BackOffice

BackOffice User's Guide

version 2.0.0

Alaris Labs
Telecom Software Products
Carrier-Neutral, Protocol-Agnostic

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1 Terms and Acronyms

Term	Definition
API	Application programming interface. The interface that controls the System functionality on the client side and is integrated with the client's systems.
Broadcast	One-way or two-way messaging campaign. In the latter case, it can be with a chatbot or a live person.
Client	A company or a private entrepreneur registered in the System that communicates with recipients from its own contacts database.
Communication channel	Channel available to users through the System interfaces that is used to deliver messages to recipients (SMS, WhatsApp, RCS etc.)
CTA	Call-to-action, a prompt on a button, message text or elsewhere that encourages the user to take some action such as call, visit the website etc.
Fallback	A way of sending messaging campaigns that allows redirecting a message to an alternative channel if it is not delivered through the initial channel within a predefined time period. The succession of channels and statuses that must be received for a message to be treated as delivered are configured by the user when setting up a campaign (broadcast).
MNO	Mobile network operator
OCS	Online charging system
RCS	Rich Communication Service, a communication protocol between mobile telephone carriers that is designed to replace traditional SMS messages and enables the exchange of video, audio, images and image carousels, group chats and other features.
RCS business messaging	Service that enables communication of businesses and their subscribers by way of RCS (in other words, A2P RCS).
RCS session	A series of messages grouped by certain criteria for billing purposes. A session can be defined by its length, direction of the initial message, the number of messages etc.

Term	Definition
Reselling	Capability to resell the System services that a company buys from its tenant, to other companies. A user that resells such services is called a reseller.
Sender ID	Alphanumeric sender identifier in a channel. It is set when creating a broadcast. Normally it coincides with the name of the brand that performs the communication.
System owner	Owner of the platform, a service provider that operates the System and connects clients (companies) that communicate with end-users.
Tenant	Upper-level reseller in relation to its sub-resellers.

2 System overview

The System is an omnichannel business messaging platform for brands and businesses. It allows businesses of any size and kind to talk with their customers through various communication channels.

The System allows communication:

- that can be initiated by the brand or the user;
- in regular SMS as well as through a variety of instant messengers;
- as a conversation with a chatbot or live operator or one-way interaction.

In other words, the System is a service delivery platform that offers its customers a versatile tool for interaction with end users by SMS and messengers.

Key benefits of the System include:

- Intuitive, top-notch interface with a rich set of instruments;
- Support of a variety of IM channels; new channels can be easily added;
- Feature rich Chatbot engine;
- Multichannel messaging campaigns (broadcasts);
- Operator workstation (chat panel) with support for all channels;
- In-depth analytics;
- Flexible rate plans;
- Integration with internal systems (such as CRM);
- No special skills needed to start working with the System - only basic computer competency.

2.1 System interfaces

The System consists of two interfaces:

- Client portal that serves for managing conversations and broadcasts.
- BackOffice: the admin interface that serves to configure all that is needed for operation of the System: System users, companies and their legal entities, manage invoices and payments etc.

NOTE: Both System interfaces operate in Google Chrome and Mozilla Firefox browsers. Operation in other browsers is possible but not guaranteed.

3 Typical System workflow

To start working with the System, follow the workflow detailed below.

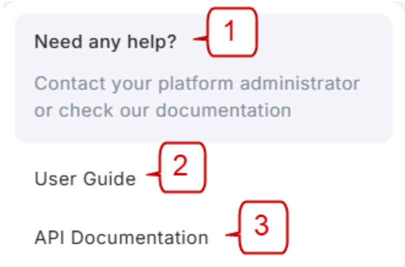
1. Create a legal entity for your company in Settings\Own legal entities 188.
2. Create a company for your client in Account management\Companies 18.
3. Create a legal entity for the client's company in Account management\Legal entities 23.
4. Create an agreement for the client in Account management\Agreements 27.
5. Create a service in Finance\Services 95.
6. Assign the service to the agreement (use Account management\Enabled services 32 for pay-as-you-go rate plans and Account management\Enabled packs 34 for pack-based rate plans).

NOTE: For pack-based rate plans, also create a pay-as-you go service that will store prices for all packs in the same currency. For more detail, refer to Finance\Services\Example 4. Creating a pack 129.

7. Create and activate a Sender ID in Account management\Sender IDs 40.
8. Associate the Sender ID with the agreement in Account management\Sender IDs 40.
9. Create users for BackOffice (for your team), and a user for the Client portal in Users 145. The Client portal user will then be able to create its own users in the Client portal.

4 Help window

Click on the icon in the upper right corner of the screen to display the *Help* window. It serves to access the user documentation and contact the technical support of the upper-level partner.



The Help window

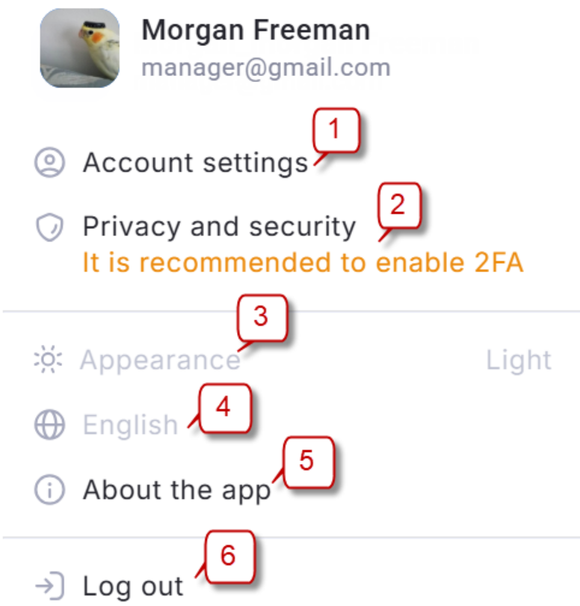
The pop-up window contains the following elements and controls:

1. Need any help? The upper-level partner's technical support mail address is displayed if Support Email field in the Portals 228 interface is filled in.
2. *User Guide*: click to access the user documentation.
3. *API Documentation*: click to proceed to the API swagger documentation tab.

5 My account

Click on the avatar 

in the upper right corner of the screen to display account settings interface.



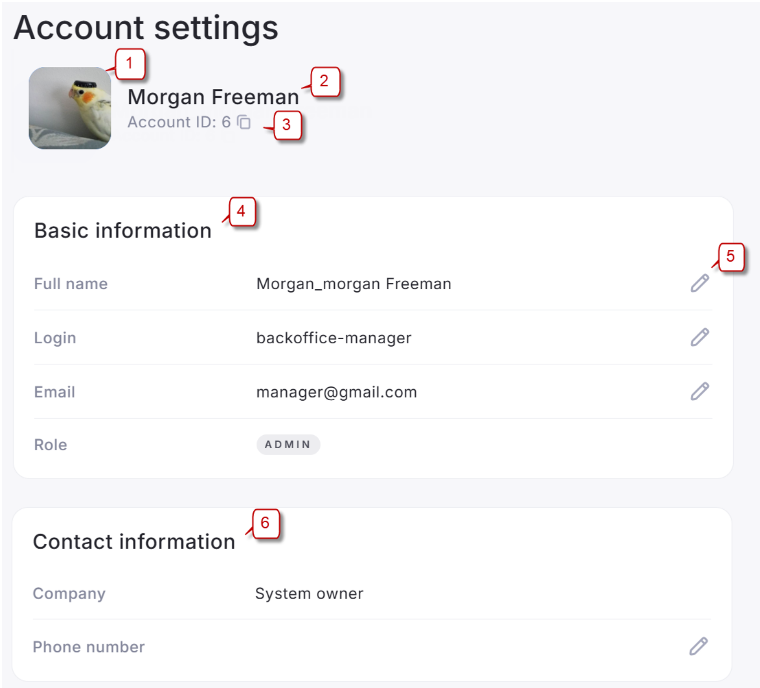
My account

It consists of:

1. *Account settings*: click to proceed to the Account settings 13 interface.
2. *Privacy and Security*: click to proceed to the Privacy and Security 14 interface.
3. *Appearance*: *Light theme*.
4. *Language*: *English*.
5. *About the App*: click to display a brief technical summary of the System version.
6. *Log out*: click to log out of the System.

5.1 Account settings

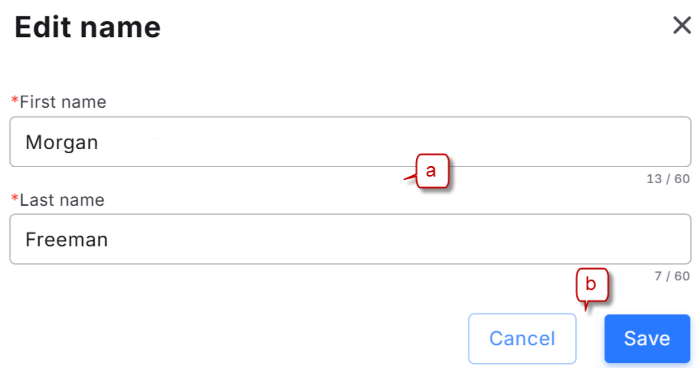
The *Account settings* interface serves to configure parameters that store personal user information.



Account settings

The interface consists of the following elements:

1. *Avatar*: click on the avatar to upload a picture. If the user does not have an avatar set, the first letters of the user's first name and last name will be displayed in the avatar.
2. *Name*: user's first and last name.
3. *Account ID*: identification number of the user's account in the System.
4. *Basic information*:
    - *Full name*: user's first and last name.
    - *Login:* user's login.
    - *Email*: user's email.
    - *Role*: roles assigned to the user.
5. Click to start editing info in the form that appears:



Edit form

a. Edit the data as appropriate.

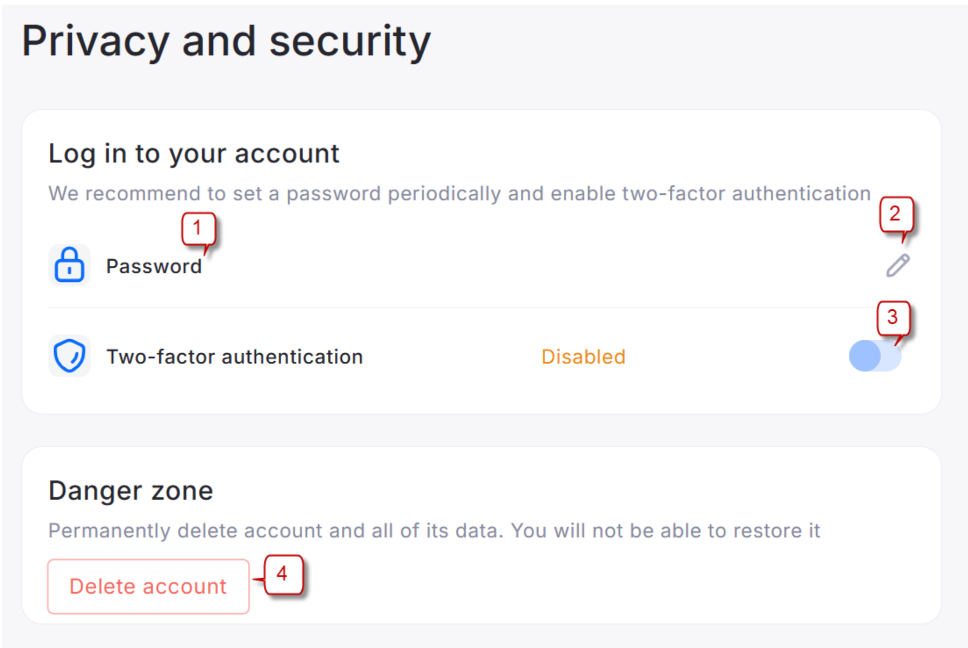
b. Click *Save* to save the settings or *Cancel* to discard the changes.

6. Contact information:

   - *Company*: company the user is associated with.
   - *Phone number:* user's contact number.

5.2 Privacy and Security

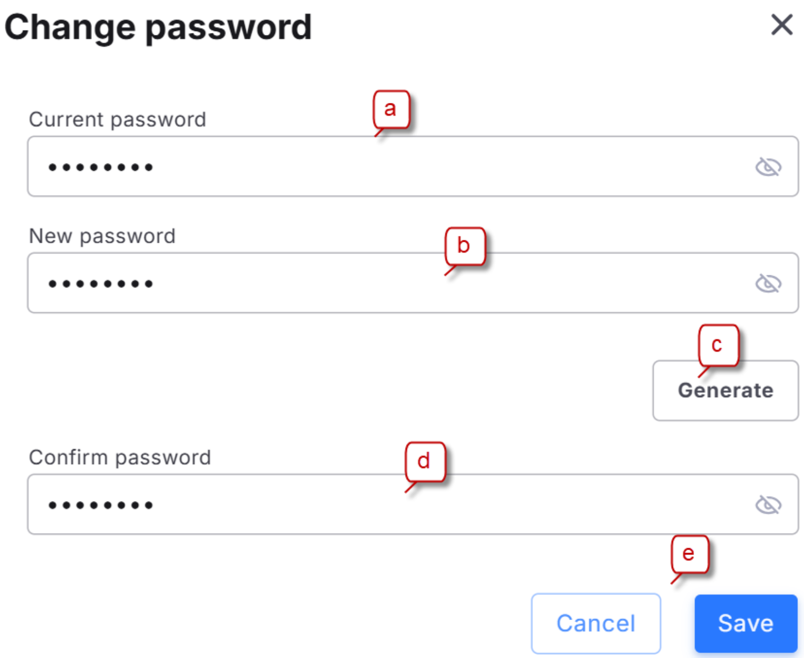
The *Privacy and Security* interface serves to configure security settings like the user's password and two-factor authentication.



Privacy and Security

The interface consists of the following elements:

1. *Password*: user's password.
2. Click to change password.



