



Cellfind Messaging Portal is a user-friendly web interface for instant, two-way communication with individuals or groups via single or bulk SMS and WAP push messaging.



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Document Status	DRAFT
Version:	1.0
Filename:	Cellfind Messaging Portal User Guide
Last Revision Date:	Monday, 05 October 2009
Reviewer(s)	<ul style="list-style-type: none"> • Brent Wantenaar – Product Manager

- I. The aim of this manual is to provide the delegate:
 - An explanation of basic concepts.
 - A guide for using the products Tex-t offered by Cellfind (Pty) Ltd
 - Provide assistance in the creation of a Comma Separated value (CSV) file.
 - Provide cost effective communication & messaging solution
- II. The user will be able to:
 - Explain basic concepts
 - Create and use a CSV file to add contacts
 - Use the products Tex-t efficiently

1. Introduction

1.1. Use the Cellfind products to adopt and ensure cost effective communication needs

Cellfind provides highly flexible communication solutions that are indispensable to your operational needs. These solutions can be applied to many aspects of your communication processes helping you to communicate better, faster, and more reliably.

1.2. Why and How?

Tex-t and the premium rated short codes will ensure that you:

- Improve speed and effect.
 - Reaching the right people with critical information when they need it can mean the difference between success and failure. One person, with the touch of a button can send clear, targeted communications to any number of people anywhere, anytime, and on any device
 - Schools could send out exam dates to all the learners' parents/guardians.
- Enable staff to meet increased work demands.
 - Financial institutions could keep their clients updated.
- Cost effective and Critical information dissemination
 - Large-scale communication tasks increase operational costs as they place greater demands on the resources needed to perform these tasks. Cellfind offers an in-house system that does not require a large investment with regard to equipment, software, or support costs. The benefits to your organisation are limitless.
 - These products increase customer interaction, hence increasing and developing customer relations.
 - Get feedback from clients on products, needs, etc.
- Inform the entire staff, clients of changes in product range etc.
 - • Track critical communications.
 - These solutions will also allow users with feedback, as to the tracking and delivery of critical information.
 - Through the reports functionality delivery reports can be run.

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1 Cellfind Messaging Portal

1.1 Tex-T Pro

This simple to use web interface will allow customers to communicate instantly with individuals or groups of people via single / bulk SMS & WAP push messaging. Cellfind will provide two-way messaging allowing customers to receive SMS replies to an inbox. Send and receive SMS messages without the need of a cell phone, Cellfind's Text-T pro is a mobile office accessible to any web enabled PC.

Manage all your communication without having to spend money on expensive infrastructure.

Premium Rated Short Code Services

Cellfind is a registered WASP that can provide you with a 5-digit Short Code where users can SMS to and pay premium rates from standard rate costs up to R30 per SMS.

We will provide you with access to a website with which you can access all your inbound SMS's, run reports, manage your short codes and set up auto replies.

All of this is based on a revenue share between the originating network, Cellfind as the WASP and you, the host of the number.

Premium Rated SMS number like 3xxxx/4xxxx can be used to effectively advertise services, products or competitions.

The SMS revenue share depends on the price band and the network

API/Web Service Integration (allowing customers to integrate seamlessly into their backend system)

With Cellfind's API, integration into all backend systems is easy and seamless. For automated reports and enhanced communication with your customer's communication via SMS, MMS, USSD, WAP MSISDN forwarding is possible with Cellfind as your aggregator.

Outlook 2007 Integration

Cellfind's Messaging Portal also caters for integration into one of the worlds' most popular corporate e-mail environments, Microsoft Outlook 2007. Communicate directly from your desk worldwide, send and receive SMS messages. Cellfind's Messaging Portal offers an efficient and familiar platform to communicate to customers and staff while offering the ability to increase communication effectiveness and reduce cost.

2 Logon

To sign up via the internet to Cellfind's Messaging Portal go to the following URL <https://www.cellfindportal.co.za/gw/RegisterNewAccount.aspx>

Home Products Pricing Sign-Up About Download Contact Us

Complete all the fields

New Account Registration
This will also add a new admin user to the account.

First Name

Last Name

Company Name

Mobile Number

Contact No.

Email

Username

Password

Confirm Password

Reset Return Home Register Account

Tel-T Pro offers our customers access to a secure, simple, dependable, high capacity messaging platform. This web-based product offers bulk SMS delivery, address book merge functionality, history reporting, bulk imports of contacts and many advanced sending features. Tel - T Pro provides you with a simple, reliable and high-speed bulk messaging service.

For assistance or more information, please visit our Help page at <http://www.cellfindportal.co.za> or contact us on:
General Inquiries - sales@cellfind.co.za
Support - support@cellfind.co.za
Call Centre - 0860 105 774

Physical address
142 18th Road
Halfway House
Midrand
1685
GPS: 28°59'21.40"S, 28°07'40.50"E

Register Account when satisfied

Customers who sign up via our dedicated Sales channel will receive their Usernames and Password via an email.

To access the Messaging portal go to the following URL <https://www.cellfindportal.co.za/gw/Default.aspx>

Submit your unique username and password where indicated

Cellfind Messaging Portal - Windows Internet Explorer

https://www.cellfindportal.co.za/gw/Default.aspx

Google

Cellfind Messaging Portal

Username

Password

cellfind MESSAGING PORTAL

Home Products Pricing Sign-Up About Download Contact Us

- Text-T Pro
- Premium Rated Services
- Web-service Integration
- Aggregation Services

Aggregation web-services premium SMS

cellfind tex-t

Cellfind Messaging Portal is a user-friendly web interface for instant, two-way communication with individuals or groups via single or bulk SMS and WAP push messaging.

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You will now see the following screen

User Profile - Windows Internet Explorer

https://www.cellfindportal.co.za/gw/UserProfile.aspx

Google

User Profile

cellfind MESSAGING PORTAL

Home Products Pricing About Download Contact Us

Profile Message Premium Rated Reports Log Out

User Profile

Label

Account No ACC001

Account Name CellFind Main

Administrator Cellfind Admin

Account Active Yes

Name Brent Wantenaar

Username baloo

Password

Description Brent Wantenaar

Cell No 0836468818

Contact No 0865008256

Fax No 0865008256

Email brent@cellfind.co.za

Active Yes

Message Count Start Date 2009-05-01 00:00:00

Message Count 38

Tariff Text-T Buzz

Inclusive Credits 850

Account Services

Can Send SMS

Can Receive SMS

CellFind Admin

Can Run Reports

User Rights

Send Local SMS

Send International SMS

View Replies

View Profile

Update Profile

This is your profile page where you can change and update your details. Some fields can not be edited due to security reasons.

Text-T Pro offers our customers access to a secure, simple, dependable, high capacity messaging platform. This web-based product offers bulk SMS delivery, address book merge functionality, history reporting, bulk imports of contacts and many advanced sending features.

* Text-T Pro provides you with a simple, reliable and high-speed bulk messaging service.

* No hidden costs, you only pay per message sent.

For assistance or more information, please visit our Help page at <http://www.cellfindportal.co.za> or feel free to contact Cellfind telephonically on 0860 105 774 or via e-mail at support@cellfind.co.za

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The following tabs will now be available for use:

3 Profile

To view or edit your profile details

Profile	<ul style="list-style-type: none"> Position the mouse above the tab Profile till the drop down menu appears Select the Profile page and click on the tab
Profile Page	
Address Book	

Profile	Message	Premium Rated
<p>User Profile</p> <p>Label</p> <p>Account No <input type="text" value="ACC001"/></p> <p>Account Name <input type="text" value="CellFind Main"/></p> <p>Administrator <input type="text" value="Cellfind Admin"/></p> <p>Account Active <input checked="" type="checkbox"/> Yes</p> <p>Name <input type="text" value="Brent Wantenaar"/></p> <p>Username <input type="text" value="baloo"/></p> <p>Password <input type="text"/></p> <p>Description <input type="text" value="Brent Wantenaar"/></p> <p>Cell No <input type="text" value="0836468818"/></p> <p>Contact No <input type="text" value="0865008256"/></p> <p>Fax No <input type="text" value="0865008256"/></p> <p>Email <input type="text" value="brent@cellfind.co.za"/></p> <p>Active <input checked="" type="checkbox"/> Yes</p> <p>Message Count Start Date <input type="text" value="2009-05-01 00:00:00"/></p> <p>Message Count <input type="text" value="38"/></p> <p>Tariff <input type="text" value="Tex-T Buzz"/></p> <p>Inclusive Credits <input type="text" value="850"/></p>		
<p>Account Services</p> <p>Can Send SMS <input type="checkbox"/></p> <p>Can Receive SMS <input type="checkbox"/></p> <p>CellFind Admin <input type="checkbox"/></p> <p>Can Run Reports <input type="checkbox"/></p>		<p>User Rights</p> <p>Send Local SMS <input type="checkbox"/></p> <p>Send International SMS <input type="checkbox"/></p> <p>View Replies <input type="checkbox"/></p> <p>View Profile <input type="checkbox"/></p>
<p style="background-color: #92d050; color: white; padding: 5px;">Update Profile</p>		

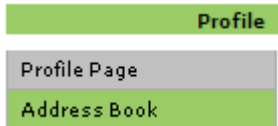
Indicates number of messages sent

Indicates messaging package

Indicates number of inclusive messages available

Indicates Account services a customer has access to as well as the individuals user rights available

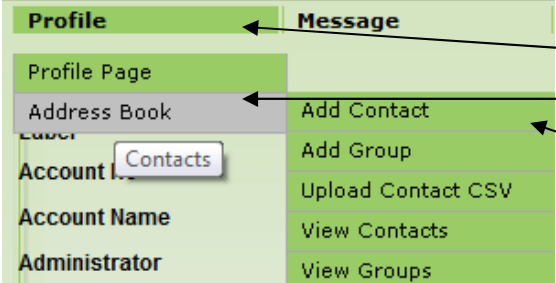
3.1 Address Book



The screenshot shows a navigation menu with three items: 'Profile' (highlighted in green), 'Profile Page' (grey), and 'Address Book' (green). Arrows point from the 'Profile' and 'Address Book' items to a text box containing instructions.

