**Shortcode Updated Process**

**Customer**

**SHORTCODE NUMBER**

Under shortcode create three sub menus with name of Shortcode campaign, shortcode Request & Shortcode number.

1. **Shortcode Campaign**

* This section is used to create a new shortcode campaign profile.
* All create campaign display in the table, Customer can filter record according to the requirement from the table & download all recode or filtered record in the csv format.
* Filter: Date(From & To), Campaign Name, Request ID & Status
* To create shortcode profiler use “Shortcode Campaign Profile” button.
* Customer have to provide some details to create profile i.e Campaign Info, Content Definition, Customer care, Term & Condition, Contacts and Note.
* Form Details:

**A.Campaign Info:** This section provides the basic description of the campaign.

•Campaign name: Text area

•Migrated campaign: Dropdown (Standard rate ($0) & Free-to-end-user($0))

•Campaign overview: Text area

Note: Rate of the Migrated campaign or Message Type will display in the dropdown with there category.

**B.Content Definition:** Add multiple definitions one by one.When click on the button the popup will open with the name “Add new content definition” which contains multiple sections. Until the Content definition added only Button is available in this section. Once customer added the definition then added definition will display in the table under the Content defination section

•Message type: Dropdown(SMS, MMS-Audio,MMS-Image,MMS-Video)

•Content type: Dropdown(Chat, Coupons, Entertainment Alerts, Information Alert, Sweepstakes, Trivia, Two-factor Authentication and Votting/Polling)

•Subscription Type: Dropdown (One Time & Subscription)

•Call to action: Text Area

•Opt-in Message: Text Area

•Example message: Text Area

•Add another definition check box: When the customer click on the check box the able to add another new definition

•Add definition & Cancel button

**C.Customer Care:** Enter the Customer care details your campaign’s end users will see.

•Opt out keywords: Text Area

•Opt out MT: Text Area

•Help MT: Text Area

•Email

•Web URL

•Phone number

**D.Terms & Conditions:** This section contains two texts area

•T&C web URL: Text area to enter the URL for T&C

•T&C text: Text area to enter content about T&C

**E.Contacts:** Multiple Emails can be saved with comma-separated

**F.Compliance POC email:** Multiple Emails can be saved with comma-separated

**G.Attachment:** Upload multiple file, Total file size should not be more than 50MB, File tpe which is accepted (mov, ppt,Visio,txt,rtf,tif, jpg,jpeg,gif, zip,excel,CSV,png, doc,odt, pdf)

**H.Notes:** Text area

* Shortcode campaign profile page contain two button “Submit” & “Reset”. When Clicking on the Reset button, the details filled in the form get blank and the customer has to fill it again. When clicking on the Submit button then “Profile created successfully” message displays and a new SC request ID is generated & display in the table with the status Pending Review. Table Details : SC Campaign ID, Campaign Name, Date, Status, Action. Under the Action section View details button is enabled, Edit button is disabled & Copy Icon is enable.
* Copy icon is used to copy campaign. When customer click on the copy icon available in Action column then a popup will open with 2 option with radio button: “Do you want to copy campaign without Edit” & “Do you want to edit campaign before submit”.

a. If customer select “Do you want to copy campaign without Edit” and click on the submit then new profile will create and added in the table with new SC Request ID.

b. If customer select “Do you want to edit campaign before submit” and click on the submit button then Shortcode campaign profile page will open with auto filled campaign details. Then after modifying details customer click on the submit button then profile is created with new SC request ID.

* All new created Campaign profile have status Pending and required admin approval for that profile.
* If admin Reject, the Campaign then Status should be Rejected. The view details button is enabled & Edit button is enabled. Customers can again Update the form by Using the Edit button and resubmit a form for verification. After submitting the status is changed from reject to the Pending review. And Edit button get Disabled.
* If admin Approves, the Campaign then Status should be Approved. The view Details button is Enabled & Edit button is disabled
* When Shortcode number is mapped to the campaign then Status should be Number mapped. The view Details button is Enabled & Edit button is disabled.
* When admin selects Campaign then Send mail then Status should be SC Campaign Profile Process Started. The view Details button is Enabled & Edit button is disabled.
* After the response on the mail when admin Approved then the Status becomes SC Campaign Profile Approved. The view Details button is Enabled & Edit button is disabled
* After the response on the mail when admin Rejected then the Status becomes SC Campaign Profile Rejected. The view Details button is Enabled & Edit button is disabled.

