2 to revise and verify actions done on specific **Business Objects**. “You can get them from **Configuration** tab”.

LinQ2 has built in default business objects monitored by process verifier.

The screenshot shows the LinQ2 web interface. At the top is a navigation bar with links: HOME, SMS, REPORTS, CONTACTS, ORGANIZATION, CONFIGURATION (highlighted), SYSTEM TOOLS, PROFILE, STATUS MONITOR, BULK MAIL, and Logout. On the left is a sidebar menu with links: > LinQ2 Resources, > Services, > Providers, > Enumeration, and > Business Objects. The main content area is titled 'Business Objects' and contains a table with three columns: 'AutoAuthorize', 'Object Name', and 'Object Desc'. The table lists seven business objects, all with the 'AutoAuthorize' checkbox checked. Below the table is an 'Update' button.

<input type="checkbox"/> AutoAuthorize	Object Name	Object Desc
<input checked="" type="checkbox"/>	USER	usermanagement
<input checked="" type="checkbox"/>	ROLE	rolemanagement
<input checked="" type="checkbox"/>	ORGANIZATION	orgmanagement
<input checked="" type="checkbox"/>	TEMPLATE	template management
<input checked="" type="checkbox"/>	CAMPAIGN	campaign management
<input checked="" type="checkbox"/>	COMPOSE SMS	send sms
<input checked="" type="checkbox"/>	COMPOSE MMS	send mms

Only the built in administrator of LinQ2 can approve action on LinQ2.

In case you need to give this permission “to verify requests” to another user, you should allow the user to view the “**Business objects**” under **Configuration**.

Any user of LinQ2 can always check actions that he has done and requires approval.

You can disable this feature by clearing the check box “**Verify User Request**” in the rule of this user.

This can be done from **Organization->Verify Request**.

10.2 Scenario of Verification:

To verify/reject an action you will do the following:

- Go to **Organization** -> **Verify Admin Request**
- Find the actions need verification.
-

Request Id	Request Status	Object Type	Request Type	Creation Date
245	NEW	ROLE	DELETE	2010-03-02 19:02:44.0
244	NEW	ROLE	DELETE	2010-03-02 19:02:21.0
243	NEW	ROLE	UPDATE	2010-03-02 19:01:59.0
220	CANCELLED	ROLE	ADD	2010-01-28 03:33:31.0
218	APPROVED	ROLE	ADD	2010-01-28 03:30:45.0

- You can approve/reject any action and leave comments as well.
- There are 3 types of actions (New / Delete / Update)

Request Info

Request Id: 251
 Creation Date: 2010-03-02 19:20:51.0
 Object Type: USER
 Request Type: DELETE
 Request Status: NEW
 Processor: Administrator null
 Verifier Comment:
 Verifier Action Date:

Request Details

User Name: TestUser
 First Name: Test
 Last Name: Test
 Address:
 Mobile Phone:
 Email Id: info@is.com.sa
 Country: SAUDI ARABIA
 City: RIYADH
 Zip Code: 345
 Role: HR Rule

Verifier Comment

Approve Reject Return

- In case of New/Delete a brief data will be shown in the Verification window. "Configured/Managed by LinQ2"

- In case of Update you will find these details shown with bold font for

HOME	SMS	REPORTS	CONTACTS	ORGANIZATION	CONFIGURATION	SYSTEM TOOLS	PROFILE	STATUS MONITOR	BULK MAIL	Logout
Hierarchy	Users	Roles	Templates	Quota	Campaign	Verify Request	Verify Request			

Request Info

Request Info

Request Id	250
Creation Date	2010-03-02 19:17:38.0
Object Type	USER
Request Type	UPDATE
Request Status	NEW
Processor	Administrator null
Verifier Comment	
Verifier Action Date	

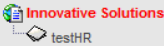
Request Details

	New	Original
User Name		TestUser
First name	Test	Test
Last Name	Test	Test
Address		null
Mobile Phone		966560833897
Email Id	info@is.com.sa	info@is.com.sa
Country	SAUDI ARABIA	SAUDI ARABIA
City	RIYADH	RIYADH
Zip Code	345	123
Role	HR Rule	admin


Verifier Comment

- changed data.
- In case of rejection you have to leave a rejection comment.
- User has to wait till approval/rejection for each object. In case the user tries to do a second action on the same object then he will get an error message.