Change password

a. *Current password*: type in the password you would like to change.

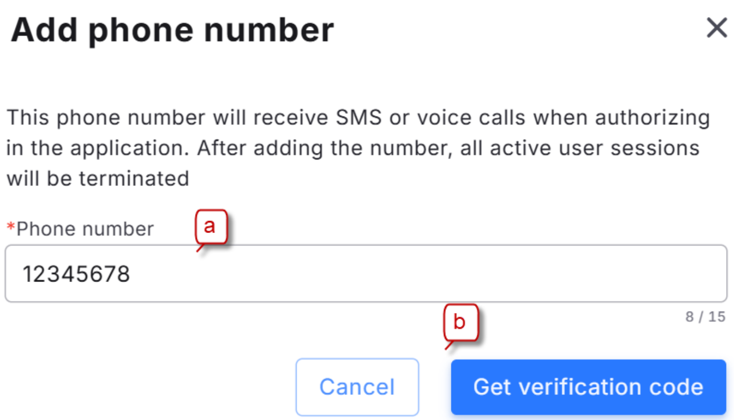
b. *New password*: type in your new password, or

c. Generate a new strong password.

d. *Confirm password*: confirm your new password.

e. Click *Save* to save the settings or *Cancel* to discard the changes.

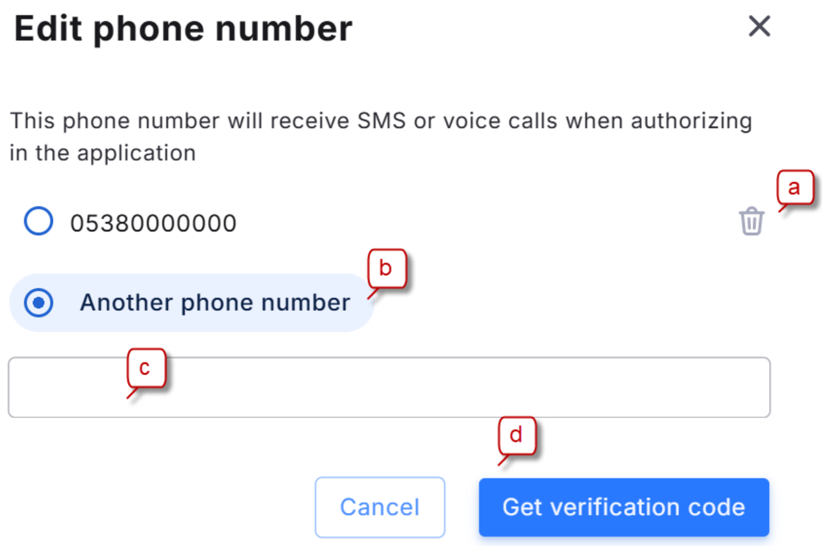
3. Select to enable *Two-factor authentication*. Add your phone number to get verification code in the form that appears or edit phone number if the *Two-factor authentication* has already been enabled.



Add phone number

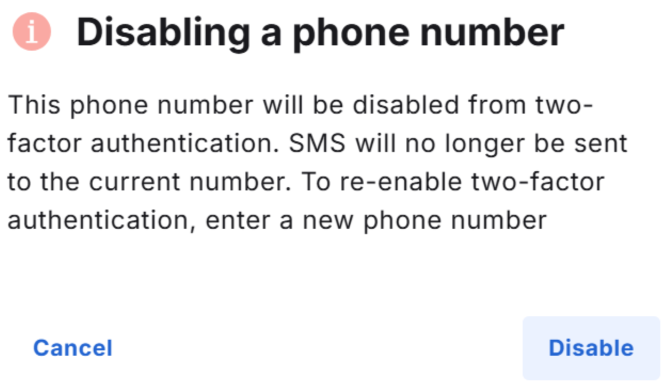
a. *Phone number:* type in your phone number to get one-time verification code.

b. Press *Get verification code* to save the phone number and get one-time code or *Cancel* to discard the settings.



Edit phone number

a. Click to disable the phone number from two-factor authentication. In the form that appears press *Disable* to confirm the action or *Cancel* to close the form.



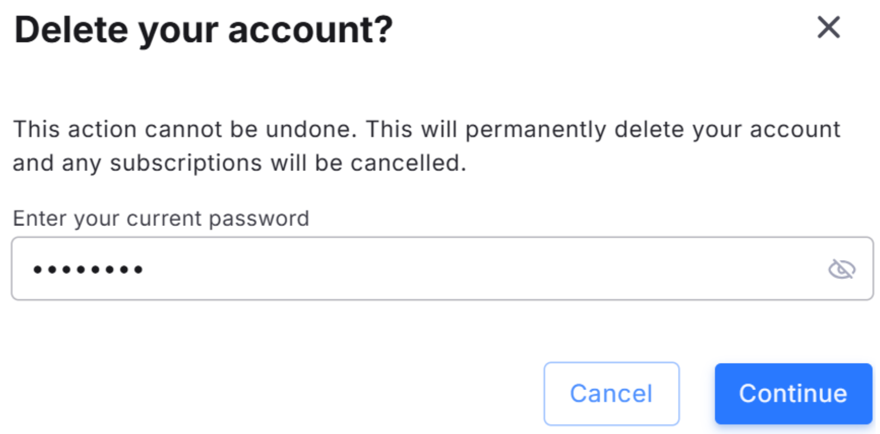
Disabling a phone number

b. Select to enter another phone number that one-time codes will be sent to.

c. Type in the new phone number.

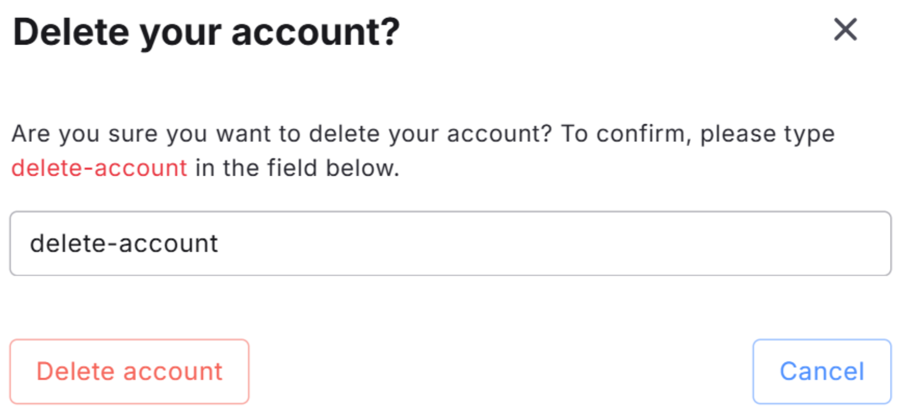
d. Press *Get verification code* to save the phone number and get one-time code or *Cancel* to discard the settings.

4. *Danger zone*: press *Delete account* to permanently delete the account. Type in your current password In the *Delete your account* form that appears and press *Continue*.



Delete your account (1)

Type in delete-account in the corresponding field to confirm the deletion and press *Delete account* to permanently delete your account or *Cancel* if your thought better.

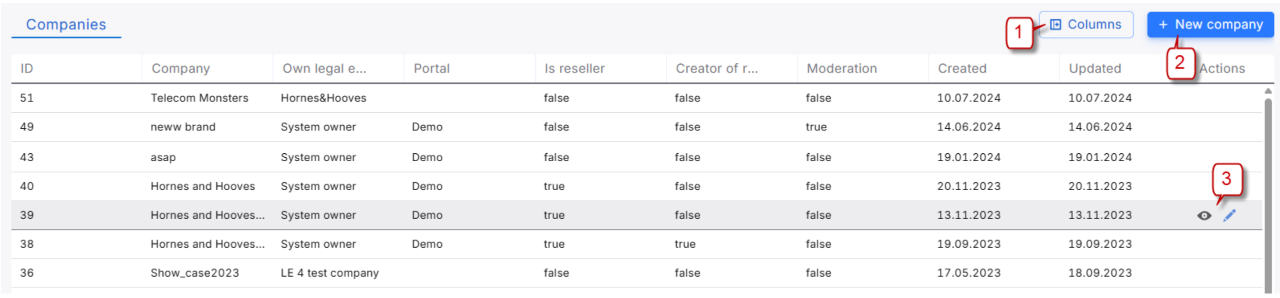


Delete your account (2)

6 Account management

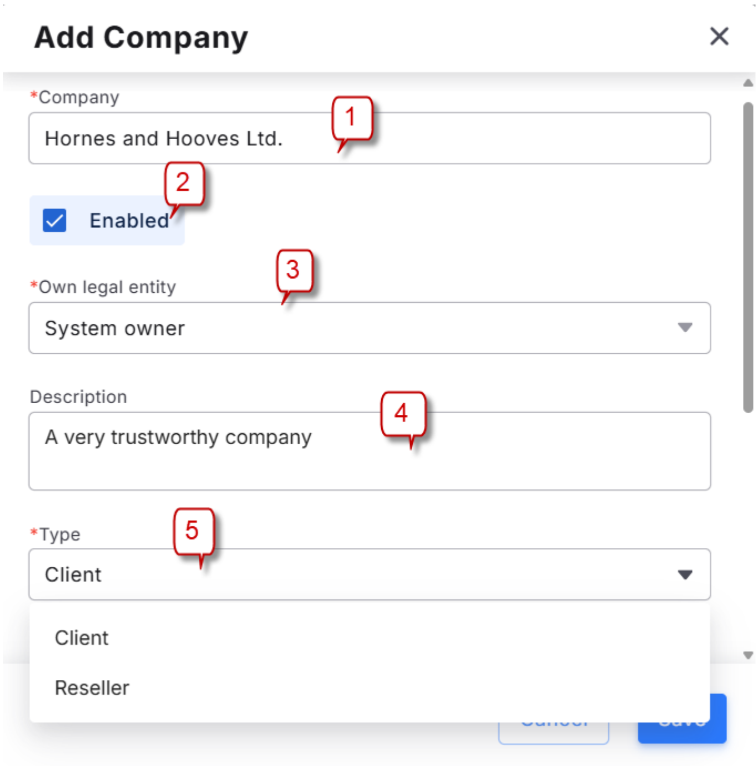
6.1 Companies

Companies are clients of the System Owner that use the platform for communicating with their customer base through conversations and broadcasts. The *Account management\Companies* interface is illustrated in the figure below.



Companies

1. Click to customize the display of columns.
2. Click *New company* to add a new company.
3. Click to view or edit the company profile.



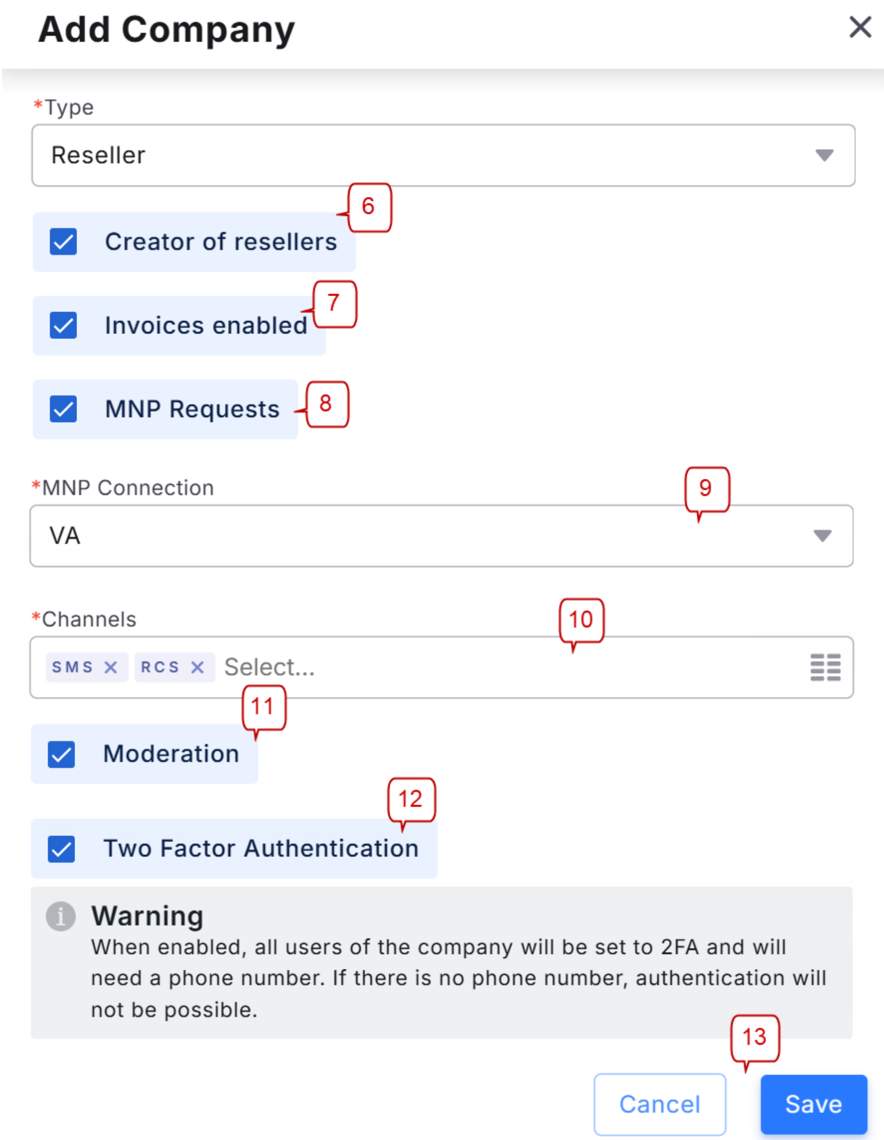
Add Company (1)

Configure the following fields:

1. *Company*: the company name in the System.
2. *Enabled*: select the checkbox to give the company access to the interfaces.

