

# Cheat Sheet: Send SMS

Dashboard **Send** Receive Contacts Mobile Pages Ticketing Surveys Reports Settings Help Wizard

Send a text message

### 1 Send Message To

Groups Inboxes Contacts Search Single

<input type="radio"/>	skgrp	2		Edit	Expand
<input type="radio"/>	txtlocal_india	10		Edit	Expand

[Manage Groups](#)

### 2 Message Details

Sender Name  
 opnhse

Templates & History

Language

Message

[Insert Merge Fields](#)

You have used 0 characters.

Schedule

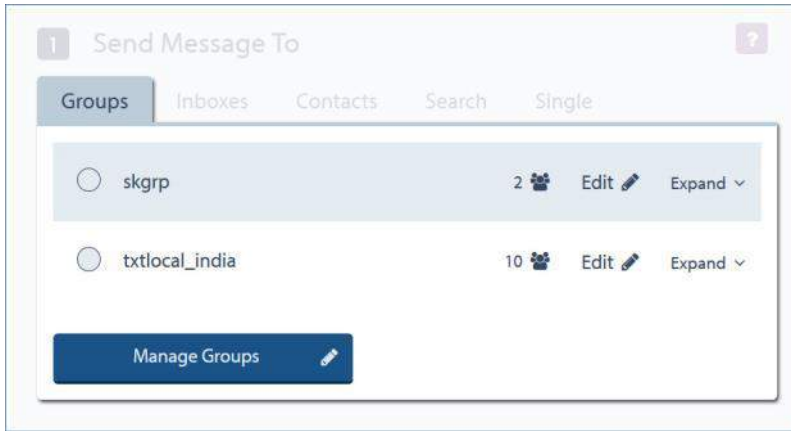
Include opt-out message

**Advanced Options**

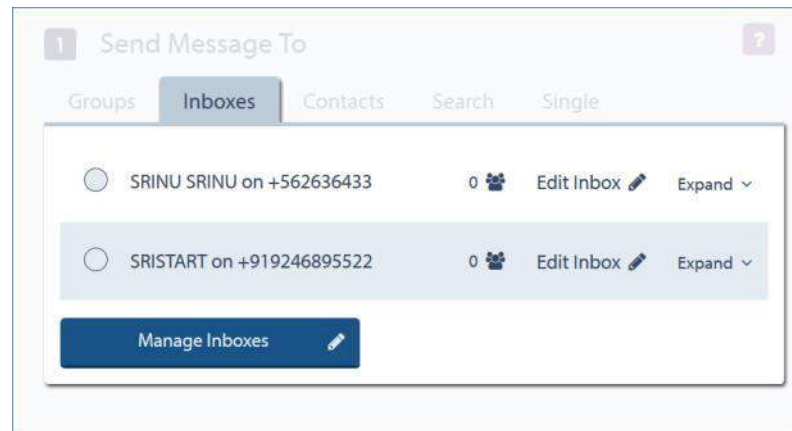
[Save Message in Drafts](#) [Send Message](#)



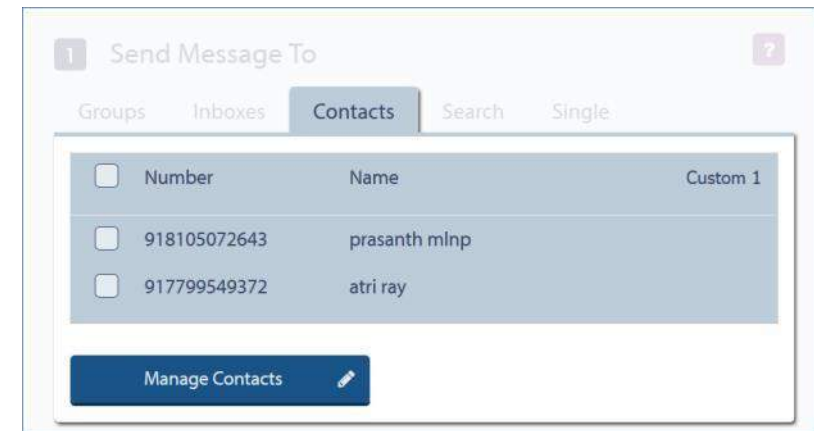
# Add recipients in any of the following 5 options