**2.Shortcode request**

* When the Customer clicks on the Shortcode request sub module then the page will open. This page contains a Table & Shortcode request Button. When clicking on the button then a popup will open with the name Shortcode request. This popup contain SC Campaign ID dropdown(Approved, Number mapped, SC Campaign Profile Process Started, SC Campaign Profile Approved, SC Campaign profile Rejected request ID), Shortcode Type dropdown(New Random Shortcode,New Vanity Shortcode,Customer Provided New Shortcode,Customer Provided Migrated Campaign Shortcode), Select Connection, Carrier coverage(List with multiple check box).
* Carrier coverage rate will varies according to the Shortcode type. For every shortcode type has a different carrier coverage rate.
* If once requested for any SC Campaign ID is created then again customers can create new requests for the same SC Campaign ID.
* A Request ID will be generated with every request.
* When Shortcode type is Customer Provided New Shortcode or Customer Provided Migrated Campaign Shortcode then 3 option will display Sender ID(Text box), Migrated SC number (Upload CSV file) & SC Proof doc (Upload file(doc, pdf & image)).
* When the Shortcode type is New Random Shortcode or New Vanity Shortcode then fill other details & Submit.
* Table : SC Campaign ID, Request ID, Shortcode, Date, SC Type(New Random Shortcode,New Vanity Shortcode,Customer Provided New Shortcode,Customer Provided Migrated Campaign Shortcode), Connection, Total cost, Payment status (Pending, completed, Partially completed), Status(Shortcode request created, SC Campaign Profile Process Started, SC Campaign profiled Approved, SMS fully Provisioned/ SC Campaign Profile Rejected), Action(SMS Status Icon (SMS Service not Enabled/ SMS fully provisioned), View Icon)
* Total cost have link, When click on the cost then model will open which contains the list of charges. There are 3 type of charges mention Shortcode type(New Random Shortcode,New Vanity Shortcode,Customer Provided New Shortcode,Customer Provided Migrated Campaign Shortcode), Carrier coverage (List of all selected or unselected carrier coverage)& Message Type(Standard rate/ Free to End User). All 3 individual rates have statue Pending or Complete. At the bottom of the model comment section is available which is updated when admin add comment.
* Status will Update according to the action performed by admin & Request ID moved in Tabs but SMS Status icon is always red in color. Color will change to Green when SMS status is fully Provisioned.

**3.** **Shortcode Number**

* All SC Campaign profiled in which Shortcode number is mapped successfully will display in the Shortcode number section.
* Table: SC Campaign ID, Request ID, Shortcode, Type, Connection, Status (SMS full provisioned)
* Filter: Date(From & To), SC Campaign ID, Request ID, Shortcode, Type,
* Export:-SC Campaign ID, Request ID, Shortcode, Type, Connection, Status (SMS full provisioned)

**MY RATE**

1. **Shortcode- Carrier Provisioning Costs**

* At the place of cost column add 4 column with name of
* New Random Shortcode Cost
* New Vanity Shortcode Cost
* Customer Provided New Shortcode Cost
* Customer Provided Migrated Campaign Shortcode Cost
* All cost will updated in the DB. It can't be update by Aadmin form panel.

**Admin**

**SHORTCODE NUMBER**

Under the main module Shortcode add 3 sub module with the mane of “Shortcode Campaign”, “Shortcode Request” & “Shortcode number”.

1. **Shortcode Campaign**

When the admin clicks on the Shortcode campaign module then the page will open. This page contains Filter, Download , Multiple tab & table.

* Filter
* Download
* Multiple tab: Pending Review, Rejected, Approved, Shortcode Request Created,SC Campaign Profile Process Started, SC Campaign Profile Approved, SC Campaign Profile Rejected.
* Table

**a.** **Pending Review:** All created campaign will display in the Pending Review tab.

* Table content: SAN,SC Campaign ID, Date, Status(Pending Review), Action (View button, Approve button & Reject button).
* Filter:Date(From & To), SC Campaign ID, SAN.
* When customer click on the View details icon then details of profile will display. At the bottom of the details Approved & Rejected button available.
* If admin approved the Profile from view details or button in action column then it will moved to the approved section.
* If admin reject the profile from view details or button in action column then a popup will open, Admin have to enter the reason of rejection & submit. Then the rejected profile will move to the Rejected section.

**b.** **Rejected:** All rejected campaign will display in the rejected section.

* Table content: SAN, SC Campaign ID, Created date,Updated Date, Status(Rejected)
* Filter: Date(From & To), SC Campaign ID, SAN

**c.Approved:** All approved campaign will display in the Approved section

* Table content: SAN, SC Campaign ID, Created date, Updated date, Status(Approved)
* Filter: Date(From & To), SC Campaign ID, SAN

**d.Shortcode Request Created:** When Customer request form Shortcode request section then all created request will display in this section.