3. *Own legal entity*: select the legal entity of the System owner.
4. *Description*: an arbitrary comment.
5. *Type*: Select *Client* or *Reseller*. A reseller sells the System services that its buys from its tenant, to other companies. Refer to Reselling 233 for more detail.

NOTE: Resellers have access to both BackOffice and the Client Portal while Clients have access to the Client portal only.



Add Company (2)

6. *Creator of resellers*: select the checkbox to allow the company to create other companies with the *reseller* status. The control is displayed if *Type* = *Reseller*.
7. *Invoices enabled*: select to display the *Invoices* interface in the Client portal for the company's clients.
8. *MNP requests*: select to enable/disable MNP Server requests for the company. When not selected the MNP Server request for the company is not used.

NOTE: The control is displayed only in the tenant's interface.

9. *MNP connection*: select the MNP connection that will be used to send an MNP request. MNP connections are created in the MNP Connections interface.
10. *Channels*: the channels that MNP dipping will be applied to. The drop-down list contains all available channels and supports multiple channel selection.
11. *Moderation*: when selected, the chatbots and campaigns created by the company's users are sent to the System owner for moderation (see Pre-moderation 226 for more detail).

NOTE: When the *Moderation* checkbox is selected, broadcasts will be sent for moderation only after the Client portal application has been updated. Client portal user can update the application by pressing the F5 function key.

12. *Two Factor Authentication*: select to require two-factor authentication for all users of the company.

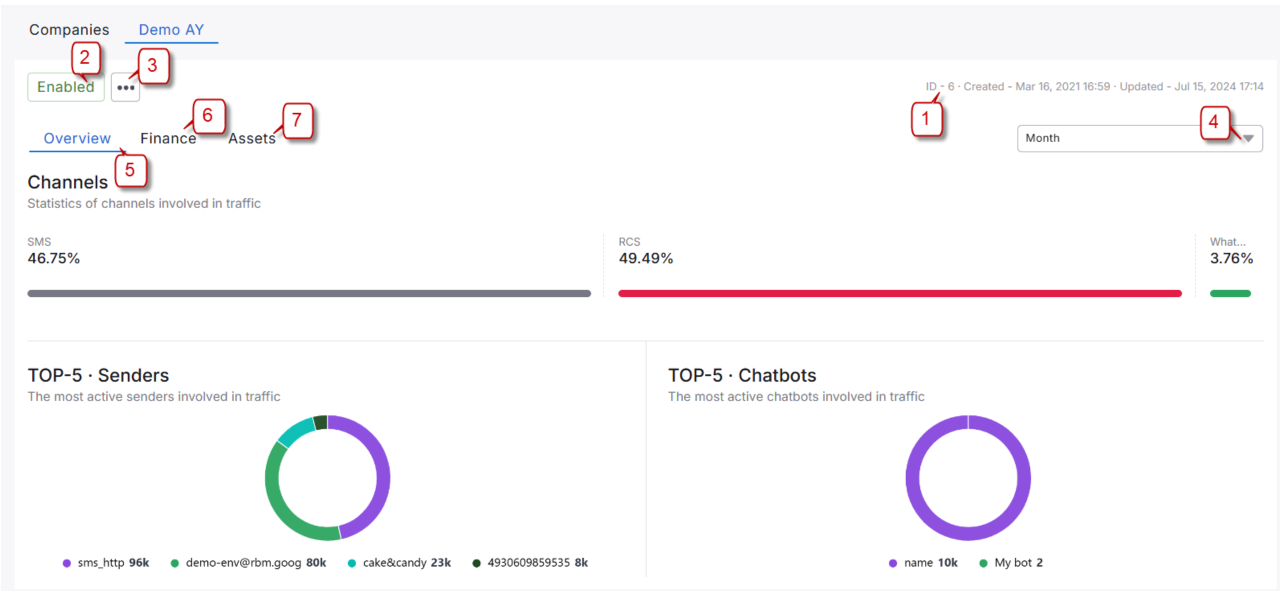
NOTE: A valid phone number must be specified in the user profile. Users having no such phone number not be able to access the System.

NOTE: If the *Two Factor Authentication* checkbox is disableed, the option can be enabled for individual users in Users 145.

13. Click *Save* to save the record or *Cancel* to discard the settings.

6.1.1 Company profile

Click on a record in the table of companies or hover over *Actions* and click to open the company profile page.

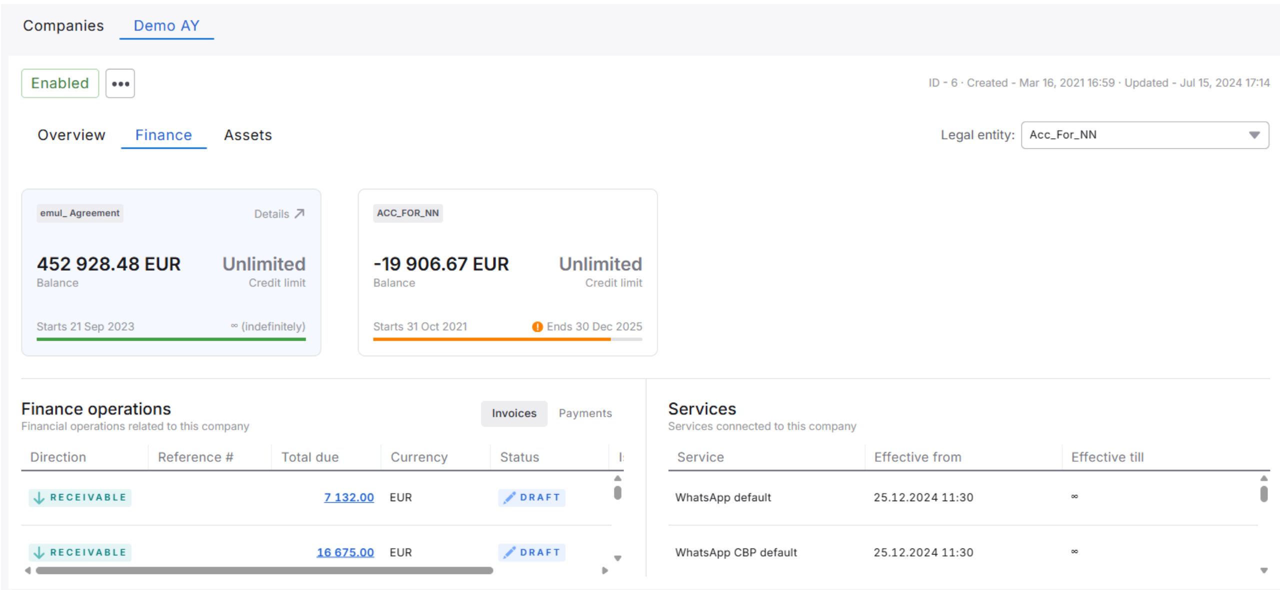


Viewing a company profile

1. The company ID that displays its creation and update time.
2. Displays checked attribute(s) selected when creating the new company.
3. Click to edit or block the company.

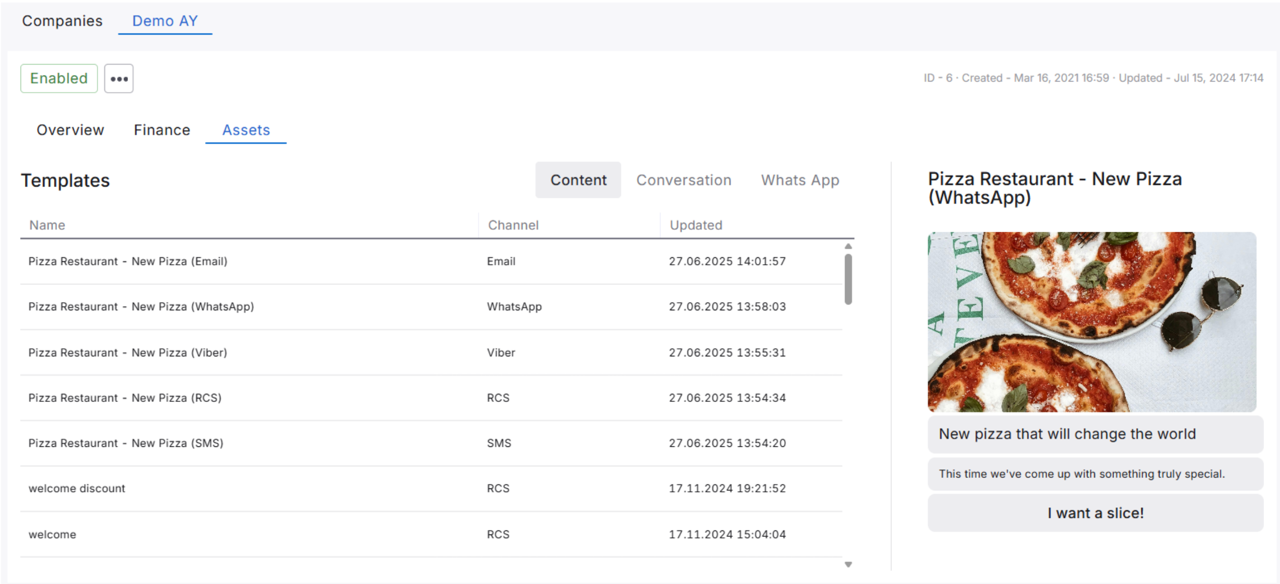
Edit/Block control

4. Select the period to display the company statistics: *Day*, *Month* or *Year*.
5. *Overview* tab: the company overview, that contains statistics on the channels involved in the company traffic, the most active senders and chatbots.
6. *Finance tab*: the finance overview that contains information on the legal entities, agreements, finance operations related to the company (invoices and payments) and services enabled for the company.



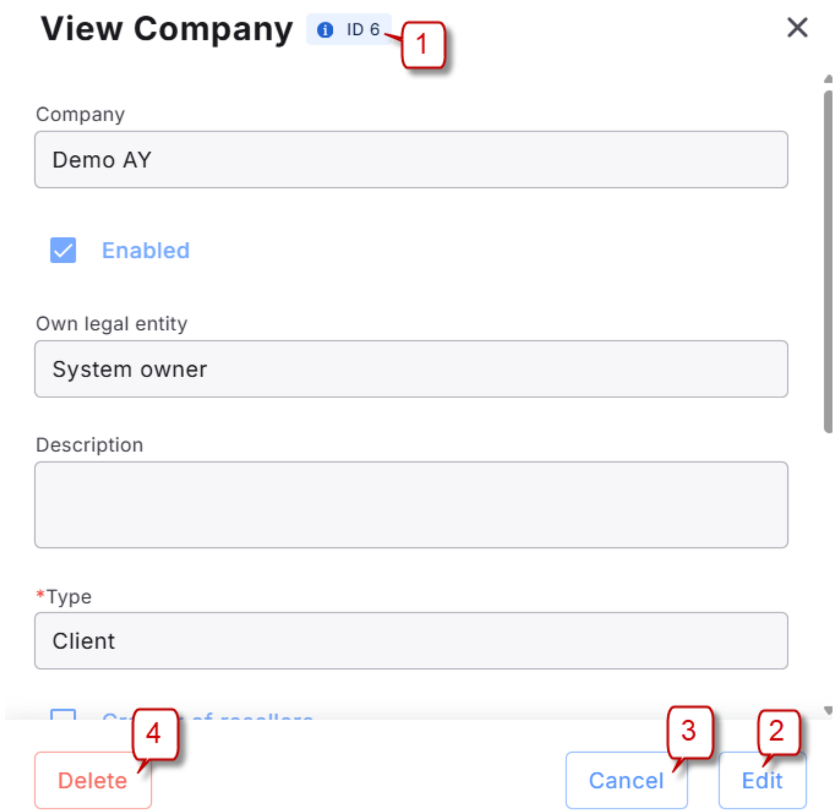
Finance tab

7. *Assets tab*: contains conversation, content and WhatsApp templates created by users in the Client portal and available in the System. Click on the template in the table to preview it.



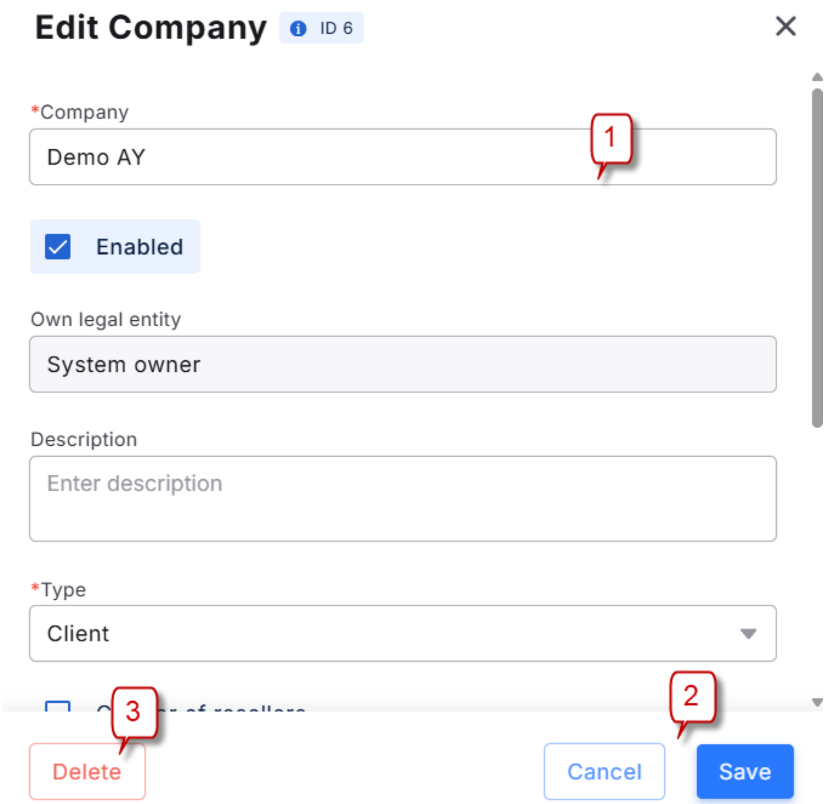
Assets tab

Click *Edit* (3) to edit the company profile.