HOME	SMS	REPORTS	CONTACTS	ORGANIZATION	CONFIGURATION	SYSTEM TOOLS	PROFILE	STATUS MONITOR	BULK MAIL	Logout
Hierarchy	Users	Roles	Templates	Quota	Campaign	Verify Request	Verify Request			



Templates Management(Innovative Solutions)

 You cannot update or delete this object, as there is already a pending request on this object waiting approval

<input type="checkbox"/>	Template Name	Language	Template Type	Message
<input type="checkbox"/>	2	EN	APPLICATION	weew
<input type="checkbox"/>	test template1 first session	EN	ORGANIZATION	wsfdfsdfsf (SMS)

10.3 Sample of Verification:

Here is an example done to show the use of P/V.

Here is a user tries to compose/send an SMS.

The screenshot shows the 'compose' page for sending SMS messages. The top navigation bar includes links for HOME, SMS, REPORTS, CONTACTS, ORGANIZATION, CONFIGURATION, PROFILE, STATUS MONITOR, BULK MAIL, and a Logout button. A left sidebar lists navigation options: Compose, Drafts, Schedules, Sent Messages, and Templates. The main content area is titled 'compose' and contains the following fields and options:

- Language:** Radio buttons for English (selected) and Arabic.
- Options:** A dropdown menu set to 'Text'.
- Job Name:** A text input field containing 'this is a test'.
- To Contacts:** A text input field containing '07770777' with a 'Select Contacts' button.
- To Groups:** An empty text input field with a 'Select Groups' button.
- Sender ID:** A text input field containing 'Bank Name'.
- Message:** A large text area containing two lines: 'this is a test SMS' and 'this is a test SMS'. A 'Select Template' link is located below the text area.
- Job Finishing Notification:** An unchecked checkbox.
- Scheduling:** A question 'Do You want to schedule this message?' with radio buttons for 'Yes' and 'No' (selected).
- Characters:** An empty text input field.
- Credits:** A label indicating 'Unlimited'.

At the bottom of the form are three buttons: 'Send Now', 'Save To Drafts', and 'Test SMS'.

Then he pushed Send Now.

With P/V applied he will get a screen telling him he will need an approval from the admin.

HOME SMS REPORTS CONTACTS ORGANIZATION CONFIGURATION PROFILE STATUS MONITOR BULK MAIL MMSMANAGEMENT Logout

Hierarchy Users Roles Templates Quota Campaign Verify User Request Verify Admin Request

Verify Request

Request Status: NEW Request Type: ALL

Object Type: ALL

Search

	Request Id	Request Status	Object Type	Request Type	Creation Date
<input type="checkbox"/>	287	NEW	COMPOSE SMS	ADD	2010-03-04 00:37:26.0

Cancel

Once the administrator hits the request id of this approval request, he will get more details about it like :

HOME SMS REPORTS CONTACTS ORGANIZATION CONFIGURATION PROFILE STATUS MONITOR BULK MAIL MMSMANAGEMENT Logout

Hierarchy Users Roles Templates Quota Campaign Verify User Request Verify Admin Request

Request Info

Request Info

Request Id: 287
 Creation Date: 2010-03-04 00:37:26.0
 Object Type: COMPOSE SMS
 Request Type: ADD
 Request Status: NEW
 Processor: Administrator null
 Verifier Comment:
 Verifier Action Date:

Request Details

message: this is a test SMS
 this is a test SMS

contactsid: 987987987987
 groupid:
 scheduleTime: Thu Mar 04 00:36:55 AST 2010
 jobName: test mail

Verifier Comment

Approve Reject Return

When the admin approves the request, the following notification note appears:

HOME SMS REPORTS CONTACTS ORGANIZATION CONFIGURATION PROFILE STATUS MONITOR BULK MAIL MMSMANAGEMENT Logout

Hierarchy Users Roles Templates Quota Campaign Verify User Request Verify Admin Request

Verify Request

Request Status: NEW Request Type: ALL

Object Type: ALL

Search

The following request no. has been approved : 287

Request Id	Request Status	Object Type	Request Type	Creation Date
------------	----------------	-------------	--------------	---------------

Then the Message will be sent.