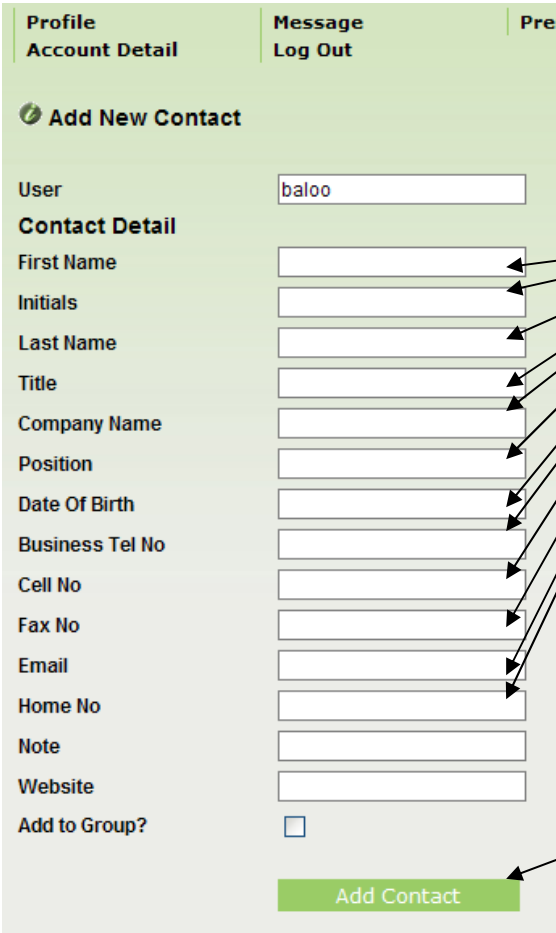
- Position the mouse above the tab **Profile** till the drop down menu appears
- Select the Profile page and click on the tab

3.2 To add a Contact



The screenshot shows the navigation menu with the 'Profile' dropdown menu open. The 'Address Book' tab is highlighted, and the 'Add Contact' option is selected. Arrows point from the 'Profile' tab, the 'Address Book' tab, and the 'Add Contact' option to a text box containing instructions.

- Position the mouse above the tab **Profile** till the drop down menu appears
- Hover the mouse over the **Address** tab
- Choose the **Add contact** tab

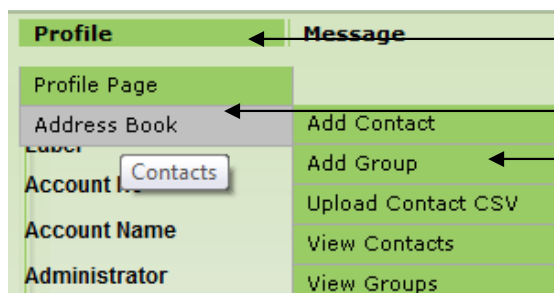


The screenshot shows the 'Add New Contact' form. The 'User' field contains 'baloo'. The 'Contact Detail' section includes fields for First Name, Initials, Last Name, Title, Company Name, Position, Date Of Birth, Business Tel No, Cell No, Fax No, Email, Home No, Note, and Website. There is also an 'Add to Group?' checkbox. An 'Add Contact' button is at the bottom. Arrows point from the input fields and the button to text boxes containing instructions.

Fill in the necessary details and click on **Add contact** in order to save

Fill in the necessary details and click on **Add contact** in order to save

3.3 Add contact Group

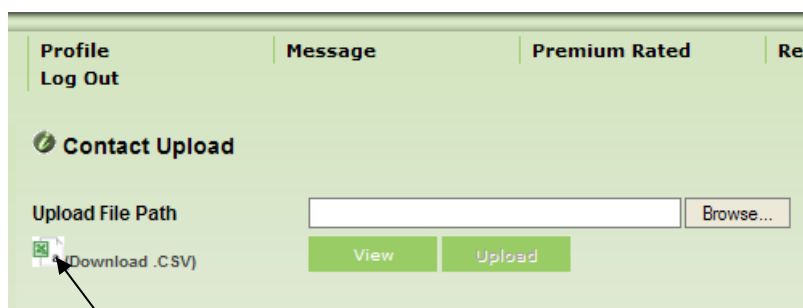


- Position the mouse above the tab **Profile** fill the drop down menu appears
- Select the **Address Book** tab and click on the tab
- Select the **Add Group** tab

Fill in the necessary details and click on **Add group** in order to save

3.4 Upload Contact CSV

Cellfind have made it possible to upload bulk contacts via a CSV file



Click on the example file
Save the file to your desktop or specified destination folder as a Microsoft Office Excel Comma Separated Value

Or

Create a Comma Separated Value file (CSV file) using Excel.

If you already have a CSV file saved than this step can be skipped.
Using Microsoft Excel to edit the CSV example file and create your own contact list. (See below)

Creating a CSV file using Microsoft Excel

Launch Microsoft Excel (Start > Programs > Microsoft Excel).

In cell "A2", enter the first name of the first contact you want to create.

Select cell "B2" by pressing the TAB key and type the Last name (Surname) of the contact.

Select cell "C2" by pressing the TAB key and enter the contact's Mobile number.

Select cell "D2" by pressing the TAB key and enter the group name, which the contact must be added to. If you do not want to specify a group, leave this column blank.

Select cell "E2" by pressing the TAB key and enter the Initials for the contact. If you do not want to specify an initial leave this column blank.

Right click on the column heading "F2" and enter the contacts title. If you do not want to specify a title leave this column blank.

Select cell "G2" by pressing the TAB key and enter the Company name for the contact. If you do not want to specify a Company Name leave this column blank.

Select cell "H2" and enter the contact's position in the company. If you do not want to specify a business telephone number, leave this column blank.

Select cell "I2" and enter the contact's Date of Birth. If you do not want to specify a date of birth, leave this column blank.

Select cell "J2" and enter the contact's business telephone number. If you do not want to specify a business telephone number, leave this column blank.

Select cell "K2" and enter the contact's Fax telephone number. If you do not want to specify a Fax telephone number, leave this column blank.

Select cell "L2" and enter the contact's email address. If you do not want to specify an email address, leave this column blank.

Select cell "M2" and enter the contact's home phone number. If you do not want to specify a home phone number, leave this column blank.

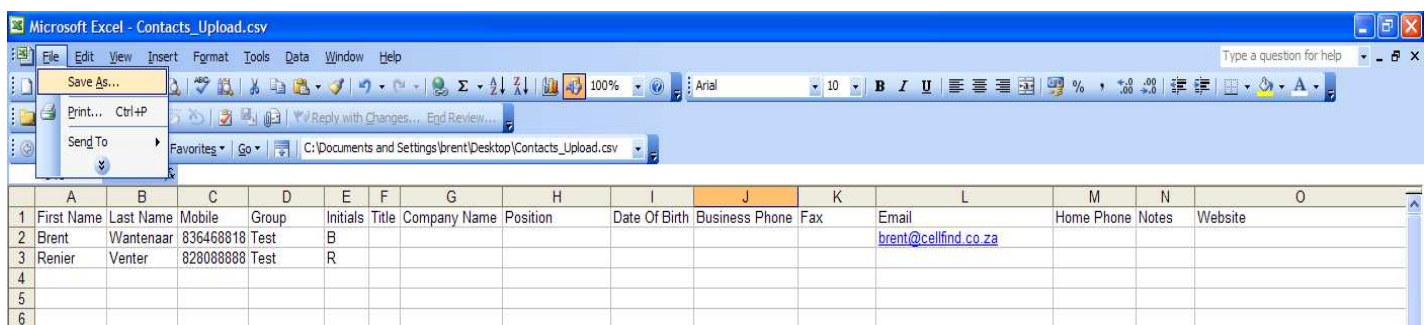
Select cell "N2" and enter any notes or reminders for the contact

Select cell "O2" and enter any the contacts company website address

Repeat steps 2-16 for each contact you want to add to the file.

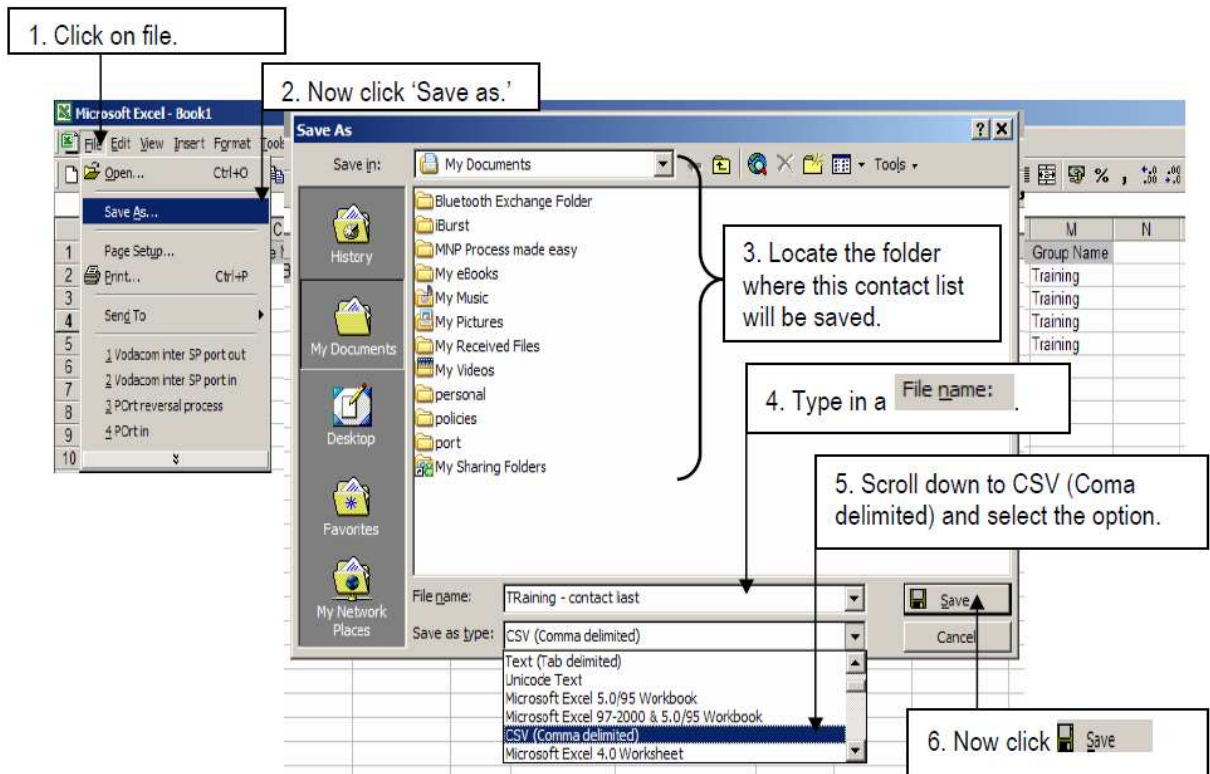
Please note that the order of the columns (as shown in the example) should not be changed.