* Table: SAN, SC Campaign ID, Request ID, Date, Type, Status(ShortCode request Created), Action(View request details)
* Filter: Date(From & To), SC Campaign ID, Request ID, SAN,Type
* Multi select Check box at the front of the table with every request. After selecting multiple record click on the Send Mail button.
* After mail, all request id will move to the “SC Campaign Profile Process Started”
* CSV file which is attached in the mail contain all details of the Shortcode Campaign Profile except Contact & Compliance POC email and Shortcode Number(Only for Customer provide number. In case of random & vanity it blank).
* After mail request will move to the SC Campaign Profile Process Started tab

**e.SC Campaign Profile Process Started:** All requests mailed to Sinch will display in this section. Multiple requests will send in a single Batch and Batch ID will be created.

* Table content: SAN, Batch ID, SC Campaign ID, Request ID, Date, Type, Status(SC Campaign Profile Process Started), Action(Approve & Reject)
* Filter : Date(From & To), SC Campaign ID, Request ID,BAtch ID, SAN, Type
* When Approved then Request will display in the SC Campaign Profile Approved.
* When Rejected then Request will display in the SC Campaign Profile Rejected

**f.SC Campaign Profile Approved:** All Approved requests will display in this section. Shortcode number provided by the Sinch to the individual request Id will mapped & Approved by admin.

* Table Content: SAN, Batch ID, SC Campaign ID, Request ID, Shortcode,Type, Total Cost, Date, Status(SC Campaign Profile Approved/ SMS fully provisioned), Action(Shortcode mapped button).
* Filter: Date(From & To), SC Campaign ID, Request ID, Batch ID, SAN, Type, Status (SC Campaign Profile Approved/ SMS Fully provisioned).
* **For Random & Vanity Shortcode:** When click on the Shortcode mapped button then popup will open which contain Upload CSV file or Enter SC number(Text box), SC Type (Auto filled & disable), SC Campaign ID (auto filled & disable), Connection(auto filled & disable), DID provider (auto filled & disable i.e Sinch), Rate(auto selected), Description(Text area), Carrier coverage(Non editable). Once number mapped then it will display in the Shortcode column.
* **For Migrated Shortcode:** When click on the Shortcode Mapped button then popup will open which contain SC Type, SC Campaign ID, Connection, Sender ID, Migrated SC number (View & Download icon) & SC Proof doc(With view & Downloaded icon). Admin review the Doc & Migrated Shortcode number File if Required. And Approved button, admin have to approve there is no option to eject it. Once approved then Number will display in the Shortcode column
* Once Shortcode number approved or mapped by the admin then status get change form SC Campaign profile approved to SMS fully provisioned
* After approval or mapped Shortcode number, Number will added into did\_buy table with the type eg. Standard rate New random shortcode.

**g.SC Campaign Profile Rejected:**All Rejected request will display in this section

* Table content: SAN, Batch ID, SC Campaign ID,Request ID, Date, Status(SC campaign profile rejected)

**2.Shortcode request :** In this section all requested shortcodes will display but admin can’t mapped or approde shortcodes. Only charges will be deducted form this section.

* Table: SAN, SC Campaign Id, Request ID, Shortcode, Type,Connection, Total Cost,Cost Status Status(SMS Service Not Enable/SC Profile approved & SC Number not mapped/ SMS fully provisioned )
* When admin click on the Total cost then Model will open which contain list of charges i.e. Shortcode type, Carrier coverage, Message Type. Pay button is available with each individual category & Also have comment section.
* Admin can charge total amount by clicking on the pay button one by one or take partial payment. According to the charges Cist status will update. If no charges taken then status will be Pending, If partially charges taken then status will be Partially, If full charges taken then status will be completed
* When first time request is generated then status will be SMS service Not Enable, When SC profile is in the SCCampaign profile Approved section and SC number not mapped then status will be SC Profile approved & SC Number not mapped but when Number is mapped or approved the status will be SMS fully provisioned.

**3.Shortcode Number:**

* All SC Campaign profiled in which Shortcode number is mapped successfully will display in the Shortcode number section.
* Table: SAN, Batch ID, SC Campaign ID, Request ID, Shortcode, Type, Connection.Status (SMS fully provisioned)
* Filter: Date(From & To), SAN, SC Campaign ID, Request ID,Batch ID, Shortcode, Type,
* Export:- SAN, Batch ID, SC Campaign ID, Request ID, Shortcode, Type, Connection.Status (SMS fully provisioned)

**TARIFF**

1. **Details**

* In the tariff rate(Messaging Pricing), Add 2 category i.e Standard rate & Free To end user for SMS & MMS. There is total 4 item

Standard (Shortcode) – SMS

Standard (Shortcode) – MMS

Free to End User (Shortcode) – SMS

Free To End User (Shortcode) – MMS

* Remove previously added Shortcode Category.

1. **Surcharge:** Add 2 column Standard Shortcode & Free to end user Shortcode. This surcharge rate will apply when SMS or MMS sent according to the message type Standard or Free to end User.