Editing a company profile (1)

1. Click on the company ID to view its creation and update time.
2. Click *Edit* to edit the record.
3. Click *Cancel* to close the tab or discard the changes.
4. Click *Delete* to delete the record.

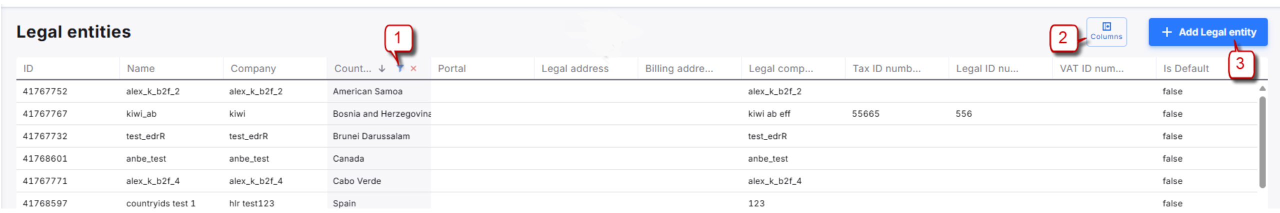


Editing a company profile (2)

1. Edit the company profile as appropriate.
2. Click *Save* to save the settings or *Cancel* to close the tab or discard the changes.
3. Click *Delete* to delete the record.

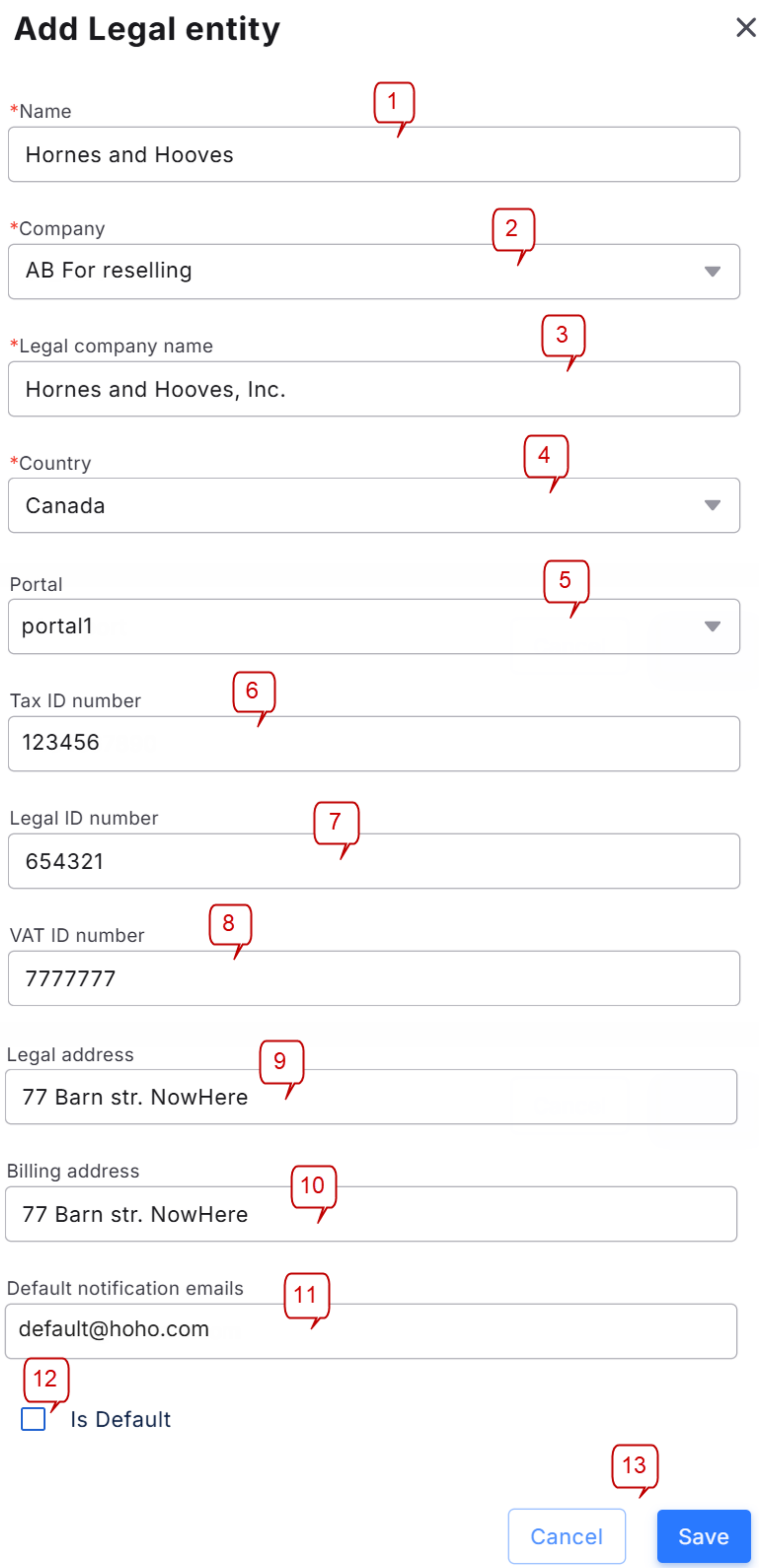
6.2 Legal entities

Legal entities are entities of the company on behalf of which it works with its clients. A company (and the System owner) can have multiple legal entities. It may come instrumental when a brand has multiple legal entities, for example, one for each branch or currency it works with. This section serves to create legal entities for client companies. Legal entities for the System owner are created in Settings\Own legal entities 188.



Legal entities

1. Click to apply sorting or filters.
2. Click to customize the display of columns.
3. Click *Add legal entity* to add a new company.



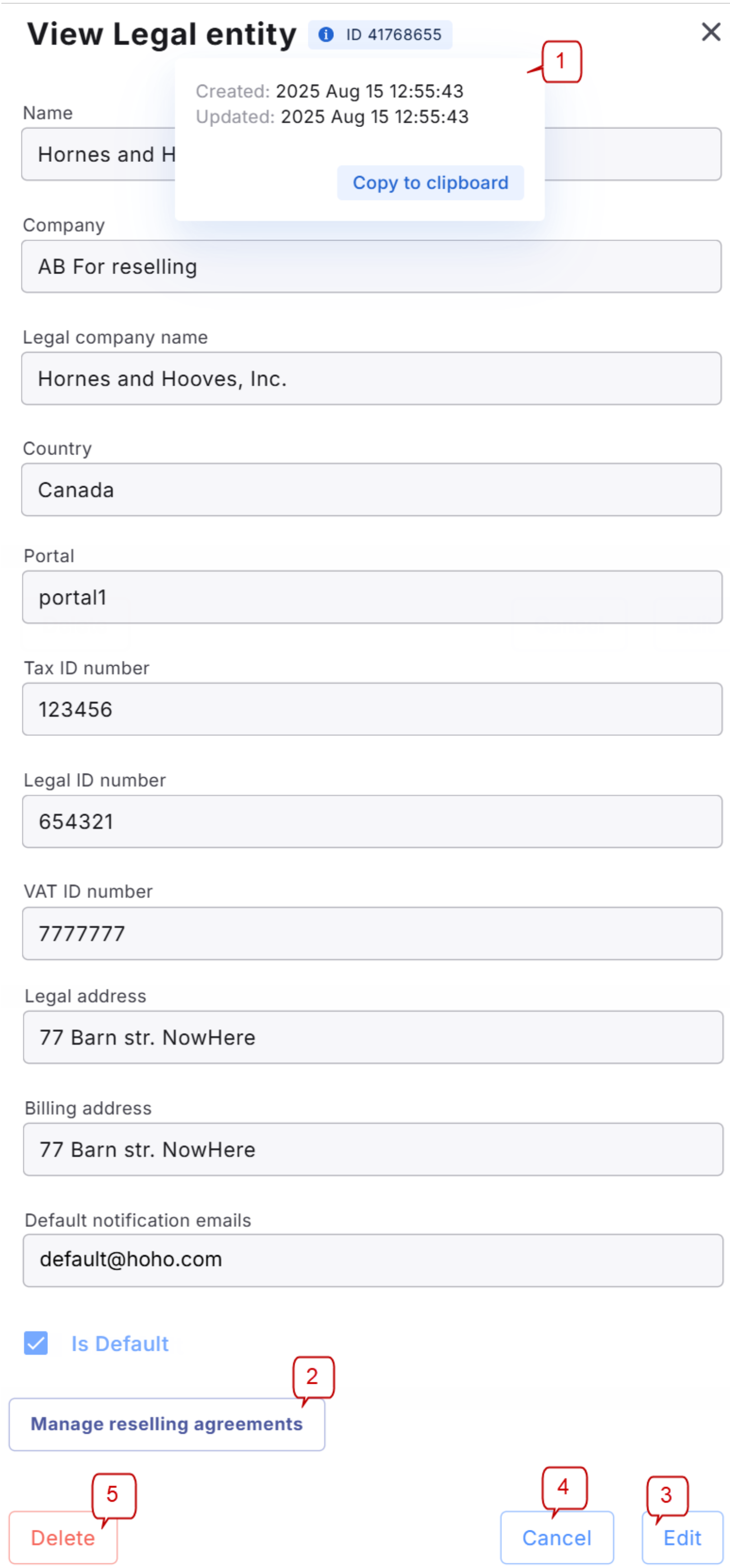
Adding legal entity

Configure the following fields:

1. *Name*: legal entity name.
2. *Company*: the company name in the System.

3. *Legal company name.*
4. *Country*: country of registration.
5. *Portal* (optional: it is created for a reseller company 233 legal entity): select a portal created in Portals 228. If none are created, you can create and associate it with the legal entity later.
6. *Tax ID number.*
7. *Legal ID number*: registration number of the legal entity in the country of registration.
8. *VAT ID number:* ID for EU-registered companies.
9. *Legal address:* official registered address of a company or legal entity, as recorded in government registries.
10. *Billing address:* address associated with a company's financial transactions. May differ from the legal address.
11. *Default notification emails*: email of the user who will receive System event notifications.
12. *Is default*: default legal entity is selected by default in all legal entity entry forms.
13. Click *Save* to save the record or *Cancel* to discard the settings.
14. Click to close the form.

Click on a record in the table of companies to view the legal entity profile.



Viewing a legal entity profile

1. Click on the legal entity ID to view its creation and update time.

2. Click *Manage reselling agreements* to associate a legal entity with a reselling agreement as detailed in Reselling\How to configure reselling\Associating legal entity with agreement. 233

3. Click *Edit* to edit the record.

4. Click *Cancel* to close the tab or discard the changes.

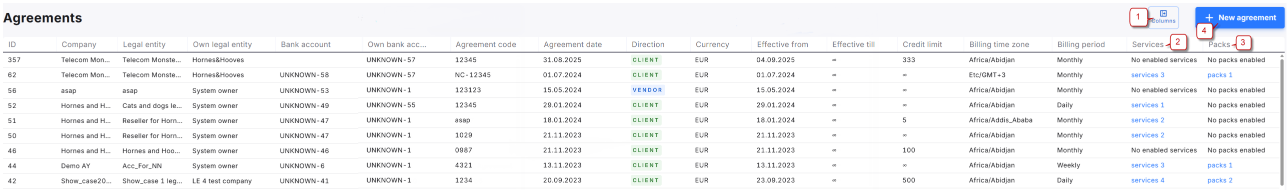
5. Click *Delete* to delete the record.

6.3 Agreements

The *Account management\Agreements* page serves to create and manage agreements. An agreement stipulates conditions on which the System owner provides services to its client companies and resellers. Services and Sender IDs associated with the client company are connected to the agreement, as well as invoices and payments.

At least one agreement must be entered for each company. Each agreement represents a separate balance for System users. If a user has multiple agreements, the user will have as many balances.

Agreements can have multiple versions (see below).