Your completed spreadsheet should look like the one displayed as below.



	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	First Name	Last Name	Mobile	Group	Initials	Title	Company Name	Position	Date Of Birth	Business Phone	Fax	Email	Home Phone	Notes	Website
2	Brent	Wantenaar	836468818	Test	B							brent@cellfind.co.za			
3	Renier	Venter	828088888	Test	R										
4															
5															
6															

Once the list has been completed save the spreadsheet as a CSV file by following the next set of instructions.



Once the list has been completed save the spreadsheet as a CSV file by following the next set of instructions.

Click on the "File" menu and select "Save As"

Locate the destination folder to which you want to save the cont

Give the file a name by entering a name in the "File Name" text box.

Drop the "Save as Type" list down and select the "CSV(Comma Delimited)" option

Click on the "Save" button to save the File.

Upload Bulk CSV contact File

Click on Browse

Choose the destination folder where the CSV contact file is saved

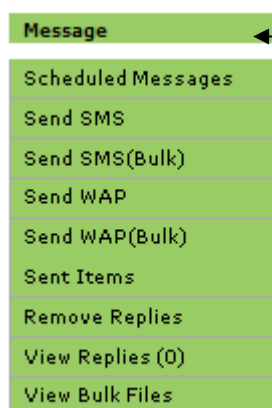
Choose the file

Click on view

Click on upload

View Contact and/or groups

4 Message tab



- Position the mouse above the tab Message till the drop down menu appears

4.1.1 Scheduled Messages

This provides you with the list of messages you scheduled for delivery at a later date.

MESSAGING PORTAL					
Home		Products	Pricing	About	Contact Us
Profile	Message	Premium Rated	Reports	Admin	Log Out
Scheduled Messages					
Message ID	Reference	Message	Received Time	Scheduled Time	Recipient Username

- Message ID – refers to the unique ID tag Cellfind attaché's to each message
- Reference – refers to the reference you attach to the bulk file for the campaign
- Message - Refers to the message you submitted for delivery
- Received time – Refers to the time and date Cellfind received the bulk file
- Scheduled time – Refers to the time that the bulk file is scheduled for delivery
- Recipient – Refers to the cell number of the recipient who will receive the message
- Username – Refers to the username of the user who has submitted the message

4.1.2 Send SMS

Position the mouse above the tab Message till the drop down menu appears

Click on Send SMS

To submit more than one message separate the numbers with; i.e
082XXXXXXX; 083XXXXXXX; 084XXXXXXX

Type in the recipient's cell number

Choose a contact from your address book or a group for group submission

Type in your message, the system provides you with a counter below the message input box

4.1.3 Send SMS (Bulk)

This function allows you to send multiple SMS's at once by using a CSV file. These messages can also be scheduled for a future date.

- Position the mouse above the tab **Message** till the drop down menu appears
- Click on Send SMS (Bulk)



The link provides examples of files for Bulk submission

Click on the link to **Download an example**

	A	B	C	D	E	F	G	H
1	Recipient	Reference	Message					
2	8.12E+08	Ref001	Message text for message No 1					
3	8.12E+08	Ref002	Message text for message No 2					
4								

Click on Browse



The following screen appears

cellfind
MESSAGING PORTAL

Profile Message Premium Rated Reports

Bulk SMS Messages

Upload File Path Browse...
(ie. C:\MyBulkFile.csv)

Schedule

Upload Bulk File

Status

[\(Download .CSV example\)](#)

Click on Upload Bulk File

If you would like to schedule your SMS delivery for a later time tick schedule and choose the date and time.

cellfind
MESSAGING PORTAL

Home Products

Profile Message Premium Rated Reports Admin

Bulk SMS Messages

Upload File Path Browse...
(ie. C:\MyBulkFile.csv)

Schedule

Upload Bulk File

Status

[\(Download .CSV example\)](#)

DatePicker - Windows In...
September 2009

Sun	Mon	Tue	Wed	Thu	Fri	Sat
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3
4	5	6	7	8	9	10

cellfind
MESSAGING PORTAL

Home

Profile Message Premium Rated Reports

Bulk SMS Messages

Upload File Path Browse...
(ie. C:\MyBulkFile.csv)

Schedule

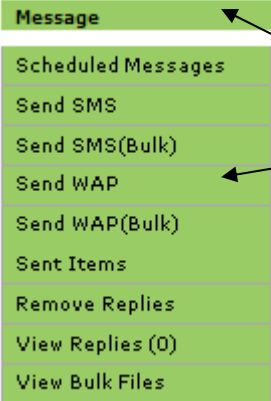
Upload Bulk File

Status **The file was uploaded successfully**

[\(Download .CSV example\)](#)


Successful message delivery

4.1.4 Send WAP



- Position the mouse above the tab **Message** till the drop down menu appears
- Click on Send WAP

Send a single SMS message containing a WAP address for delivery to a cellphone. This will create a hyperlink to the Wap address on the users cellphone

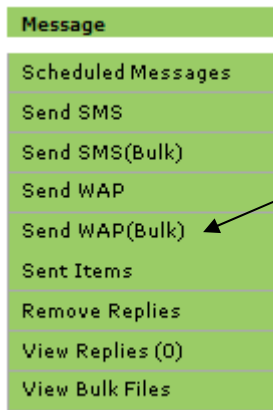


Type in the recipient's number or choose a recipient from your address book or choose a group

Type in your Wap address for delivery via SMS

4.1.5 Send WAP (Bulk)

Send a Bulk SMS message containing a WAP address's for delivery to a cellphone. This will create a hyperlink to the Wap address on the users cellphone.



- Position the mouse above the tab **Message** till the drop down menu appears
- Click on Send WAP (Bulk)



The link provides examples of files for Bulk submission

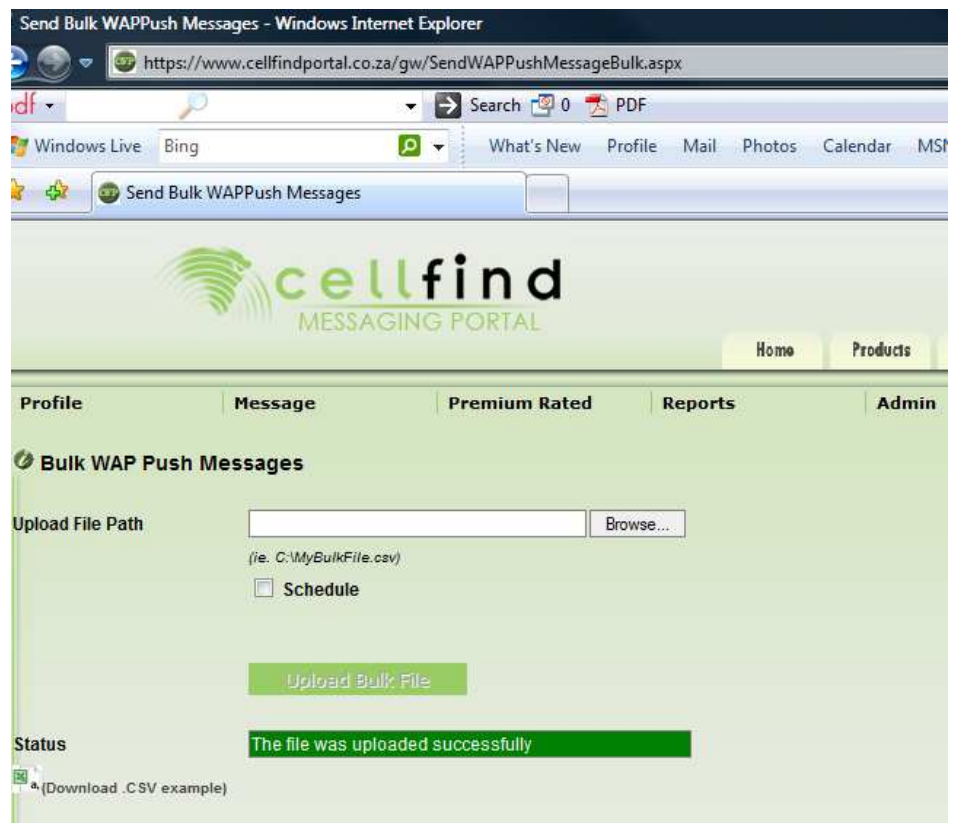
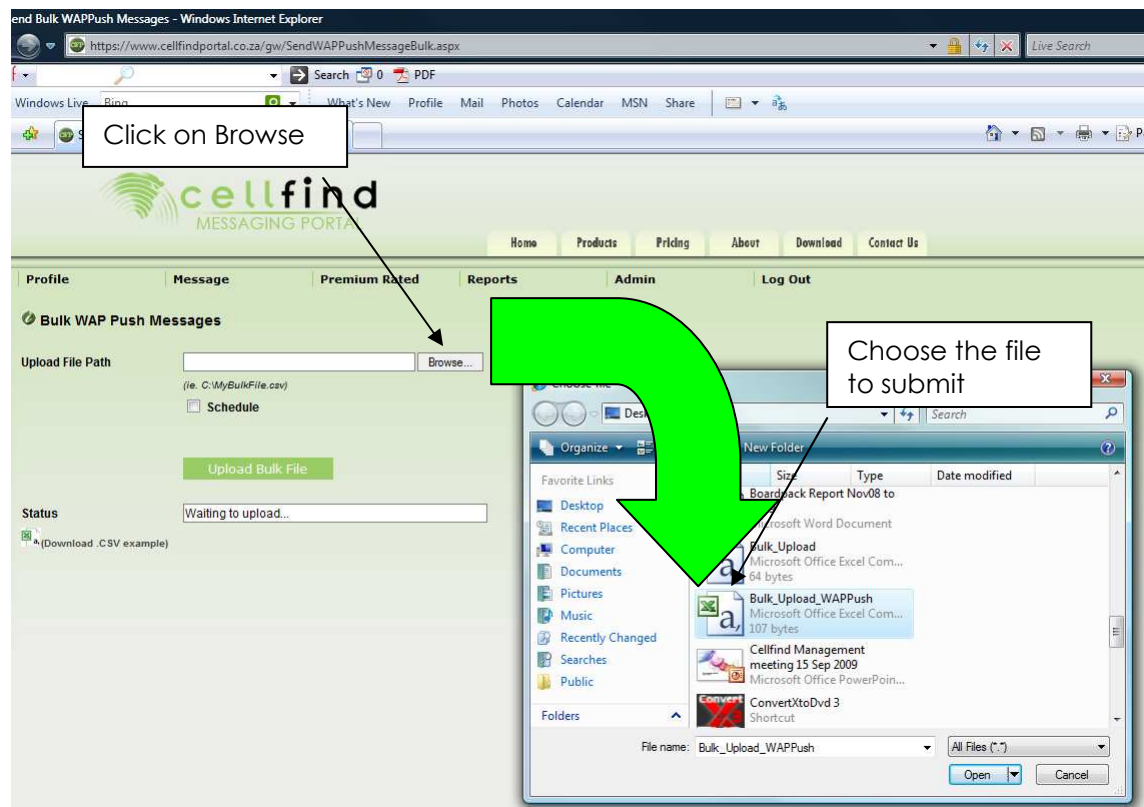
Click on the link to **Download an example**