Send to previously created contact groups



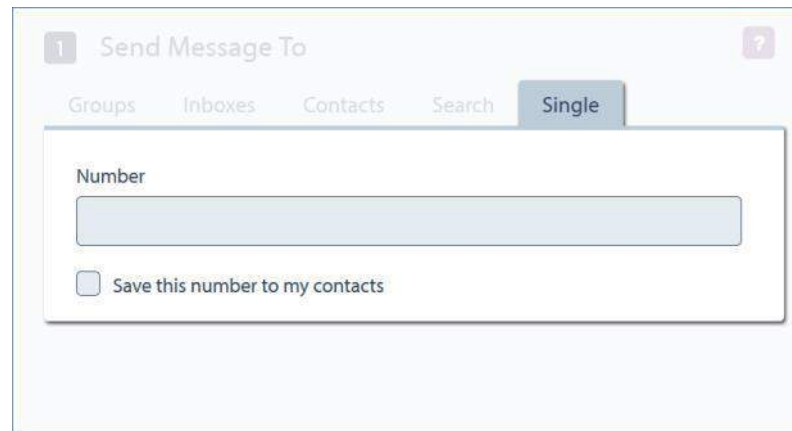
Send to contacts in previously created inboxes i.e., contacts who have sent a text to you.



Select one or more numbers from your contact list



Search, select and send to one or more contacts



Send to a new contact. You can even save it.



# SMS message compose options

The screenshot shows the 'Message Details' window for composing an SMS. It features several sections: 'Sender Name' with a dropdown menu showing 'opnhse' and a blue circle '1' next to it; 'Templates & History' with a 'Click to select...' dropdown and a blue circle '2' next to it; 'Language' with a dropdown menu showing 'English' and a blue circle '3' next to it; and 'Message' with a large text input area and a blue circle '4' in the top-left corner. Below the input area is a toolbar with icons for link, image, video, checkmark, list, and link, along with an 'Insert Merge Fields' button. At the bottom, a status bar shows 'You have used 0 characters.'

- 1) Select pre-approved Sender IDs (for transactional accounts)  
Note: Promotional users do not have this option
- 2) Select from previously saved message templates or recent history to quickly compose
- 3) Send texts in English or any of the popular regional languages
- 4) Compose your message – you can even send long messages exceeding the standard 160 characters.

# What can be included in an SMS? Share files, links and more!



**Attachments.** Upload any of file of upto 10MB and Textlocal will send it as a link in SMS messages. Files are hosted securely on Textlocal servers. Supported formats include PDFs, Docs, PPTs, Excel files, JPEGs, GIFs...



**Mobile web pages.** Insert any webpage created using Textlocal's simple mobile web page creator.



**Shortlinks.** Include any webpage as a call-to-action in SMS. Textlocal will send it as a shortlink, saving valuable SMS space and getting detailed click reports.



**Surveys and Forms.** Insert any mobile-optimized surveys or data collection forms created using Textlocal tools.



**Mobile tickets and vouchers.** Insert any mobile tickets created on Textlocal platform.





**Personalized SMS.** Add any custom parameters of contacts easily via mail-merge.




# Advanced options: Schedule and stagger deliveries

**i** You have used **76** characters.

Schedule




29 July 2015  **1**  (Asia/Kolkata)

Include opt-out message



Optout: Text SRINUSTOP to +562636433 **2** 



**^ Advanced Options ^**

Segmented

11:35  - 17:00  5min  **3**

Validity

31 July 2015   **4**

**Save Message in Drafts**  **Send Message** 

- 1) Schedule** messages to be sent at a specific date and time
- 2) Add Opt-out message** for end users to unsubscribe from SMS campaigns
- 3) Stagger/split** large campaigns into smaller segments sent over a time period
- 4) Set validity** for SMS campaign i.e., no retries will happen after this time

# Cheat Sheet: Create inbox

The screenshot shows the Textlocal dashboard interface. At the top, there is a navigation bar with the following items: Dashboard, Send, Receive (highlighted), Contacts, Mobile Pages, Ticketing, Surveys, Reports, Settings, Help, and Wizard. Below the navigation bar, there is a sub-menu for 'Receive' with options: View Inboxes and Create Inbox (highlighted). The main content area features a 'Home User Message' section with several promotional links. Below this, there are two '30 day total stats' widgets. The left widget shows 'Sent' as 439 and 'Received' as 485. The right widget is a line chart showing 'Sent' (yellow line) and 'Received' (blue line) data over a 30-day period. The chart shows a steady increase in both metrics over time.