ID	Company	Legal entity	Own legal entity	Bank account	Own bank acc...	Agreement code	Agreement date	Direction	Currency	Effective from	Effective till	Credit limit	Billing time zone	Billing period	Services	Packs
357	Telecom Mon...	Telecom Monste...	Hornes&Hooves		UNKNOWN-57	12345	31.08.2025	CLIENT	EUR	04.09.2025	∞	333	Africa/Abidjan	Monthly	No enabled services	No packs enabled
62	Telecom Mon...	Telecom Monste...	Hornes&Hooves	UNKNOWN-58	UNKNOWN-57	NC-12345	01.07.2024	CLIENT	EUR	01.07.2024	∞	∞	Etc/GMT+3	Monthly	services 3	packs 1
56	asap	asap	System owner	UNKNOWN-53	UNKNOWN-1	123123	15.05.2024	VENDOR	EUR	15.05.2024	∞	∞	Africa/Abidjan	Monthly	No enabled services	No packs enabled
52	Hornes and H...	Cats and dogs le...	System owner	UNKNOWN-49	UNKNOWN-55	12345	29.01.2024	CLIENT	EUR	29.01.2024	∞	∞	Africa/Abidjan	Daily	services 1	No packs enabled
51	Hornes and H...	Reseller for Horn...	System owner	UNKNOWN-47	UNKNOWN-1	asap	18.01.2024	CLIENT	EUR	18.01.2024	∞	5	Africa/Addis_Ababa	Monthly	services 2	No packs enabled
50	Hornes and H...	Reseller for Horn...	System owner	UNKNOWN-47	UNKNOWN-1	1029	21.11.2023	CLIENT	EUR	21.11.2023	∞	∞	Africa/Abidjan	Monthly	services 2	No packs enabled
46	Hornes and H...	Hornes and Hoo...	System owner	UNKNOWN-46	UNKNOWN-1	0987	21.11.2023	CLIENT	EUR	21.11.2023	∞	100	Africa/Abidjan	Monthly	No enabled services	No packs enabled
44	Demo AY	Acc_For_NN	System owner	UNKNOWN-6	UNKNOWN-1	4321	13.11.2023	CLIENT	EUR	13.11.2023	∞	∞	Africa/Abidjan	Weekly	services 3	packs 1
42	Show_case20...	Show_case 1 leg...	LE 4 test company	UNKNOWN-41	UNKNOWN-1	1234	20.09.2023	CLIENT	EUR	23.09.2023	∞	500	Africa/Abidjan	Daily	services 4	packs 2

Agreements

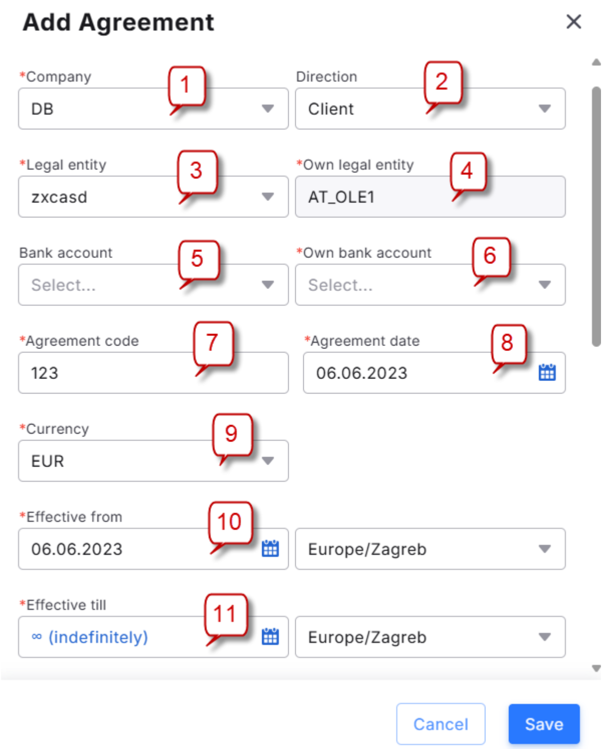
1. Click to customize the display of columns.

2. View the number of enabled services (click the link to open the Account management\Enabled services 32 page).

3. View the number of enabled packs (click the link to open the Account management\Enabled packs 34 page).

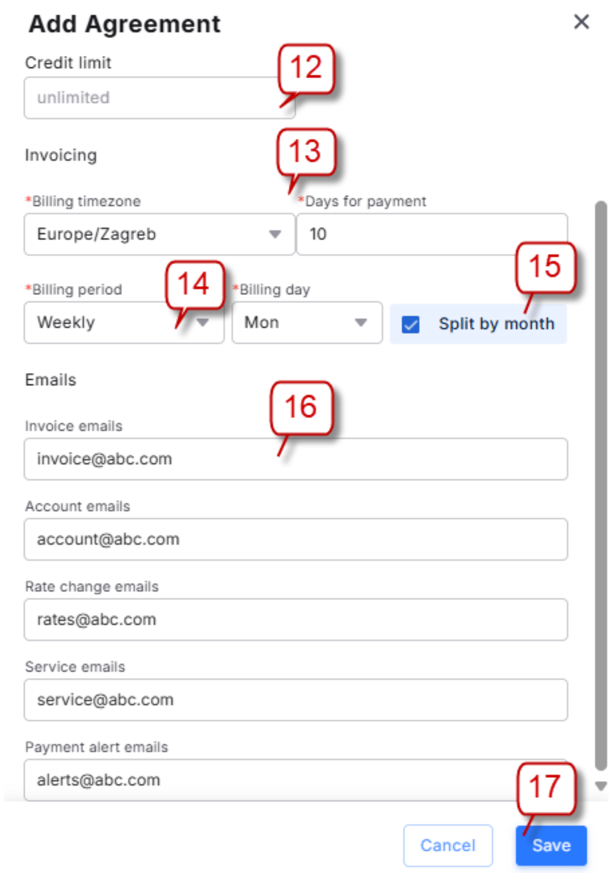
4. Click *New agreement* to add a new agreement.

6.3.1 Adding a new agreement



Add agreement (1)

1. *Company*: select the company name.
2. *Direction*: select *Client* (meaning the services are rendered by the System owner to its client). The *Vendor* direction is currently not available.
3. *Legal entity*: select the company's legal entity.
4. *Agreement code*: specify the agreement number.
5. *Own legal entity*: select the legal entity of the System owner.
6. *Bank account*: select the bank account of the System owner.
7. *Own bank account*: select the reseller's bank account.
8. *Agreement date*: specify the agreement date.
9. *Currency*: select the agreement currency.
10. *Effective from*: specify the agreement effective date and timezone.
11. *Effective till*: specify the agreement expiry date and timezone.



Add agreement (2)

12. *Credit limit*: specify the allowed credit limit. If left blank, the credit limit is unlimited.

13. *Billing timezone*: *Days for payment*: specify the timezone for billing and the number of days during which the company can pay the invoice without penalty.

14. *Billing period*: *Billing day*: specify the billing period (*Daily*, *Weekly*, *Monthly* or *Quarterly*) and the day on which the invoice must be issued.

15. *Split by month* (available when *Daily* or *Weekly* are selected): when enabled, it allows splitting the billing period in two if it falls between months (for example, if a weekly period starts on 29 September and ends on 5 October, it will be split in two - one from 29 till 30 September and the other from 1 till 5 October).

16. *Emails*: specify emails for various types of notifications. The following fields are available in this section:

    a. *Invoice emails*: the address for sending invoices.

    b. *Account emails*: the address for sending account notifications - for example, on account registration and activation.

NOTE: Notifications that inform clients about problems with sending or a complete lack of traffic are sent to the address(es) specified in the *Account emails* field.

    c. *Rate change emails*: the address for sending rate change notifications.

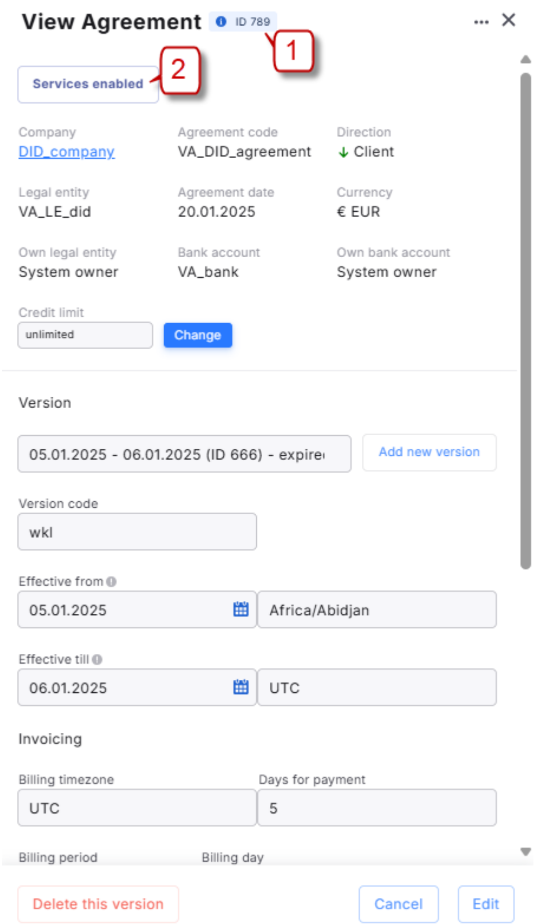
    d. *Service emails*: the address for sending technical notifications.

    e. *Payment alert emails*: the address(es) for payment alerts.

17. Click *Save* to save the record or *Cancel* to discard the settings.

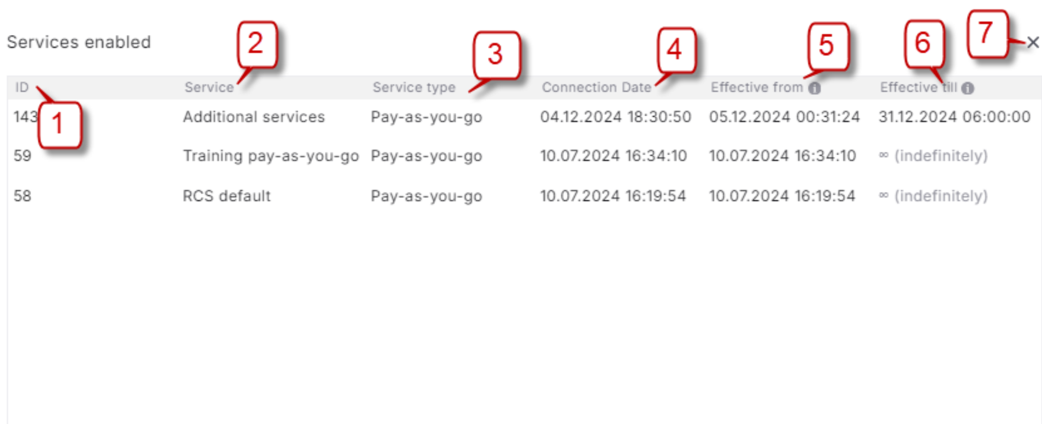
6.3.2 Editing an agreement

To edit an agreement, double click on its record in the table. In the view window that appears, click *Edit*.



View Agreement

1. Click on the agreement ID to view its creation and update time.
2. Click *Services enabled* to view the enabled services as detailed below.



Enabled services

1. *ID*: Identification number of the service.

2. *Service*: the name of the service.
3. *Service type*: pay-as-you-go.
4. *Connection date*: the connection date of the service.
5. *Effective from*: the effective date of the service in the specified timezone.
6. *Effective till*: the expiry date of the service in the specified timezone.
7. Click to close the view window.

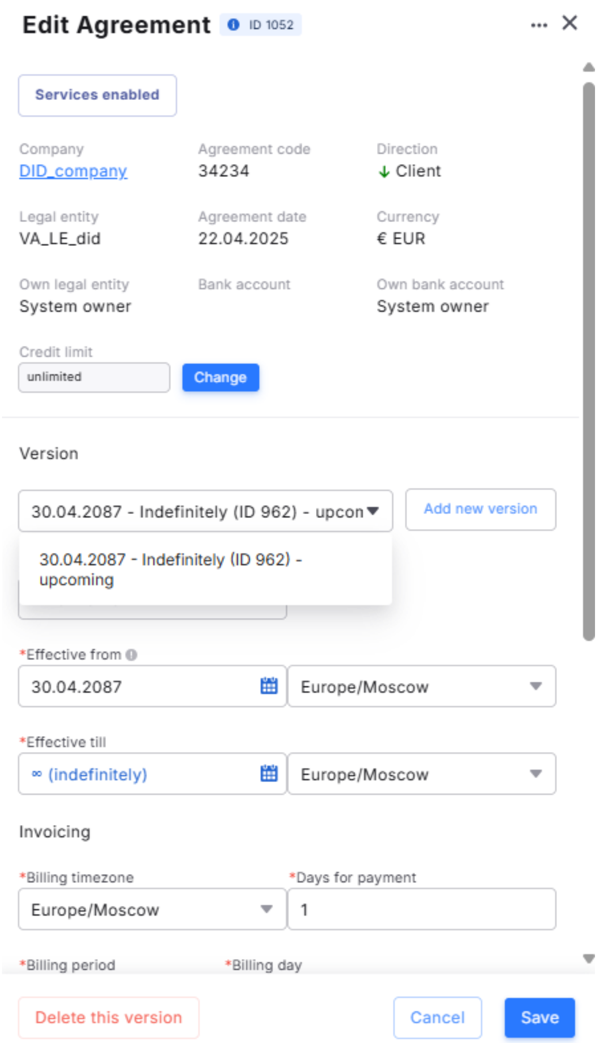
NOTE: Some Agreement fields are not editable.

It is also possible to create agreement versions. This may come instrumental if agreement terms such as credit limit or invoicing details change over time.

Click *Add new version*. Edit the parameters in the sections: *Version*, *Credit limit* and *Invoicing*. Click *Save*.

To view, edit and delete agreement versions, open the agreement for editing, expand the *Version* list as shown in the figure below and select a version.

NOTE: Select a past version to view the terms and conditions of this version.



Select a version

To delete a version, select *Delete this version*.

NOTE: Versions with the effective date that is less than the current date can not be deleted as well as an only version of the agreement even if its effective date is set in the future.

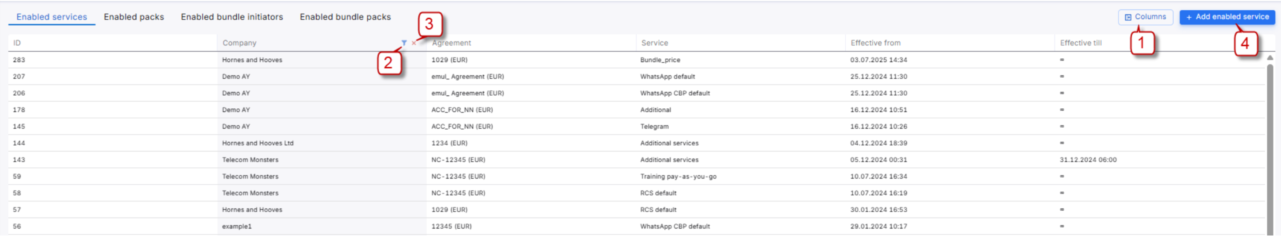
6.4 Enabled services

The *Account management\Enabled services* interface serves to associate available services, packs, bundle initiators and bundle packs (created in Finance\Services 95) to an agreement. Once an enabled service, pack, bundle initiator or bundle pack is created, it means that the System user has purchased the service, even if its *effective from* date is in the future.