Save the below as a CSV file in one of your folders

A1	A	B	C	D	E
	Recipient	Reference	Message		
1	812345678	Ref001	wap.mytestsite.co.za		
2	812345678	Ref002	wap.mytestsite.co.za		
3					
4					
5					

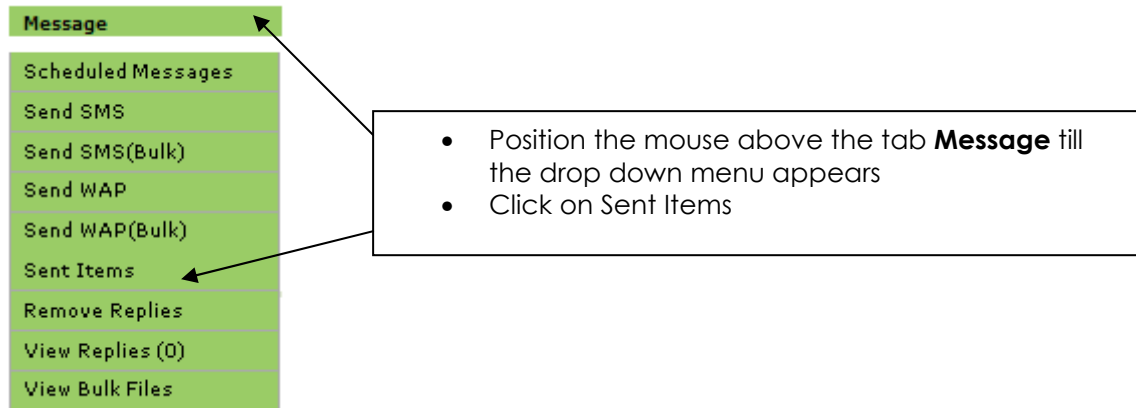
To submit click on Browse

The following screen appears



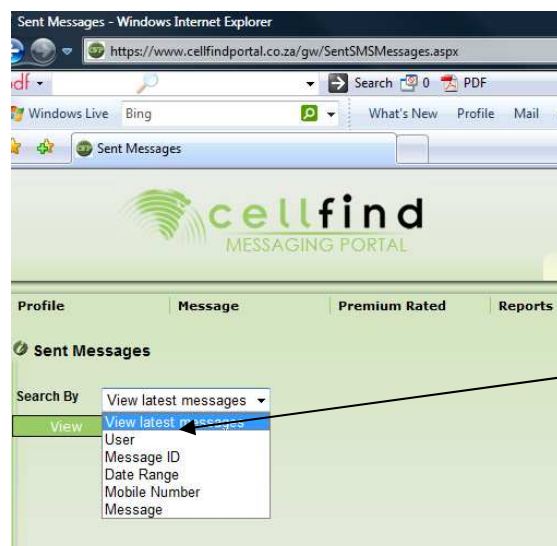
4.1.6 Sent Items

You can view a list of messages sent from your user account. These messages are displayed from the latest message sent to the oldest message sent.



The following screen will appear

You will be able to either click on view to view all messages sent by clicking on view



- **User** – Will provide the details of messages sent by user
- **Message ID** – Search by specific message ID if you have the details
- **Date Range** – Enter the date range to search for specific days that messages were sent
- **Mobile number** – Search by Mobile number to speed up your search
- **Message** – Search by message if you want to only view a certain campaign

To export Sent items you need to click on the view button

1. To export items click on the view button
2. Click on export

Message ID	Recipient	Message	Reference	Status	Used Credits	Sent Time	Delivered
1489447	27836468818	wap.mtnwhereru.co.za		sent	1	9/17/2009 10:50:29 AM	waiting
1489443	27836468818	Where is my puppy	Brent	sent	1	9/17/2009 10:39:53 AM	waiting
1489432	27836468818	test message		sent	1	9/17/2009 10:19:46 AM	waiting

2. Click view
3. Click export

Message ID	Recipient	Message	Reference	Status	Used Credits	Sent Time	Delivered
1489447	27836468818	wap.mtnwhereru.co.za		sent	1	9/17/2009 10:50:29 AM	waiting
1489443	27836468818	Where is my puppy	Brent	sent	1	9/17/2009 10:39:53 AM	waiting
1489432	27836468818	test message		sent	1	9/17/2009 10:19:46 AM	waiting

You will note the following headings:

- Message ID** – Unique reference number that is attached to each message sent out
- Received** - Mobile number the message was delivered to
- Message** – Message that was delivered to the user
- Reference** – Reference you have added to track the campaign
- Status** – Will show whether the message is delivered sent or waiting
- Used Credits** – Number of credits used to deliver a specific message
- Sent Times** – Time the message was received by the Cellfind portal
- Delivered** – Status of the message, waiting or a time and date stamp indicating time and date of message delivery

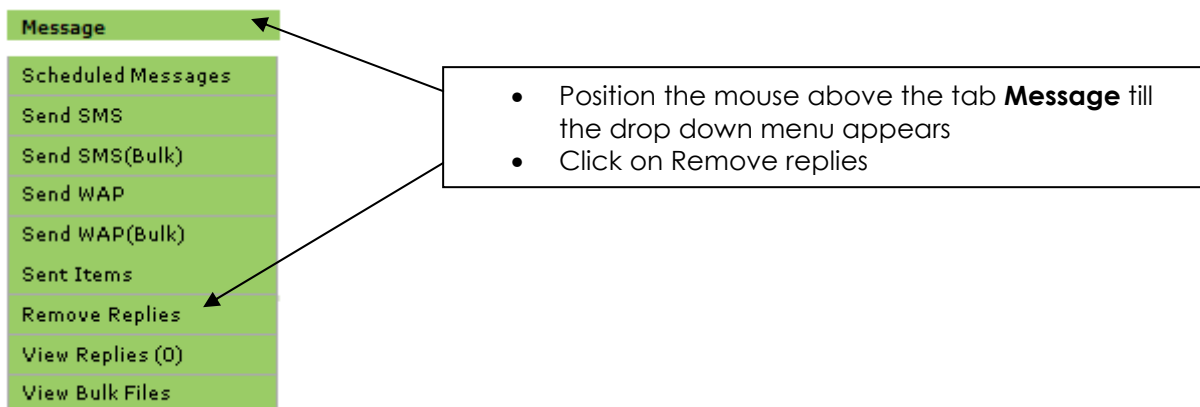
***You will only be able to export the first 1000 messages from this part of the site**

View of an exported CSV file

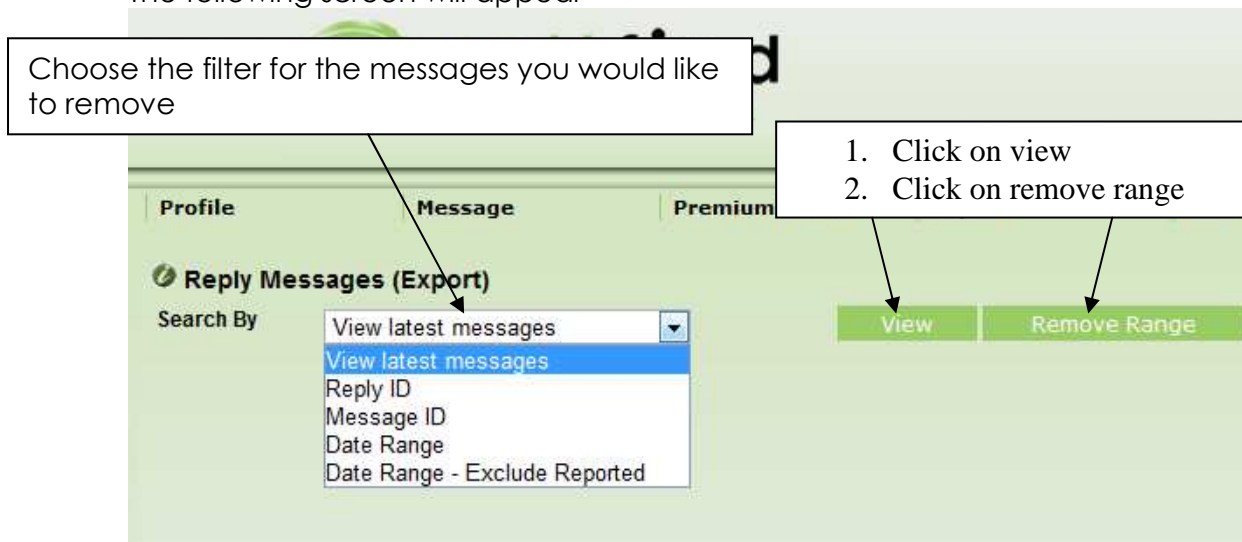
Message ID	Recipient	Message	Reference	Status	Used Credits	Sent Time	Delivered
1489447	27836468818	wap.mtnwhereru.co.za		sent	1	9/17/2009 10:50:29 AM	waiting
1489443	27836468818	Where is my puppy	Brent	sent	1	9/17/2009 10:39:53 AM	waiting
1489432	27836468818	test message		sent	1	9/17/2009 10:19:46 AM	waiting

4.1.7 Remove Replies

Here you will get a list of incoming "Reply" messages that were received for specific outgoing messages. These messages are displayed from the latest message to the oldest message received. By selecting to remove the messages, will remove the messages from the list.