Dashboard Send **Receive** Contacts Mobile Pages Ticketing Surveys Reports Settings Help Wizard

Dashboard View Inboxes **Create Inbox**

Home User Message

Downloadable Reports & Guides. [Click here](#) to download our FREE, industry leading expert Insight and studies.

Love Textlocal? [Refer a Friend](#) today and enjoy one of three great rewards!

Please take a look at our new Textlocal mobile marketing 'how-to' videos. [click here](#) to see them all, or use the help system to see individual videos on each page.

Have we got your company details correct? Update your info [here](#), this way we can make sure we send you information and updates which matter to you!

30 day total stats 30 day total stats

Sent  
439

Received  
485

500  
400  
300

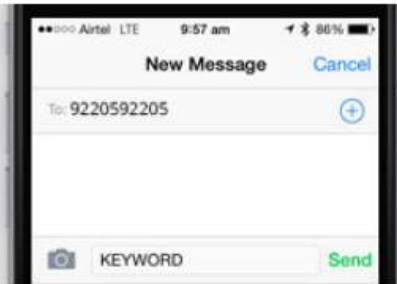
Sent  
Received



# 5 ways to receive SMS from customers and prospects

## Long Number Keyword

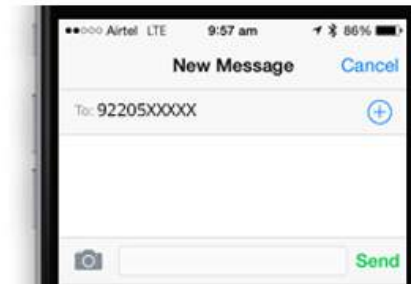
Buy



1) Create inbox with business keyword on a shared longcode

## Dedicated Number

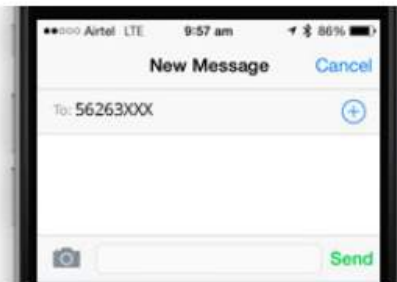
Buy



2) Purchase a dedicated long code and create multiple inboxes with as many keywords as required

## Dedicated Short Code

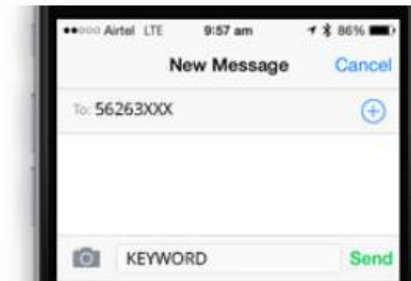
Buy



3) Purchase a dedicated 7/8/9 digit short code and create multiple inboxes with as many keywords as required

## Short Code Keyword

Buy



4) Create inbox with business keyword on a shared shortcode

5) To easily test receive SMS feature, setup an inbox with the free keyword (on our longcode number 92205 92205) that comes with every Messenger account



# View received SMS messages in the corresponding inbox

The screenshot shows the Text Local dashboard with the 'Receive' tab selected. Underneath, the 'View Inboxes' sub-tab is active. A 'Create Inbox +' button is located at the top left of the main content area. Below this, a list of inboxes is shown, each with a dropdown arrow on the left and an 'SMS Inbox' dropdown on the right. The inboxes listed are:

- SRINU on +562636433
- SRINU SRINU on +562636433
- SRINU on +56263952
- SRISTART on +919246895522
- SRISTART START on +919246895522
- TEST1 on +919246895522
- TXTLOCAL on +919246895522
- TXTLOCAL TXT12 on +919246895522
- SRINUK on +919248006203