The *Account management\Enabled services* interface consists of four tabs: *Enabled services*, *Enabled packs, Enabled bundle initiators* and *Enabled bundle packs*.

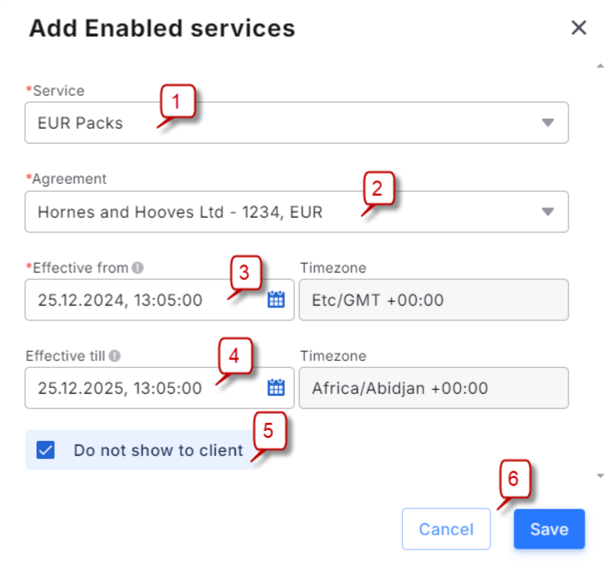
6.4.1 Enabled services

Services are rate plans for messaging and other services offered to clients on a pay-as-you-go basis. In the *Account management\Enabled services\Enabled services* interface the user can associate available packs (created in Finance\Services 95) to an agreement.



Enabled services

1. Click to customize the display of columns.
2. Hover over the column header and click to apply filter. This functionality is available for all tabs.
3. Click to clear filters.
4. Click *Add enabled service* to make a new service-to-agreement association.



Add Enabled services

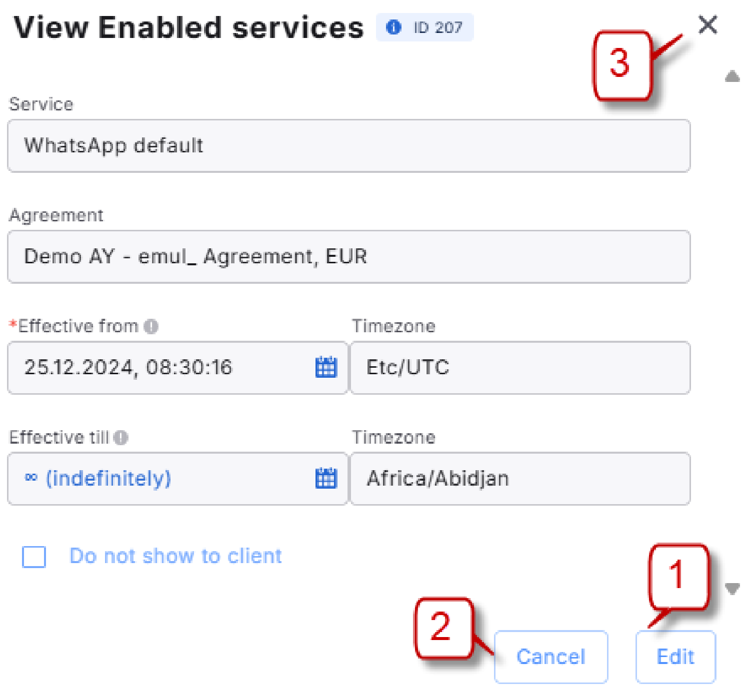
1. *Service*: select the service.
2. *Agreement*: select the agreement with which the service must be associated.

NOTE: If both a regular (pay-as-you go) service and a pack are associated with one and the same agreement, the pack will be used first, and then the pay-as-you go service.

3. *Effective from*: specify the effective date and timezone for the association. The *Effective from* date is the date of the service purchase.
4. *Effective till*: specify the expiry date and timezone.
5. Select if you do not want to show this service to the client.
6. Click *Save* to save the record or *Cancel* to discard the settings.

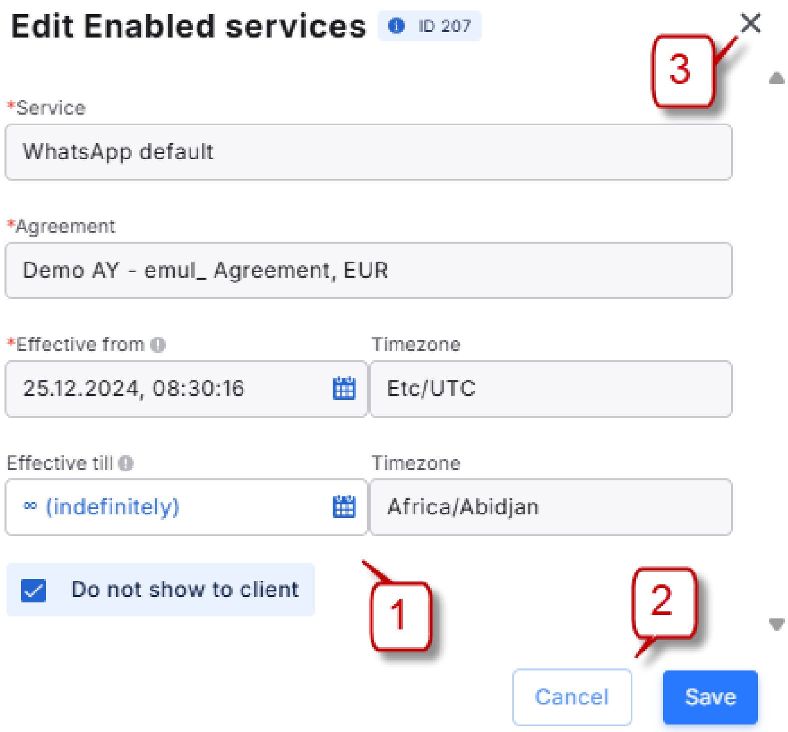
NOTE: The user cannot enable two pay-as-you-go services active with an overlapping effective period, to the same channels. Check that such services do not overlap.

Click on the record in the table to view and edit the service.



View Enabled services

1. Click *Edit* to start editing the service.
2. Click *Cancel* to close the form.
3. Click to close the form.



Edit Enabled services

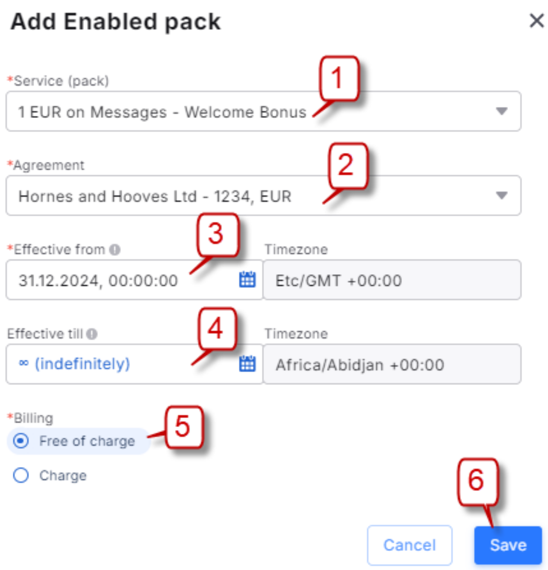
1. Edit the information in the fields available for editing.
2. Click *Save* to save the changes or *Cancel* to discard the settings.
3. Click to close the form.

6.4.2 Enabled packs

Packs are pack-based services offered to clients. In the *Account management\Enabled services\Enabled packs* interface the user can associate available packs (created in Finance\Services 95) to an agreement.

Enabled packs

1. Click to customize the display of columns.
2. Click *Add enabled pack* to make a new pack-to-agreement association.



Add Enabled pack

1. *Service (pack)*: select the pack.

2. *Agreement*: select the agreement with which the pack must be associated.

NOTE: If both a regular (pay-as-you go) service and a pack are associated with one and the same agreement, the pack will be used first, and then the pay-as-you go service.

3. *Effective from*: specify the effective date and timezone for the association. The *Effective from* date is the date of the pack purchase, when its cost is written off the user's account.

4. *Effective till*: specify the expiry date and timezone.

5. *Billing*: select *Free of charge* for a free pack and *Charge* for a billable pack. If *Charge* is selected, the pack's cost will be displayed.

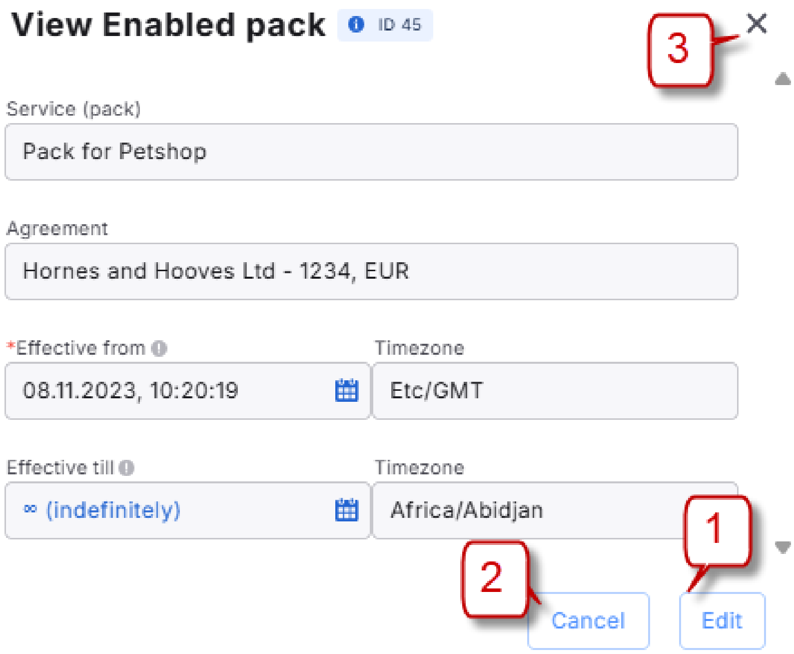
NOTE: Along with the pack itself, one more service must be created for billable packs, that will store prices for all packs in the same currency. It must be added as an enabled service in Account management\Enabled services 32 and associated to the agreement. For detailed instructions on creating a billable pack, refer to Finance\Services\Example 4. Creating a pack 129. No additional service is needed for a free pack.

NOTE: The the pack's cost will be shown if a) the service Scope is not in the *Draft* status (refer to Finance\Services\Creating a service 96) b) the pack is effective as of the current date c) the pay-as-you-go service mentioned in the previous **NOTE** is also effective as of the current date.

6. Click *Save* to save the record or *Cancel* to discard the settings.

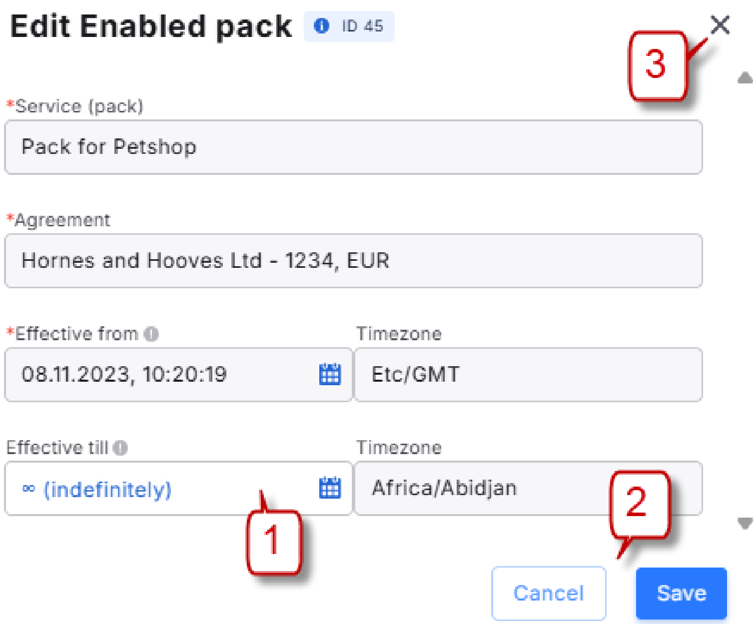
NOTE: If two or more packs for the same channel (resource) are associated with one and the same agreement, the one associated earlier will be used first.

Click on the record in the table to view and edit the pack.



View Enabled pack

1. Click *Edit* to start editing the pack.
2. Click *Cancel* to close the form.
3. Click to close the form.

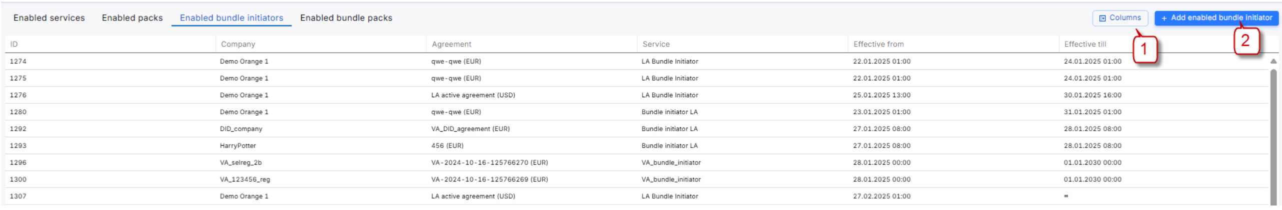


Edit Enabled pack

1. Edit the information in the fields available for editing.
2. Click *Save* to save the changes or *Cancel* to discard the settings.
3. Click to close the form.