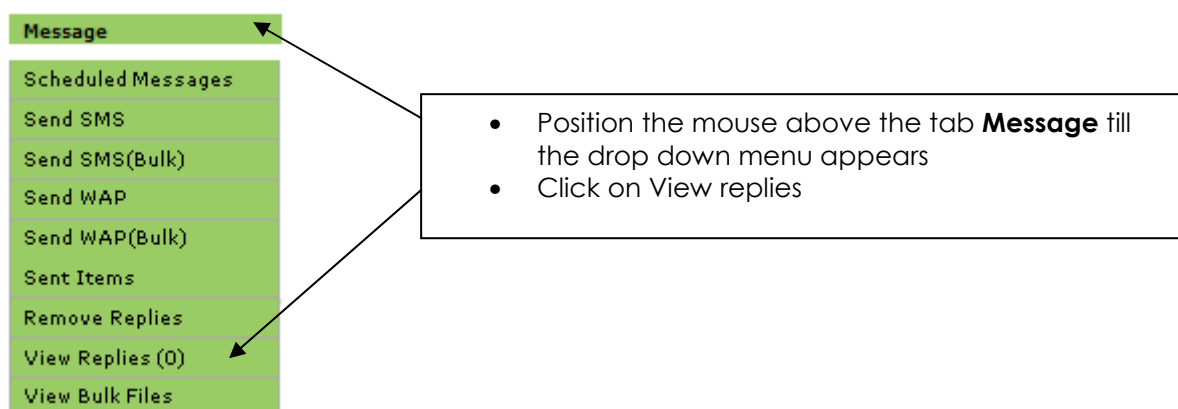


The following screen will appear

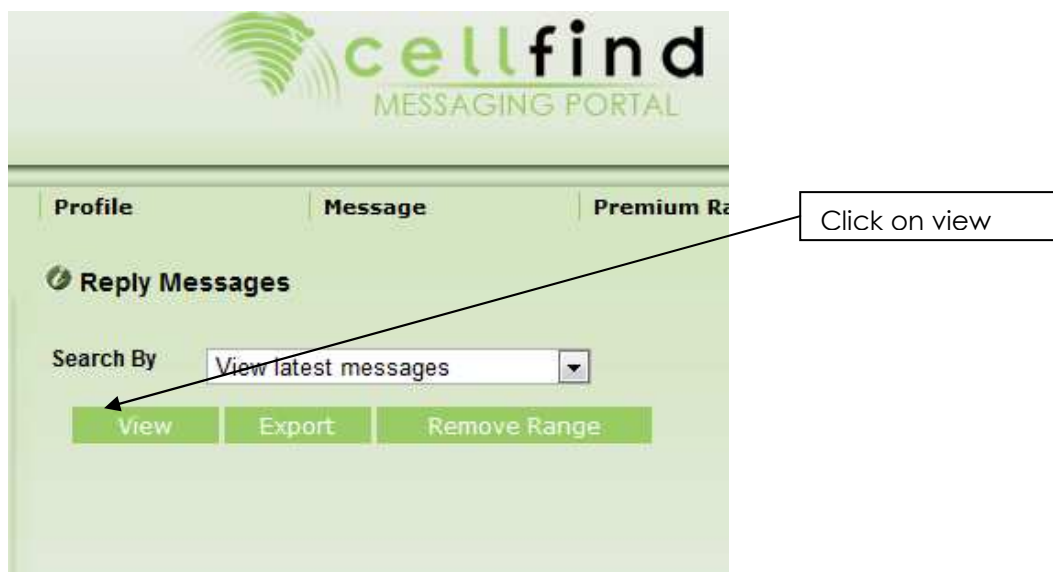


4.1.8 View Replies

Here you will get a list of incoming "Reply" messages that were received for specific outgoing messages. These messages are displayed from the latest message to the oldest message received.

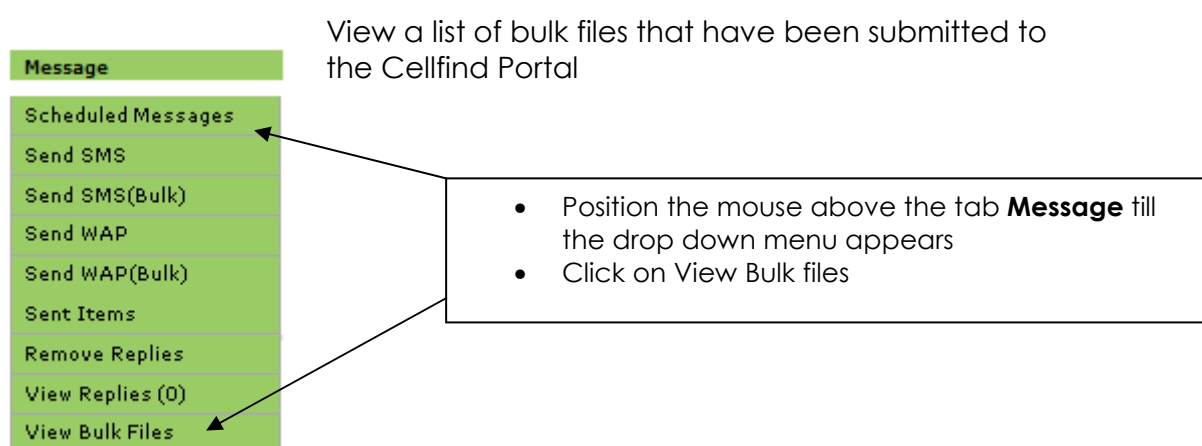


The following screen will appear



Reply ID - A unique ID we attach to the message in order to track the message
Destination No - Long Code number the reply comes back into the Cellfind system
Originator - Mobile number that sent the reply into the Cellfind system
Received time - Date and time that the message was received
Remove - You can remove the message from this view
View Detail - View a breakdown of when where and how the message was sent out

4.1.9 View Bulk Files



The following screen will appear

The screenshot shows the Cellfind Messaging Portal interface. At the top, there is a navigation bar with links for Home, Products, Pricing, About, Downloaded, and Contact Us. Below this is a secondary navigation bar with tabs for Profile, Message, Premium Rated, Reports, Admin, and Log Out. The main content area is titled 'Bulk Files' and contains a table with the following columns: ID, Original File Name, Scheduled Time, Processed Time, File Status, Status Reason, and Username. Each row represents a bulk file upload attempt, with a 'View Detail' link next to the Username column.

ID	Original File Name	Scheduled Time	Processed Time	File Status	Status Reason	Username	
1308	Bulk_Upload_WAPPush.csv		9/17/2009 11:57:01 AM	Failed To Process	The file could not be processed.	baloo	View Detail
1306	Bulk_Upload.csv		9/17/2009 10:39:52 AM	Successfully Processed	File has been processed successfully.	baloo	View Detail
1208	Bulk_Upload.csv		9/8/2009 9:45:06 AM	Successfully Processed	File has been processed successfully.	baloo	View Detail
1180	Bulk_Upload.csv	9/10/2009 10:00:00 AM	9/8/2009 9:53:51 AM	Successfully Processed	File has been processed successfully.	baloo	View Detail
1091	Bulk_Upload.csv		8/27/2009 10:24:39 AM	Successfully Processed	File has been processed successfully.	baloo	View Detail
537	Bulk_Upload.csv		7/13/2009 10:46:31 AM	Failed To Process	The file could not be processed.	baloo	View Detail
396	Bulk_Upload.csv		6/9/2009 1:50:41 PM	Successfully Processed	File has been processed successfully.	baloo	View Detail
385	Bulk_Upload.csv		6/9/2009 1:42:59 PM	Successfully Processed	File has been processed successfully.	baloo	View Detail
267	Bulk_Upload.csv		4/14/2009 4:20:48 PM	Successfully Processed	File has been processed successfully.	baloo	View Detail
244	Russia.csv		3/31/2009 4:20:00 PM	Successfully Processed	File has been processed successfully.	baloo	View Detail
225	Bulk_Upload.csv		3/27/2009 1:30:21 PM	Successfully Processed	File has been processed successfully.	baloo	View Detail
94	Book1.csv		1/22/2009 8:42:25 AM	Successfully Processed	Successfully Processed	baloo	View Detail
93	Bulk_Upload.csv		1/22/2009 8:35:46 AM	Successfully Processed	Successfully Processed	baloo	View Detail
92	Bulk_Upload.csv	1/22/2009 8:30:00 AM	1/22/2009 8:26:39 AM	Successfully Processed	Successfully Processed	baloo	View Detail
37	Test.csv		9/17/2008 2:12:12 PM	Successfully Processed	Successfully Processed	baloo	View Detail
35	Test.csv		9/17/2008 2:10:38 PM	Successfully Processed	Successfully Processed	baloo	View Detail
33	Street Closure.csv		9/17/2008 3:58:54 PM	Successfully Processed	Successfully Processed	baloo	View Detail
31	Street Closure.csv		9/17/2008 7:51:57 AM	Successfully Processed	Successfully Processed	baloo	View Detail
19	Test.csv	9/16/2008 12:00:00 PM	9/16/2008 9:55:03 AM	Successfully Processed	Successfully Processed	baloo	View Detail
17	Test.csv	9/16/2008 12:00:00 PM	9/16/2008 9:51:27 AM	Successfully Processed	Successfully Processed	baloo	View Detail

ID - A unique ID we attach to the bulk message in order to track the bulk file
Original File Name - Name of the file as saved on your PC and submitted to the Cellfind Portal
Scheduled Time - Where a bulk files has been submitted to be delivered on a specific date
Processed Time - Date and time that the message was received by the Cellfind Portal
File Status - Whether it was successfully submitted to the Cellfind portal
Status Reason - Description of where the file status is
Username - Entity who submitted the file
View Detail - Provides a user with further information on the file delivered

5 Premium Rated

The Premium rated tab will only be available if you're subscribed to this service

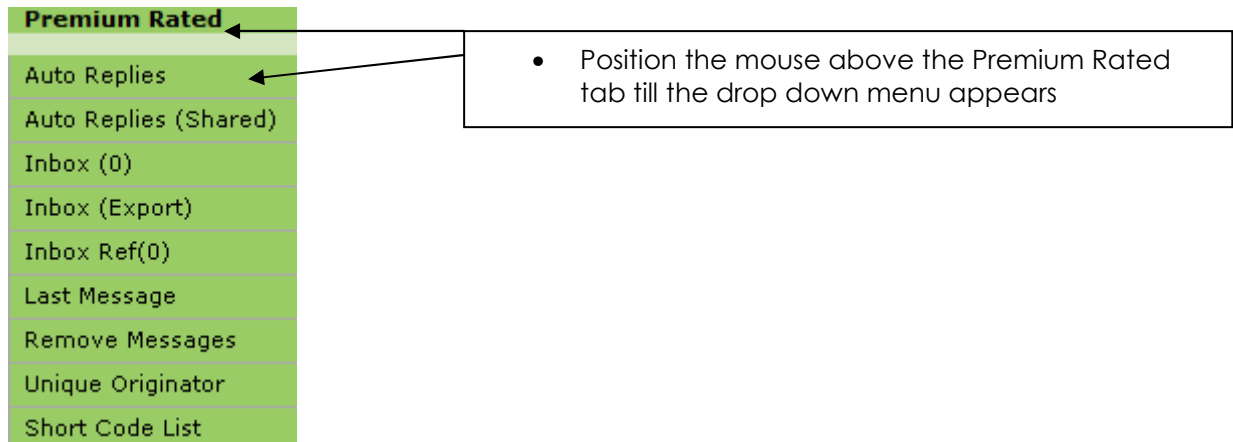
The screenshot shows a dropdown menu for the 'Premium Rated' tab. The menu is open, displaying a list of options: Auto Replies, Auto Replies (Shared), Inbox (0), Inbox (Export), Inbox Ref(0), Last Message, Remove Messages, Unique Originator, and Short Code List. A mouse cursor is positioned over the 'Premium Rated' tab, which is highlighted in green.