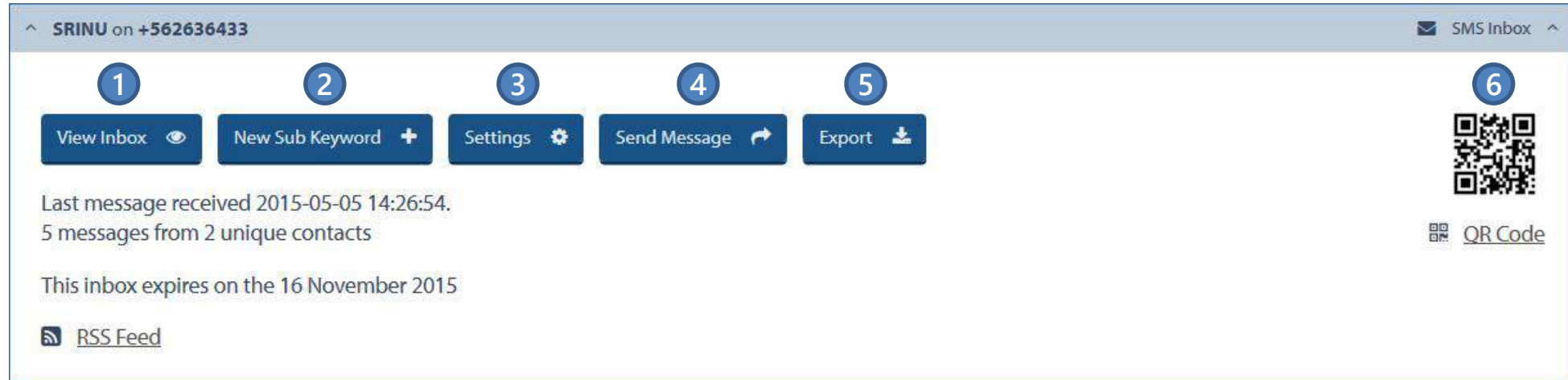
At the bottom left of the list, there is another 'Create Inbox +' button. A help icon (?) is visible in the top right corner of the main content area.

All the inboxes are listed under "View Inboxes" tab





# Cheat Sheet: Manage inbox



- 1) View all SMS messages sent the inbox along with the sender's mobile number
- 2) Add new sub keywords to the inbox
- 3) View or edit auto response settings and forward reply settings (more on this in following sections)
- 4) Send message to all the contacts who've sent an SMS to the inbox
- 5) Export all the data to a .csv file
- 6) QR code: Promote Inbox QR code directly to customers enabling them to easily send messages to that inbox

# Set up auto responses in the following 3 ways

**Response Functions**

Send an autoresponse to each incoming message

Sender Name  
opnhse

Message

*You have used 0 characters.*

Don't send autoresponse repeatedly?

Set instant SMS auto responses i.e., this message will be sent to anyone texting into the inbox

**New Scheduled Response**

Send after  
1 minute

Sender Name  
opnhse

Message

*You have used 0 characters.*

*You must not enter more than 765 characters.*

What if this person texts in again?  
Delete Existing

Cancel Save Autoresponder

Schedule SMS auto responses to be sent after a certain time

Send email to email address contained within message

From name  
Ray

From address  
srinivasu.k@imimobile.com

Subject  
Hi

Message  
Test this one

Upload file attachment

Send email auto responses if the incoming SMS message has the sender's email address

# Forward incoming SMS messages in the following 5 ways

Directly add all senders to any of the existing contact groups. **Note:** By default a sender gets added to the requested inbox group