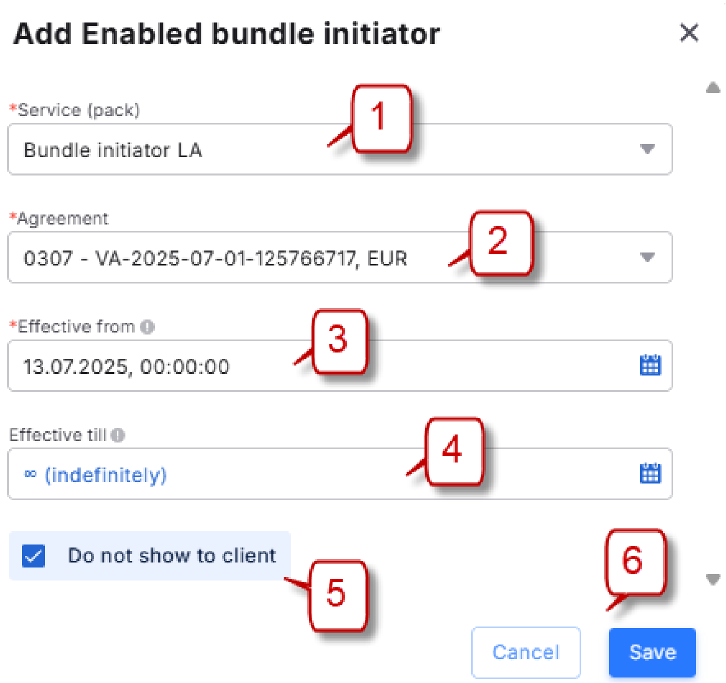
6.4.3 Enabled bundle initiators

Bundle initiators are resource plans for bundle packs. In the *Account management\Enabled services\Enabled bundle initiators* interface the user can associate available bundle initiators (created in Finance\Services 95) to an agreement.



Enabled bundle initiators

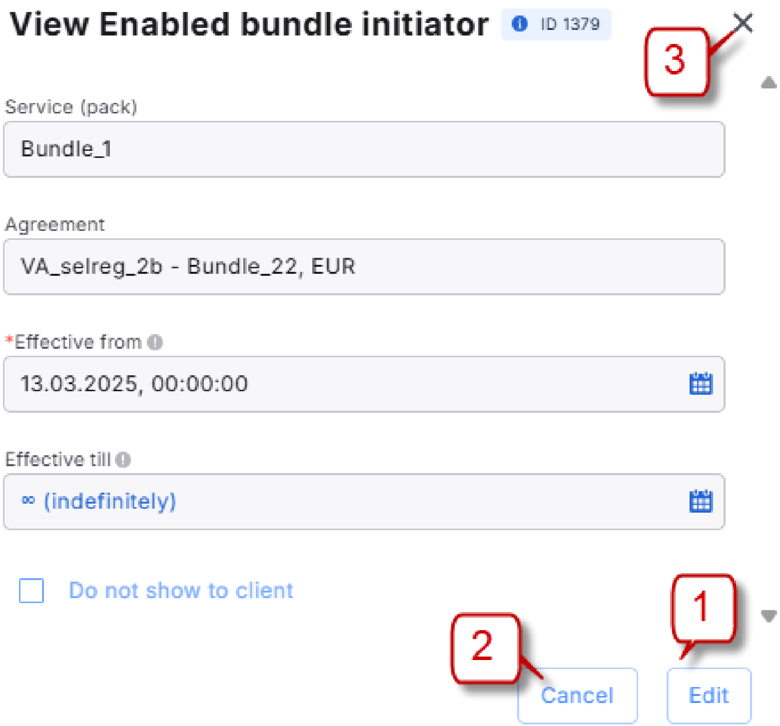
1. Click to customize the display of columns.
2. Click *Add enabled bundle initiator* to make a new bundle initiator-to-agreement association.



Add Enabled bundle initiator

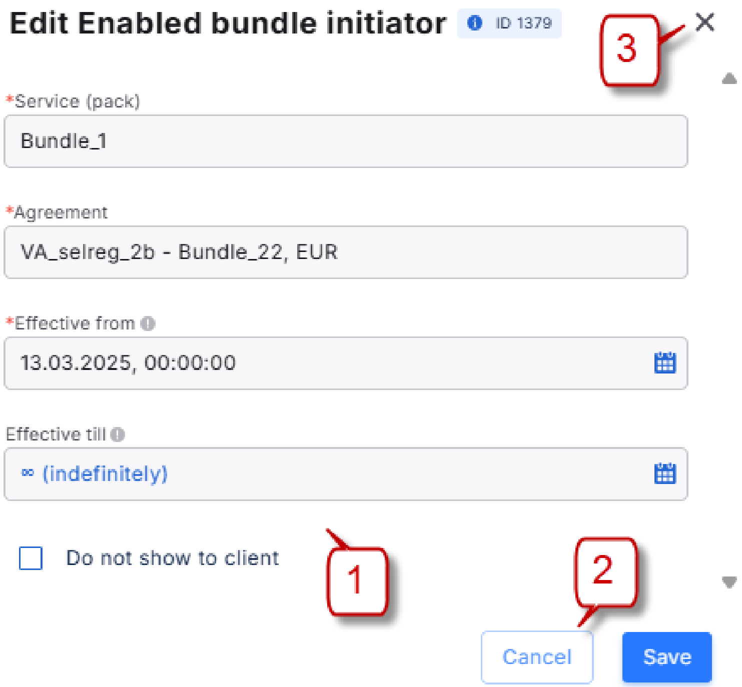
1. *Service (pack)*: select the bundle initiator.
2. *Agreement*: select the agreement with which the bundle initiator must be associated.
3. *Effective from*: specify the effective date and timezone for the association. The *Effective from* date is the date of the bundle initiator purchase, when its cost is written off the user's account.
4. *Effective till*: specify the expiry date and timezone.
5. Select if you do not want to show this service to the client.
6. Click *Save* to save the record or *Cancel* to discard the settings.

Click on the record in the table to view and edit the bundle initiator.



View Enabled bundle initiator

1. Click *Edit* to start editing the bundle initiator.
2. Click *Cancel* to close the form.
3. Click to close the form.



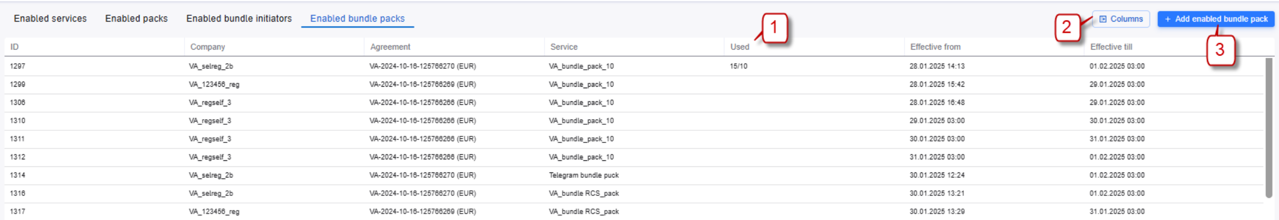
Edit Enabled bundle initiator

1. Edit the information in the fields available for editing.

2. Click *Save* to save the changes or *Cancel* to discard the settings.
3. Click to close the form.be used first.

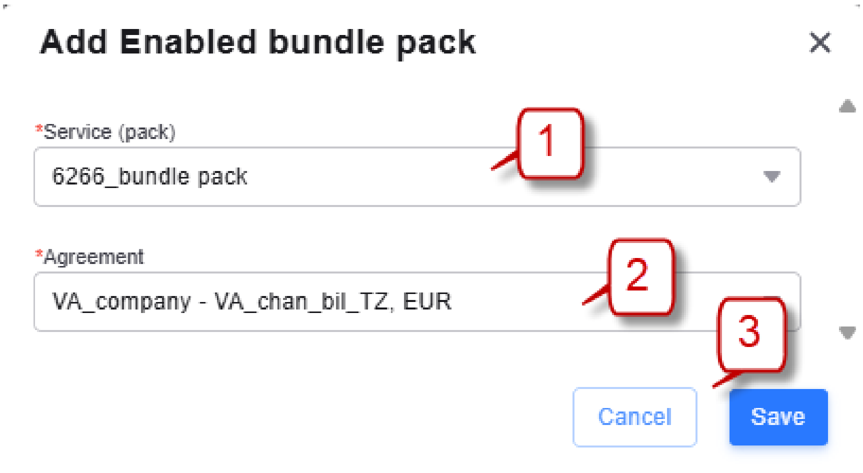
6.4.4 Enabled bundle packs

Bundle pack is a set of pack-based services offered to clients. In the *Account management\Enabled services\Enabled bundle packs* interface the user can associate available bundle packs (created in Finance\Services 95) to an agreement.



Enabled bundle packs

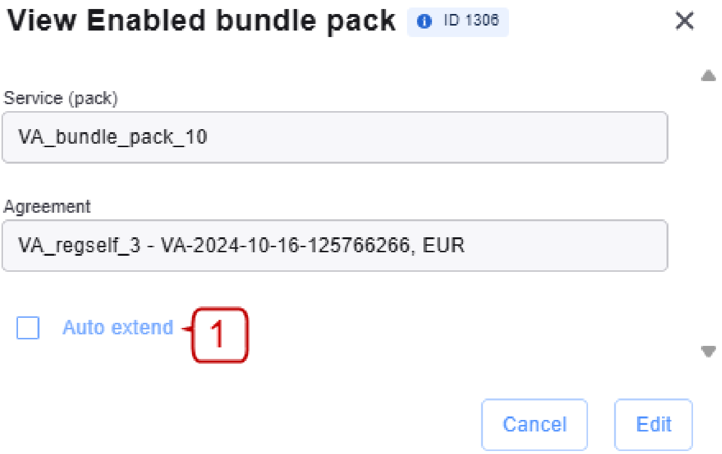
1. *Used*: bundle pack unit counter.
2. Click to customize the display of columns.
3. Click *Add enabled bundle pack* to make a new bundle initiator-to-agreement association.



Add Enabled bundle pack

1. *Service (pack)*: select the bundle pack.
2. *Agreement*: select the agreement with which the bundle pack must be associated.
3. Click *Save* to save the record or *Cancel* to discard the settings.

Click on the record in the table to view the bundle pack.



View Enabled bundle pack

1. *Auto extend*: select to ensure automatic renewal of the pack for future billing periods.

NOTE: The bundle pack validity dates are associated with the billing period of the corresponding agreement.

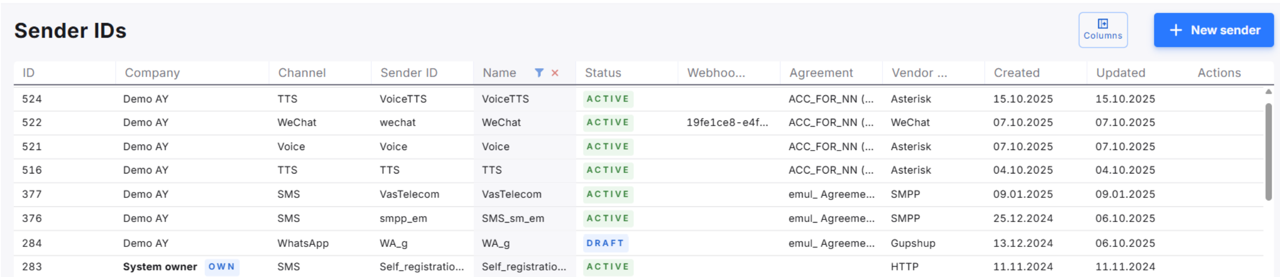
6.5 Sender IDs

The *Account management\Sender IDs* interface serves to register Sender ID records in the System. Each communication channel (SMS, Viber, WhatsApp etc.) requires creation of a dedicated Sender ID. The System provides a configuration for sending notifications about traffic malfunctioning (messages fail to send or there is no traffic) to the System owner.

Before creating a record, check that the following has been done:

1. A connection has been configured in Settings 167.

2. All the required configurations have been made on the side of the service provider that supplies Sender IDs.

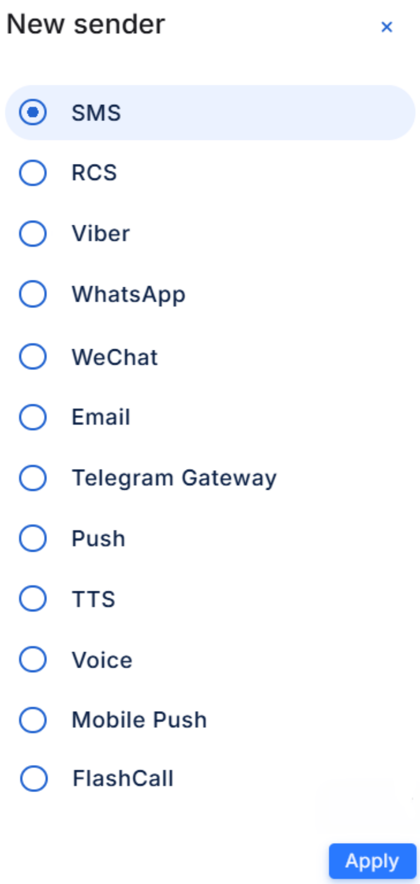


Sender IDs

ID	Company	Channel	Sender ID	Name	Status	Webhoo...	Agreement	Vendor ...	Created	Updated	Actions
524	Demo AY	TTS	VoiceTTS	VoiceTTS	ACTIVE		ACC_FOR_NN (...	Asterisk	15.10.2025	15.10.2025	
522	Demo AY	WeChat	wechat	WeChat	ACTIVE	19fe1ce8-e4f...	ACC_FOR_NN (...	WeChat	07.10.2025	07.10.2025	
521	Demo AY	Voice	Voice	Voice	ACTIVE		ACC_FOR_NN (...	Asterisk	07.10.2025	07.10.2025	
516	Demo AY	TTS	TTS	TTS	ACTIVE		ACC_FOR_NN (...	Asterisk	04.10.2025	04.10.2025	
377	Demo AY	SMS	VasTelecom	VasTelecom	ACTIVE		emul_ Agreeme...	SMPP	09.01.2025	09.01.2025	
376	Demo AY	SMS	smpp_em	SMS_sm_em	ACTIVE		emul_ Agreeme...	SMPP	25.12.2024	06.10.2025	
284	Demo AY	WhatsApp	WA_g	WA_g	DRAFT		emul_ Agreeme...	Gupshup	13.12.2024	06.10.2025	
283	System owner OWN	SMS	Self_registratio...	Self_registratio...	ACTIVE			HTTP	11.11.2024	11.11.2024	

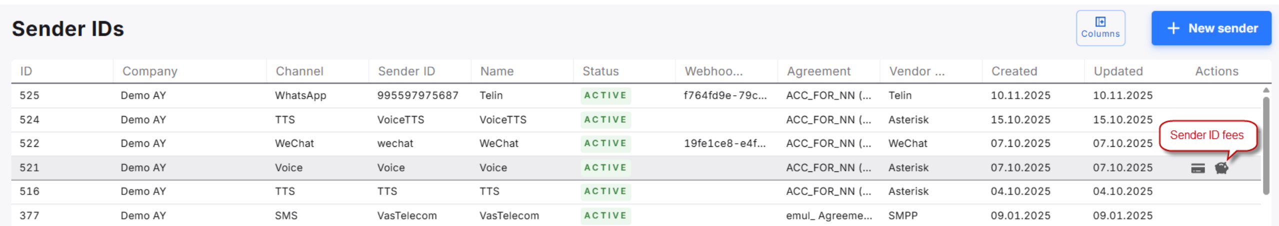
Sender IDs

To create a new Sender ID record, click *New sender.* In the panel that appears, select the communication channel (*SMS*, *RCS*, *Viber, WhatsApp*, *WeChat, Email*, *Telegram Gateway*, *Push, TTS, Voice, Mobile Push* and *FlashCall*) and click *Apply*.