Premium Rated
Auto Replies
Auto Replies (Shared)
Inbox (0)
Inbox (Export)
Inbox Ref(0)
Last Message
Remove Messages
Unique Originator
Short Code List

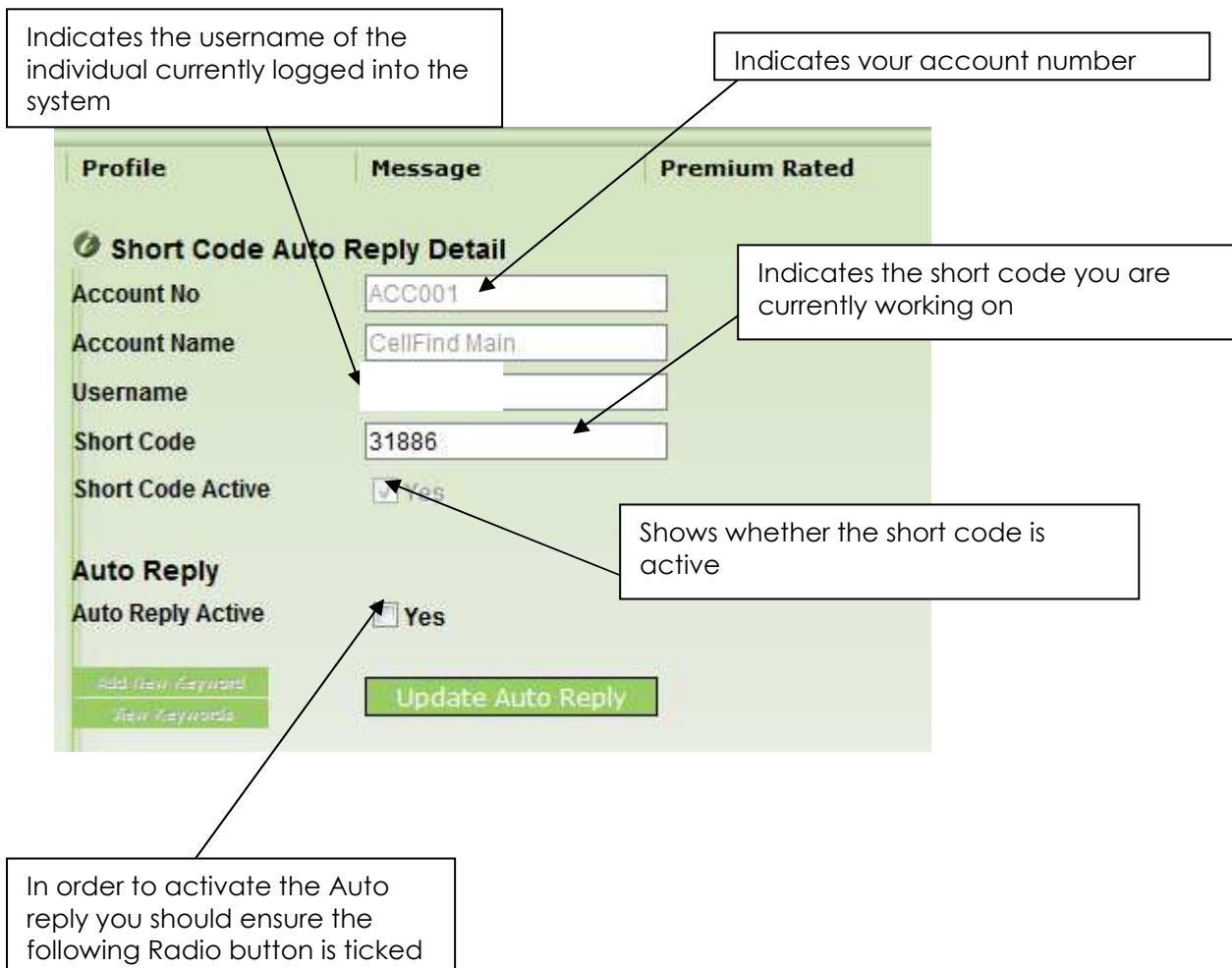
- Position the mouse above the Premium Rated tab till the drop down menu appears

5.1 Auto Replies

The Auto reply functionality on the Cellfind Portal provides you with the ability to automatically send a reply back to a customer if any messages are sent into your dedicated Premium Rated number.



The following screen will appear



If ticked the following screen will appear

The screenshot shows the 'Short Code Auto Reply Detail' form. The 'Auto Reply Active' checkbox is checked. The 'Reply Message Type' is set to 'SMS'. The 'Default SMS Message' field is empty. A callout box points to the 'Auto Reply Active' checkbox with the text: 'Once the Auto Reply Active has been ticked and activated the following screen will appear and you can enter your auto reply'. Another callout box points to the 'Default SMS Message' text area with the text: 'Enter your Auto reply here'.

The screenshot shows the 'Short Code Auto Reply Detail' form. The 'Auto Reply Active' checkbox is checked. The 'Reply Message Type' is set to 'SMS'. The 'Default SMS Message' field contains the text: 'Thank you for your reply, an agent will contact you shortly. Regards Cellfind'. A callout box points to the 'Add New Keyword' button with the text: 'Click on Add New Keyword'.

You will also be able to generate a specific auto reply if a specific keyword is used.

Once you click on Add New Keyword the following screen will appear

Profile	Message	Premium Rated	Report
Add Auto Reply Keywords			
Account No	<input type="text" value="ACC001"/>		
Account Name	<input type="text" value="CellFind Main"/>		
Username	<input type="text" value="baloo"/>		
Short Code	<input type="text" value="31886"/>		
Short Code Active	<input checked="" type="checkbox"/> Yes		
Auto Reply			
Auto Reply Active	<input checked="" type="checkbox"/> Yes		
Reply Message Type	<input checked="" type="radio"/> SMS <input type="radio"/> WAP		
Default SMS Message	<input type="text" value="Thank you for your reply, an agent will contact you shortly. Regards Cellfind"/>		
Keyword	<input type="text"/>		
Keyword Reply Msg	<input type="text"/>		
<input type="button" value="Add Keyword Reply"/>			

Type in your Keyword which will generate your Auto reply

Type in your Keyword Auto reply message

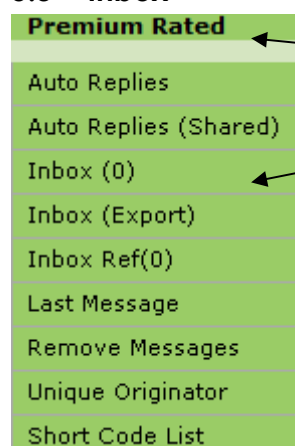
Profile	Message	Premium Rated	Report
Add Auto Reply Keywords			
Account No	<input type="text" value="ACC001"/>		
Account Name	<input type="text" value="CellFind Main"/>		
Username	<input type="text" value="baloo"/>		
Short Code	<input type="text" value="31886"/>		
Short Code Active	<input checked="" type="checkbox"/> Yes		
Auto Reply			
Auto Reply Active	<input checked="" type="checkbox"/> Yes		
Reply Message Type	<input checked="" type="radio"/> SMS <input type="radio"/> WAP		
Default SMS Message	<input type="text" value="Thank you for your reply, an agent will contact you shortly. Regards Cellfind"/>		
Keyword	<input type="text" value="Sales"/>		
Keyword Reply Msg	<input type="text" value="Thank you for your interest, A sales representative will contact you shortly. Regards Cellfind"/>		
<input type="button" value="Add Keyword Reply"/>			

Once done click on Add Keyword Reply

5.2 Auto Replies (Shared)

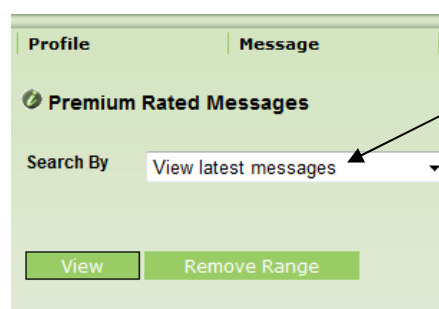
All Shared codes will be set up by account managers within Cellfind as dedicated keywords will be attached to your account.