Forward all inbound messages to one or more email IDs

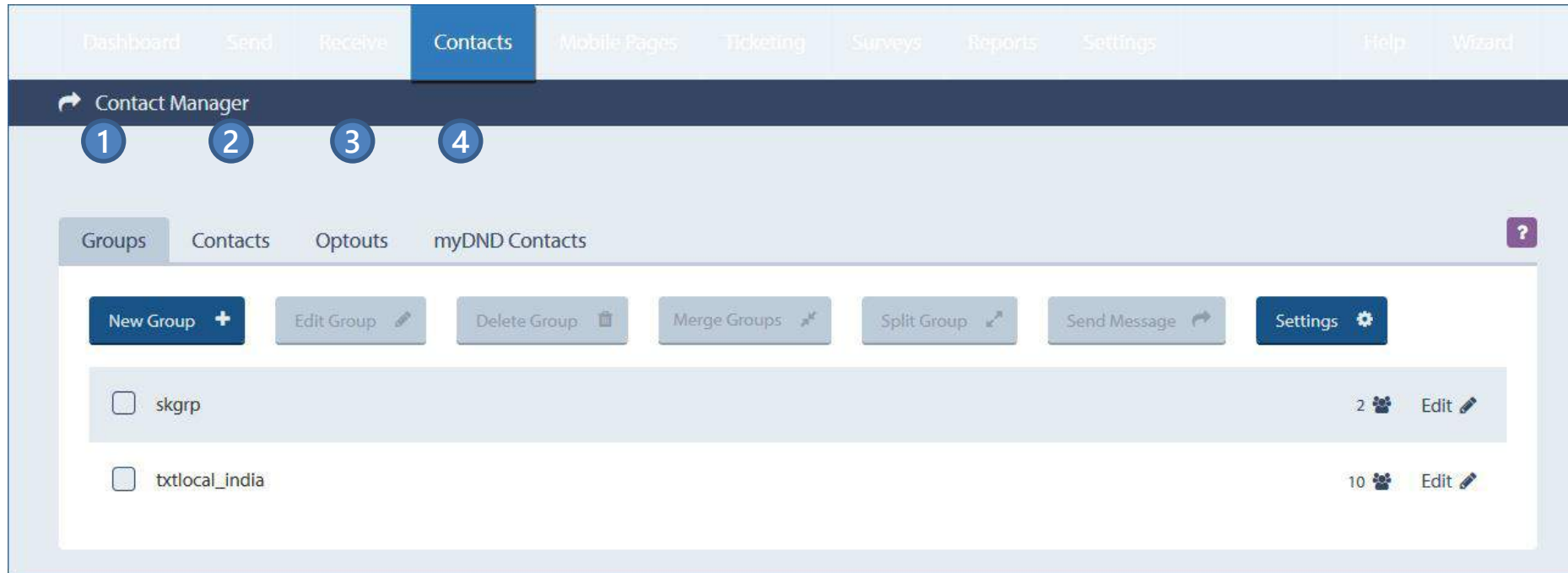
Forward incoming messages to your application URL

Forward incoming messages to any mobile number

Forward incoming messages to any contact saved in existing contact groups



# Cheat Sheet: Manage contacts



Contacts: 4 categories

- 1) Groups: Add new groups or edit the existing ones
- 2) Contacts: Import contacts from a spreadsheet or add them manually
- 3) Opt-outs: View contacts who have opted out from your SMS campaigns or service
- 4) myDND Contacts: View contacts who have explicitly opted in to hear from you



## Groups

The screenshot displays the 'Groups' management interface. At the top, there are navigation tabs for 'Groups', 'Contacts', 'Optouts', and 'myDND Contacts'. Below the tabs, a row of seven action buttons is shown, each with a numbered callout: 1) 'New Group' with a plus icon; 2) 'Edit Group' with a pencil icon; 3) 'Delete Group' with a trash icon; 4) 'Merge Groups' with a double arrow icon; 5) 'Split Group' with a double arrow and plus icon; 6) 'Send Message' with a curved arrow icon; 7) 'Settings' with a gear icon. Below the buttons is a list of two groups: 'skgrp' (unchecked) and 'txtlocal\_india' (checked). To the right of each group name, there is a group icon, a count of contacts (2 for 'skgrp', 10 for 'txtlocal\_india'), and an 'Edit' button with a pencil icon.

- 1) Add a group with new contacts
- 2) Edit an existing group
- 3) Delete an existing group
- 4) Merge two or more existing groups
- 5) Split a group into multiple groups
- 6) Send message to all contacts in the selected group
- 7) Change the settings of custom fields of the groups

# Contacts

Groups | **Contacts** | Optouts | myDND Contacts

1 Add/Paste/Upload **+**
2 Export **↓**
3 Search **🔍**
4 Send Message **➡**
Save Changes **💾**

<input type="checkbox"/>	Number ▾	FirstName	LastName	Custom 1	Custom 2	Custom 3
<input type="checkbox"/>	917799549372	atri	ray			
<input type="checkbox"/>	918008713232	srinivasu	k			
<input type="checkbox"/>	918105072643	prasanth	mlnp			
<input type="checkbox"/>	918886141155	ankit	k			

- 1) Add, paste and upload new contacts from a spreadsheet or directly from your phone via our mobile app.
- 2) Export the contacts to a .csv file
- 3) Search for a specific contact
- 4) Send message to all the contacts or just the selected ones



## Opt outs

Groups Contacts **Optouts** myDND Contacts

Add Contacts + Export Export Search Search

Number	Date
<input type="radio"/> 917799549372	2015-04-14 23:57:54

(1 items)

Remove from optouts

This shows the opted out numbers from your campaign/service.