5.3 Inbox

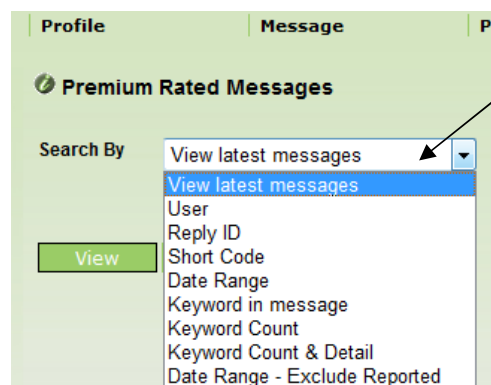


- Position the mouse above the Premium Rated tab till the drop down menu appears
- Position the mouse above the Inbox tab and click to view any incoming messages for the short code

The following screen will appear



Point your mouse over the Search By in order to choose your search method



Choose your search Criteria

View latest messages – Will provide you with all messages that have come into the system

User – Will provide you with the messages that have come in by user

Reply ID – This function will provide you with a specific message search criteria as every message will have a unique reply ID

Short Code – If you have more than one short code you will be able to draw the replies per short code

Date Range – Choose specific dates to narrow down your search criteria

Keyword in message – Search for specific messages via a keyword

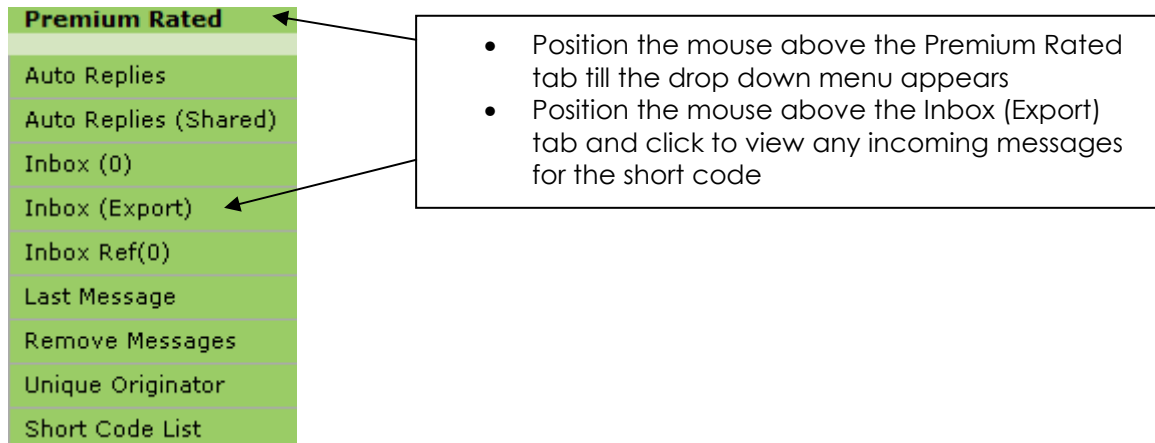
Keyword count – Keyword count specified for a period either starting with a specific message or if a message contains a specific keyword

Keyword count & Detail - Keyword count specified for a period either starting with a specific message or if a message contains a specific keyword

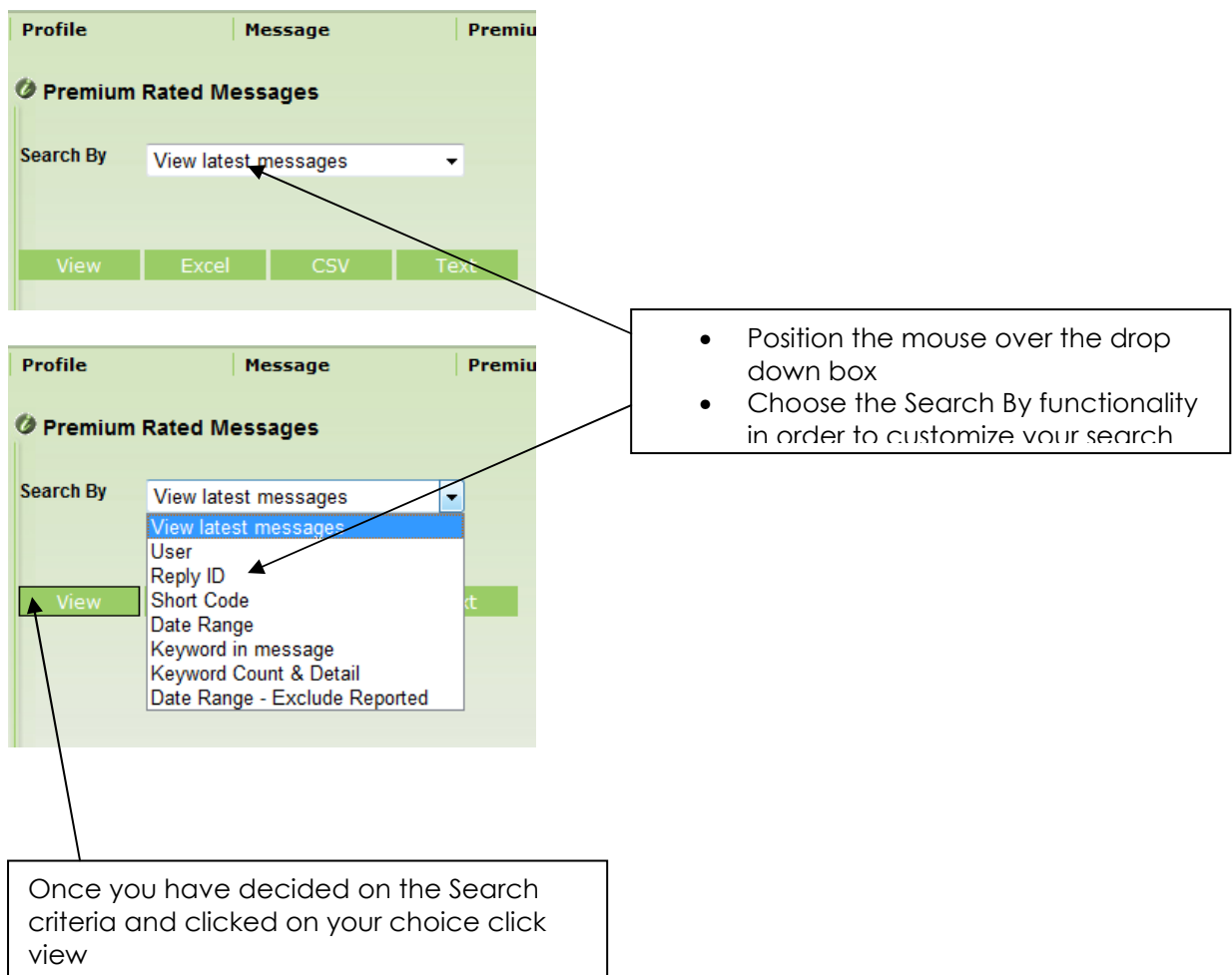
Date Range – Exclude Reported – Exclude messages that have already been marked as viewed by Date range

5.4 Inbox (Export)

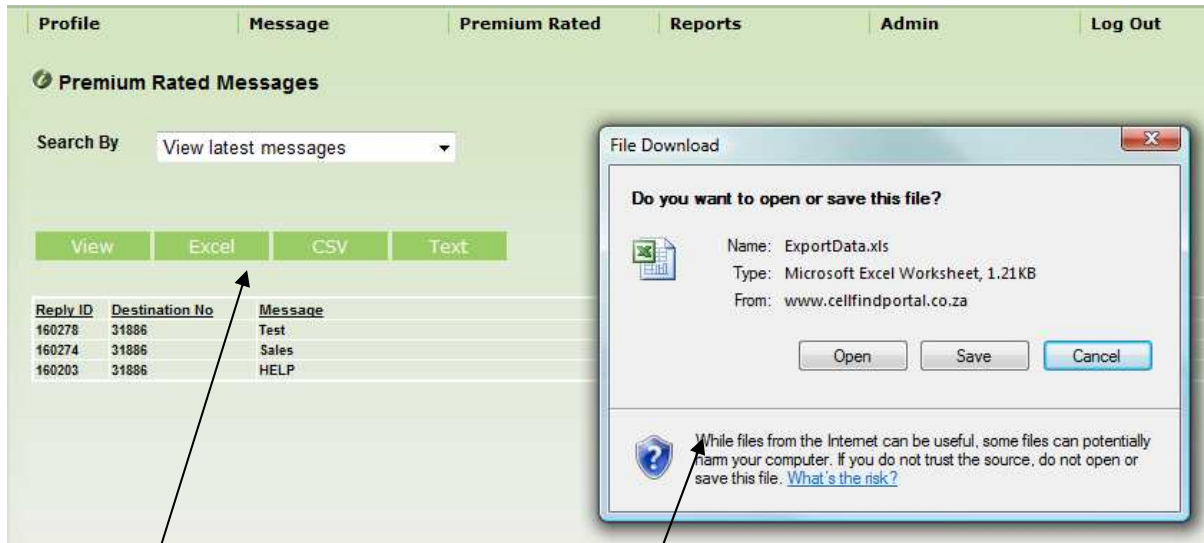
The following function can be used to export up to a 1000 messages



The following screen will appear

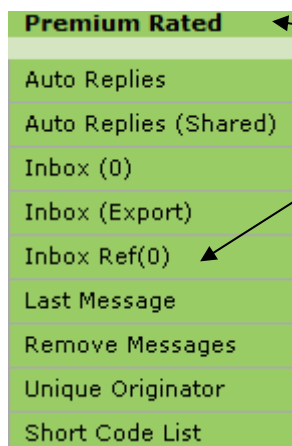


The following screen will appear



Click on Excel and the following pop up will appear. Save this to a folder on your PC

5.5 Inbox Ref

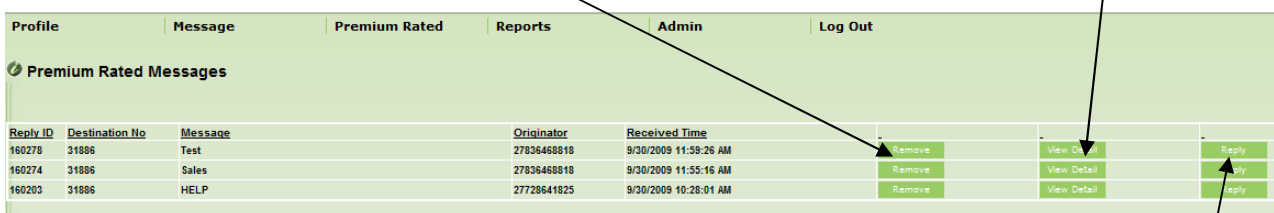


- Position the mouse over the drop down box
- Choose the Inbox

The following screen will appear

Manage messages by deleting them

View the details of the message



Reply to messages from this screen

View details

Profile	Message
Incomming Message Detail	
Reply ID	160278
Originator	27836468818
Receive Time	
Reference	
Reported	<input type="checkbox"/>
Destination No	31886
Message	Test
Reply	

5.6 Last Message

Premium Rated
Auto Replies
Auto Replies (Shared)
Inbox (0)
Inbox (Export)
Inbox Ref(0)
Last Message
Remove Messages
Unique Originator
Short Code List

- Position the mouse over the drop down box
- Choose the Last Message tab

The following screen will appear providing you with a snap shot of the last message that has come into the system

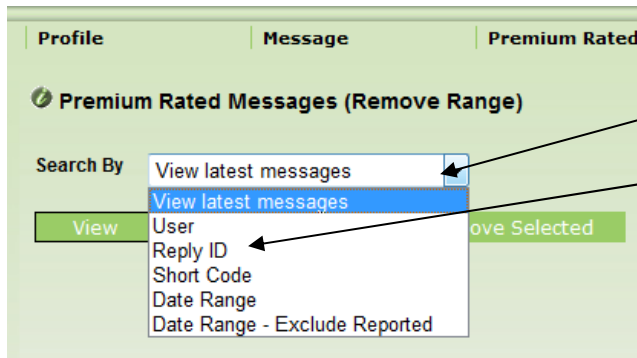
Profile	Message	Premium Rated	Reports	Admin	Log Out
Last Message Received					
Reply ID	Destination No	Message	Originator	Received Time	
160278	31886	Test	27836468818	9/30/2009 11:59:26 AM	View Detail

5.7 Remove Messages

Premium Rated
Auto Replies
Auto Replies (Shared)
Inbox (0)
Inbox (Export)
Inbox Ref(0)
Last Message
Remove Messages
Unique Originator
Short Code List

- Position the mouse over the drop down box
- Choose the Remove Messages tab

The following screen will appear



- Position the mouse over the drop down box
- Choose the Search By functionality in order to customize your search

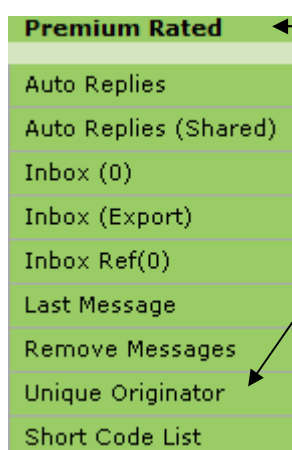
View latest message

Tick the message you want to remove



Either remove the range of messages or remove a selected message

5.8 Unique Originator Count



- Position the mouse over the drop down box
- Choose the Unique Originator tab



This will provide you with a snap shot of messages sent out and from which Mobile originating number.

5.9 Short Code List

• Position the mouse over the drop down box
• Choose the Short Code List

This will provide you with a snap shot of all the short codes under your account and with the names of users who have access to the short code.

Short Code	Description	Account Number	Account Name	User Name
31886	Short Code	ACC001	CellFind Main	baloo

6 Reports

This screen will provide you with access to summarized as well as detailed reports

6.1 Standard Reports

6.1.1 Incoming msg count by date and short code

• Position the mouse over the Reports drop down box
• Choose the Standard Reports Tab

The following screen will appear

• Position the mouse over the Reports drop down box

The following screen will appear

- Choose the type of report you would like to view

Profile

Reports

Report: Incoming msg count by date and short code

From: Incoming msg count by date and short code - or - Period

View Export to Text

Profile | Message | Premium Rated | Reports

Reports

Report: Incoming msg count by date and short code

From: 2009-10-01 00:00 To 2009-10-05 00:00 - or - Period

View Export to Excel Export to CSV Export to Text

- Specify a date or time or for a general view choose the period for the report you would like to view.
 - Once done click on view

The following screen will appear

Profile | Message | Premium Rated | Reports | Admin

Reports

Report: Incoming msg count by date and short code

From: 2009-10-01 00:00 To 2009-10-05 00:00 - or - 200909

View Export to Excel Export to CSV Export to Text

Destination No	Counter	From	To
27839300217	3	2009-09-01	2009-10-01
31886	3	2009-09-01	2009-10-01

- The following screen provides you with a snapshot of messages sent and from which long code the message was sent
 - To export the file click on Export to Excel

6.1.2 Incoming msg count by date and short code and account

The following report will provide you with a summarized version of your whole account.

The below is an indication of the total number of incoming messages per inbox and short code.

Reports

Report: Incoming msg count by date, short code and account

From: 2009-10-01 00:00 To: 2009-10-05 00:00 - or - Period

Account No	Destination No	Counter	From	To
ACC001	27820072090	4	2009-10-01	2009-10-05
ACC001	27839300217	2	2009-10-01	2009-10-05
ACC001	31187	1	2009-10-01	2009-10-05
ACC001	31887	4	2009-10-01	2009-10-05
ACC001	31882	1	2009-10-01	2009-10-05
ACC001	31896	1	2009-10-01	2009-10-05
ACC001	33438	14	2009-10-01	2009-10-05
ACC001	34609	1	2009-10-01	2009-10-05
ACC001	34632	2	2009-10-01	2009-10-05
ACC001	34639	1	2009-10-01	2009-10-05
ACC001	35221	11	2009-10-01	2009-10-05
ACC001	35610	1	2009-10-01	2009-10-05
ACC001	36442	1	2009-10-01	2009-10-05
ACC001	37333	7	2009-10-01	2009-10-05
ACC001	37335	1	2009-10-01	2009-10-05
ACC001	40302	1	2009-10-01	2009-10-05

To export the file click on Export to Excel

6.1.3 Outgoing msg count by date and user

The following report provides you with a summarized view of the messages sent out by date and by user

To export the file click on Export to Excel

Profile | **Message** | **Premium Rated** | **Reports** | **Admin**

Reports

Report: Outgoing msg count by date and user

From: 2009-10-01 00:00 To: 2009-10-05 00:00 - or - Period

Username	Counter	From	To
baloo	1	2009-10-01	2009-10-05

6.1.4 Outgoing msg count by date, user and account

The following report provides you with a summarized view of the messages sent out by date, user and account

To export the file click on Export to Excel

Profile | Message | Premium Rated | **Reports** | Admin | Log Out

Reports

Report: Outgoing msg count by date, user and account

From: 2009-10-01 00:00 To: 2009-10-05 00:00 - or - Period

View | Export to Excel | Export to CSV | Export to Text

Account No	Username	Counter	From	To
ACC001	bang	4	2009-10-01	2009-10-05
ACC001	baloo	1	2009-10-01	2009-10-05
ACC001	cellfindjs	29	2009-10-01	2009-10-05
ACC001	sydney	5	2009-10-01	2009-10-05

6.1.5 Scheduled msg by date and user

The following report provides you with a summary of any messages scheduled during the month with the total amount of messages sent out by the user.

Files can be exported by clicking on any one of the export buttons

Profile | Message | Premium Rated | **Reports** | Admin | Log Out

Reports

Report: Scheduled msg by date and user

From: 2009-10-01 00:00 To: 2009-10-05 00:00 - or - Period

View | Export to Excel | Export to CSV | Export to Text

Message ID	Reference	Schedule Time	Recipient No	Message
ACC001	bang	4	2009-10-01	2009-10-05
ACC001	baloo	1	2009-10-01	2009-10-05
ACC001	cellfindjs	29	2009-10-01	2009-10-05
ACC001	sydney	5	2009-10-01	2009-10-05

6.2 Detailed reports

Reports

Standard Reports

Detail Reports

- Position the mouse over the Reports drop down box
- Choose the Detailed Reports Tab

The following screen will appear:

Profile | Message | Premium Rated | **Reports**

Detailed Reports (Email)

Select Report(s) to include

Select All | Select None

ID	Report Description
<input type="checkbox"/> 998	Report - All Sent Messages
<input type="checkbox"/> 999	Report - All Received Messages

From: 2009-10-01 00:00

To: 2009-10-05 00:00

Generate and Email

Click on the report you wish to generate

Choose the From and To dates you want the report to include

Click the generate email button.

Once you have clicked on the generate email button a detailed report consisting of the message, user and sent time will be delivered to the e-mail address as captured on your profile page.

I.e. Report Received message file

Reply_Message_ID	Destination_No	Message_ID	Receive_Time	Network	Tag	Username	Originator	Message	Reference
122626	27839300217	1352250	9/4/2009 9:49:57 AM	mtn	77185	baloo	27836468818	Recieved thank you	
141187	27839300217	1489443	9/17/2009 2:06:51 PM	mtn	13007	baloo	27836468818	Recieved message	Brent
141188	27839300217	1489432	9/17/2009 2:07:07 PM	mtn	13065	baloo	27836468818	Test message recieved	

I.e. Report message sent file

	A	B	C	D	E	F	G	H	I	J	K	L	
	Message_ID	Reference	Receive_Time	Schedule_Time	Sent_Time	Delivery_Time	Protocol	Network	Status	Username	Original_File_Name	Recipient_No	Message
2	1276868	brent	8/27/2009 10:24:38 AM		9/3/2009 10:59:41 AM		SMS		expired	baloo	Bulk_Upload.csv	27836468818	Test message sssssssssssss
3	1276869	renier	8/27/2009 10:24:38 AM		9/3/2009 10:59:41 AM		SMS		expired	baloo	Bulk_Upload.csv	27828088888	Test message sssssssssssss
4	1352250		9/4/2009 9:48:46 AM	1/1/0001 12:00:00 AM	9/4/2009 9:48:00 AM	9/4/2009 9:48:00 AM	SMS	mtn	delivered	baloo		27836468818	Test message on Fridy 4 Septem
5	1352251		9/4/2009 9:48:50 AM	1/1/0001 12:00:00 AM	9/4/2009 9:56:00 AM	9/4/2009 9:56:00 AM	SMS	vodacom	delivered	baloo		27765735287	Test message on Fridy 4 Septem
6	1352264		9/4/2009 9:50:49 AM	1/1/0001 12:00:00 AM	9/4/2009 9:56:00 AM	9/4/2009 9:57:00 AM	SMS	vodacom	delivered	baloo		27765735287	Test
7	1352285	Ref001	9/4/2009 9:53:51 AM	9/10/2009 10:00:00 AM	9/10/2009 10:00:00 AM	9/10/2009 10:00:00 AM	SMS	mtn	delivered	baloo	Bulk_Upload.csv	27836468818	Test

7 Log Out

This button will Log you out of the Website and end you web session on the Cellfind Portal

8 Contact details

For any sales queries contact us on the following email address:

info@cellfind.co.za

For any support assistance contact us via email on:

support@cellfind.co.za or ssmsupport@cellfind.co.za

Or telephonically on:

011 848 8201 or 011 848 8207