## myDND Contacts

Groups Contacts Optouts **myDND Contacts**

Delete Selected Delete Selected Export Export Search Search

Number	Opt in date	Expiry Date
<input type="checkbox"/> 918008713232	2015-07-02 11:34:24	2015-12-29 10:34:24
<input type="checkbox"/> 919177899992	2015-07-02 11:33:01	2015-12-29 10:33:01

(2 items)

These myDND Contacts have explicitly opted in to receive your messages. They will receive uninterrupted messages even if they are registered in DND.

myDND subscription expires in 6 months for contacts unless they renew subscription





# Cheat Sheet: Reports

The screenshot shows the 'Reports' section of the Text Local dashboard. The dashboard is organized into several sections, each with a numbered callout:

- 1. Scheduled Messages:** View messages that are scheduled to go out.
- 2. Opt Outs:** View numbers that have opted out of receiving messages.
- 3. Short Links:** View reports for your shortened links.
- 4. Single Numbers:** View a history of all single recipient messages.
- 5. Groups:** View a history of all group messages.
- 6. Email to SMS:** View a history of all Email to SMS messages.
- 7. API:** View a history of all API messages.
- 8. Invoices:** View your online purchase history and download invoices.
- 9. Credit Use:** View your credit usage over time.
- 10. Advanced Reports:** This section includes:
  - Search & Replace:** Search and replace across all of your contact information.
  - List of Group IDs:** View a list of your group IDs for advanced email sending.
  - Invalid Numbers:** View a list of invalid numbers across your account.
  - Test API:** View a history of API Test messages.
  - Email Reporting:** Get message reports emailed to you in CSV format.
  - Single Numbers:** View a list of messages for specific numbers.

Below the Advanced Reports section, there is a 'Remote Import' section with three items:

- Connection Details:** View your FTP/SFTP connection details for uploading files to be imported.
- File Import History:** View a history of files imported via Remote Import.
- API History:** View a history of API requests made by Remote Import.

1. View delivery reports of all scheduled messages
2. View detailed opt-out activity
3. View click activity report for all web links (sent as shortlinks) in SMS messages. How many clicked, recipients who clicked, time of the click, their device and browser characteristics.
4. SMS report history for a specific mobile number
5. SMS report for messages sent to groups
6. Report for Email to SMS campaigns
7. Report history for messages sent via API
8. History of payments and invoices
9. The complete credit usage history
10. The advanced report tab has detailed report of all invalid numbers, email reporting, API tests and also by searching reports by group IDs



# Sample Reports

Number	FirstName	Screen Resolutions	Mobile Devices	Browser	Date
918876123456	Pavan	800x600	google_chrome_4	Mozilla/5.0 (Windows NT 6.3; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/44.0.2403.107 Safa	7/27/2015 14:22
917799549372	Atri	800x600	google_chrome_4	Mozilla/5.0 (Windows NT 6.3; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/44.0.2403.107 Safa	7/27/2015 14:22
918008725353	Abishek	480x800	samsung_gt_i8262_ver1_sub u3k8	Mozilla/5.0 (Linux; Android 4.1.2; GT-I8262 Build/JZO54K) AppleWebKit/537.36 (KHTML, like Gecko) Chr	7/28/2015 13:43

number	status	firstname	lastname
917799549372	delivered	atri	ray
918008713232	delivered	srinivasu	k
918105072643	pending	prasanth	mlnp
918886141155	delivered	ankit	k
918978878701	delivered	abishek	one
919177899992	delivered	pavan	ch
919490352301	delivered	divakar	j
919573101649	delivered	umakant	s
919885681979	delivered	abishek	two
919985601422	delivered	ram	a

id	Number	date/time	Message	Origin	Status	Cost
266013588	918008713232		test temp	txtlcl	D	1
266013589	918008713232		your bike	txtlcl	D	1
266013590	918008713232		your bike	txtlcl	D	1
266013591	918008713232		your bike	txtlcl	D	1
266013629	918008713232		test temp	txtlcl	D	1
266013631	918008713232		test temp	samard	U	1