New sender

Hover over a record to display the controls for handling the Sender ID setup fee and usage fee as shown in the figure below.

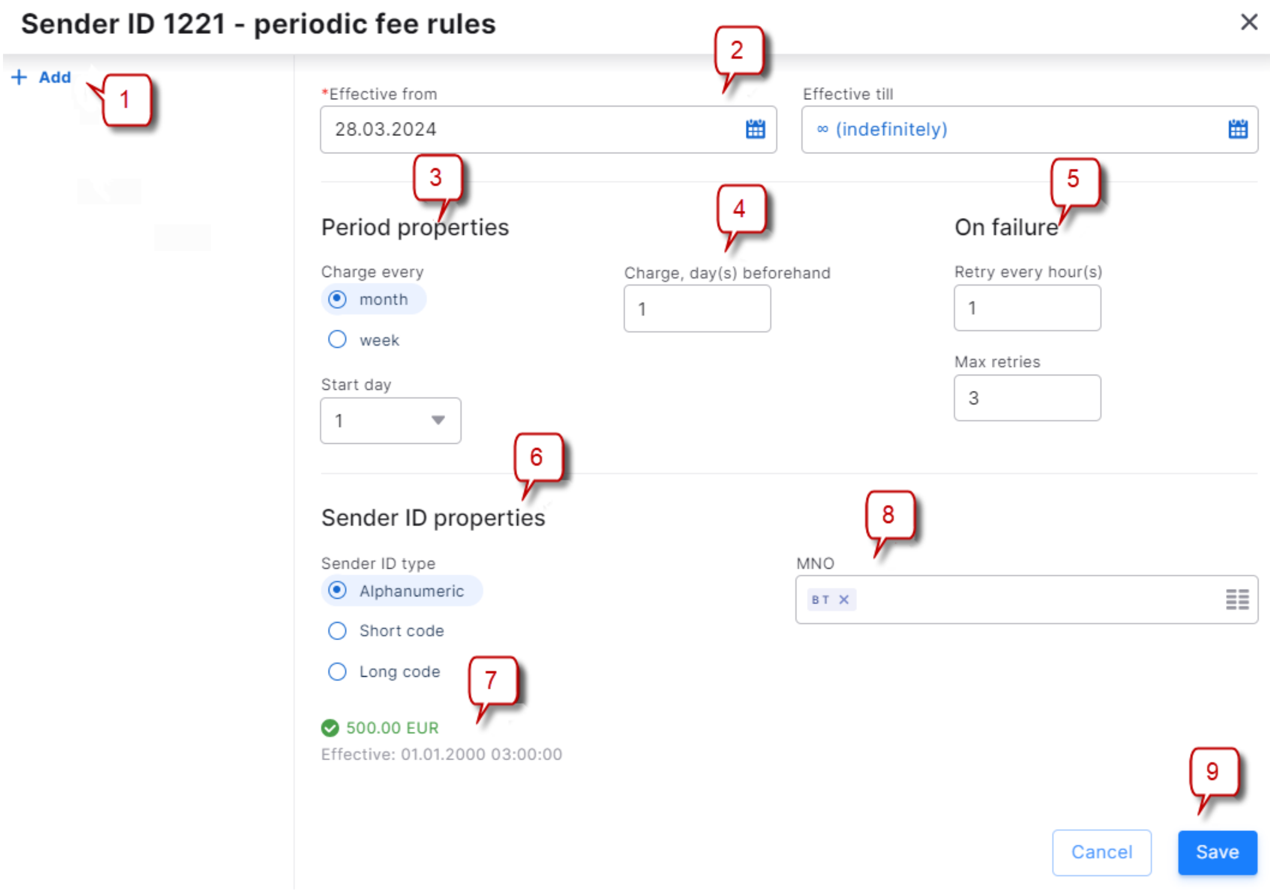


ID	Company	Channel	Sender ID	Name	Status	Webhoo...	Agreement	Vendor ...	Created	Updated	Actions
525	Demo AY	WhatsApp	995597975687	Telin	ACTIVE	f764fd9e-79c...	ACC_FOR_NN (...	Telin	10.11.2025	10.11.2025	
524	Demo AY	TTS	VoiceTTS	VoiceTTS	ACTIVE		ACC_FOR_NN (...	Asterisk	15.10.2025	15.10.2025	
522	Demo AY	WeChat	wechat	WeChat	ACTIVE	19fe1ce8-e4f...	ACC_FOR_NN (...	WeChat	07.10.2025	07.10.2025	
521	Demo AY	Voice	Voice	Voice	ACTIVE		ACC_FOR_NN (...	Asterisk	07.10.2025	07.10.2025	
516	Demo AY	TTS	TTS	TTS	ACTIVE		ACC_FOR_NN (...	Asterisk	04.10.2025	04.10.2025	
377	Demo AY	SMS	VasTelecom	VasTelecom	ACTIVE		emul_ Agreeme...	SMPP	09.01.2025	09.01.2025	

Sender ID setup and usage fees

The control serves to apply the Sender ID registration fee. It must be applied AFTER a service containing the setup fee is configured (refer to Finance\Services\Creating a service 96 for more detail).

The control serves to configure rules for applying Sender ID usage fees. Click to open the periodic fee rules window illustrated below. It must also be configured AFTER the relevant service containing the usage fee is created, otherwise the fee may not be written off correctly.

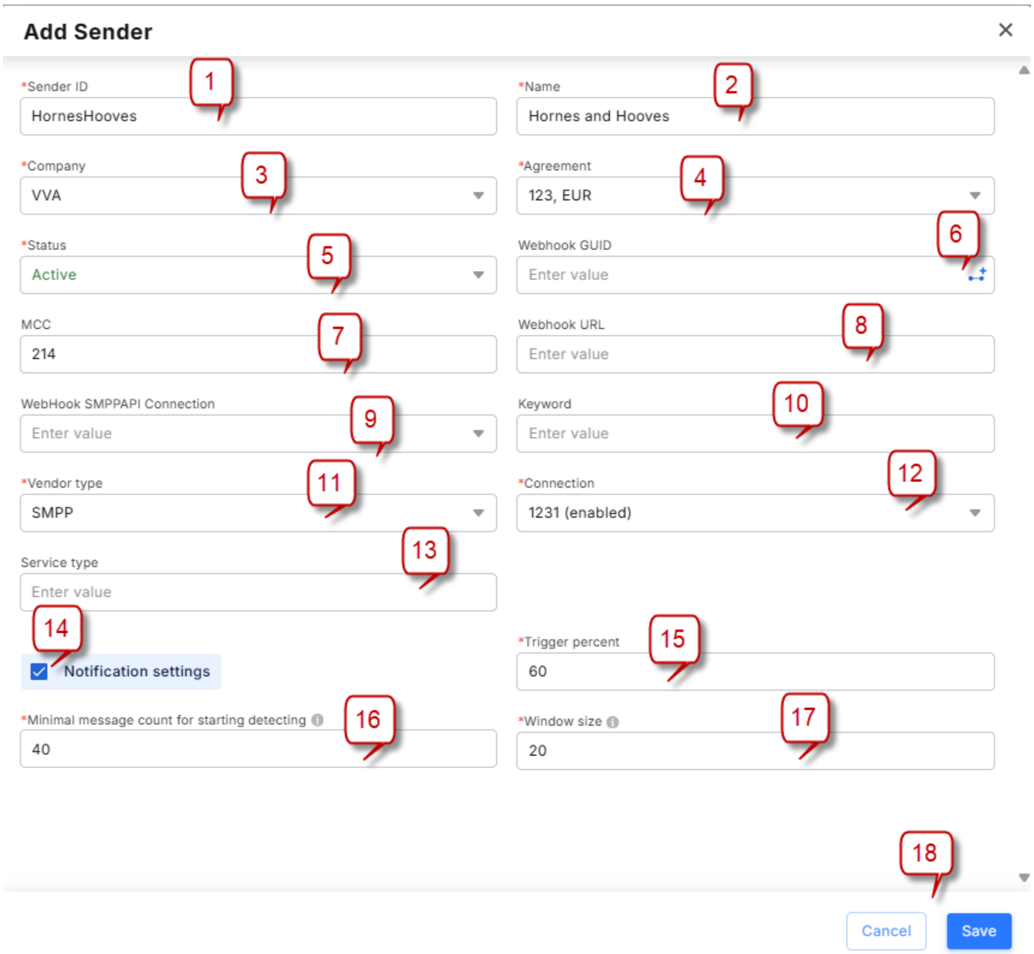


Sender ID periodic fee rules

1. Click *Add* to add a new rule.
2. Set the rule's validity period.
3. Define the period properties: how often the fee must be charged (monthly or weekly), and set the start day of the period.
4. *Charge, day(s) beforehand*: set the number of days before the period start when the fee must be charged.
5. Set the periodicity of charge retries and the maximum number of retries.
6. Select the Sender ID type (*Alphanumeric*, *Short code* or *Long code*).
7. View the fee amount and its effective date (the fee is configured in Finance\Services\Creating a service 96). If it is highlighted in green, it means that an effective rate has been found; otherwise it will be highlighted in red.
8. *MNO*: select the mobile operator to which the Sender ID is assigned.
9. Click *Save* to save the changes.

6.5.1 SMS Sender IDs

To create an SMS Sender ID, select *SMS* in the *New sender* form and proceed as follows.



Add Sender (SMS)

1. *Sender ID*: enter the numeric or alphanumeric code given by the service provider.
2. *Name*: type the Sender ID name that will be displayed in messages.
3. *Company*: select the company for which the Sender ID will be used.
4. *Agreement*: select the agreement for which the Sender ID will be used.
5. *Status*: select the Sender ID status. Possible values include: *Active*, *Blocked*, *Draft*.
6. *Webhook GUID* (optional): a webhook GUID uniquely identifies the Sender ID when receiving message status updates and incoming messages through webhook calls. Click to generate or specify it manually.
7. *MCC* (optional): enter the MCC to define the country in which the short code is used (for two-way messages that are sent to short codes).
8. *Keyword*: enter a keyword supplied by your service provider (for two-way messages that are sent to shared short codes).
9. *WebHook SMPPAPI Connection*: uniquely identifies the Sender ID when connecting to SMPP API.

10. *WebHook URL*: the URL that you can send an API request to in order to notify the user that a certain event has occurred. It is supplied by your service provider.

11. *Vendor type*: select the connection type (*HTTP* or *SMPP*).

12. *Connection* (available if *SMPP* is selected in the *Vendor type* field): select a connection created in Settings\Vendors SMPP connections 167.

13. *Service type* (available if *SMPP* is selected in the *Vendor type* field): currently out of use.

14. *Notification settings*: checkbox for traffic monitoring notifications.

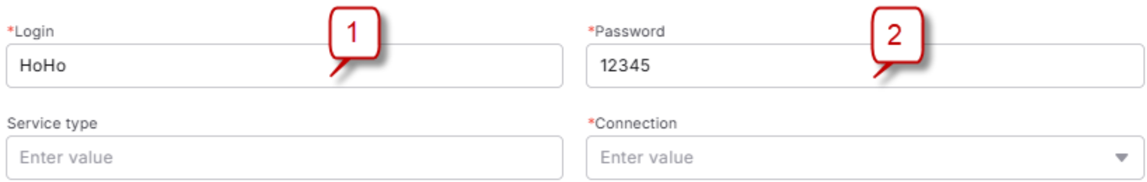
15. *Trigger percent*: threshold error rate that triggers notifications.

16. *Minimal message count for starting detecting*: minimum number of messages needed to start sending notifications. The error rate below this minimum is not taken into account in order to prevent false positives.

17. *Window size*: the size of the time window (minutes) to consider for the statistics count.

18. Click *Save* to save the changes or *Cancel* to discard the settings.

If *Vendor type=HTTP*, the following additional fields are available:



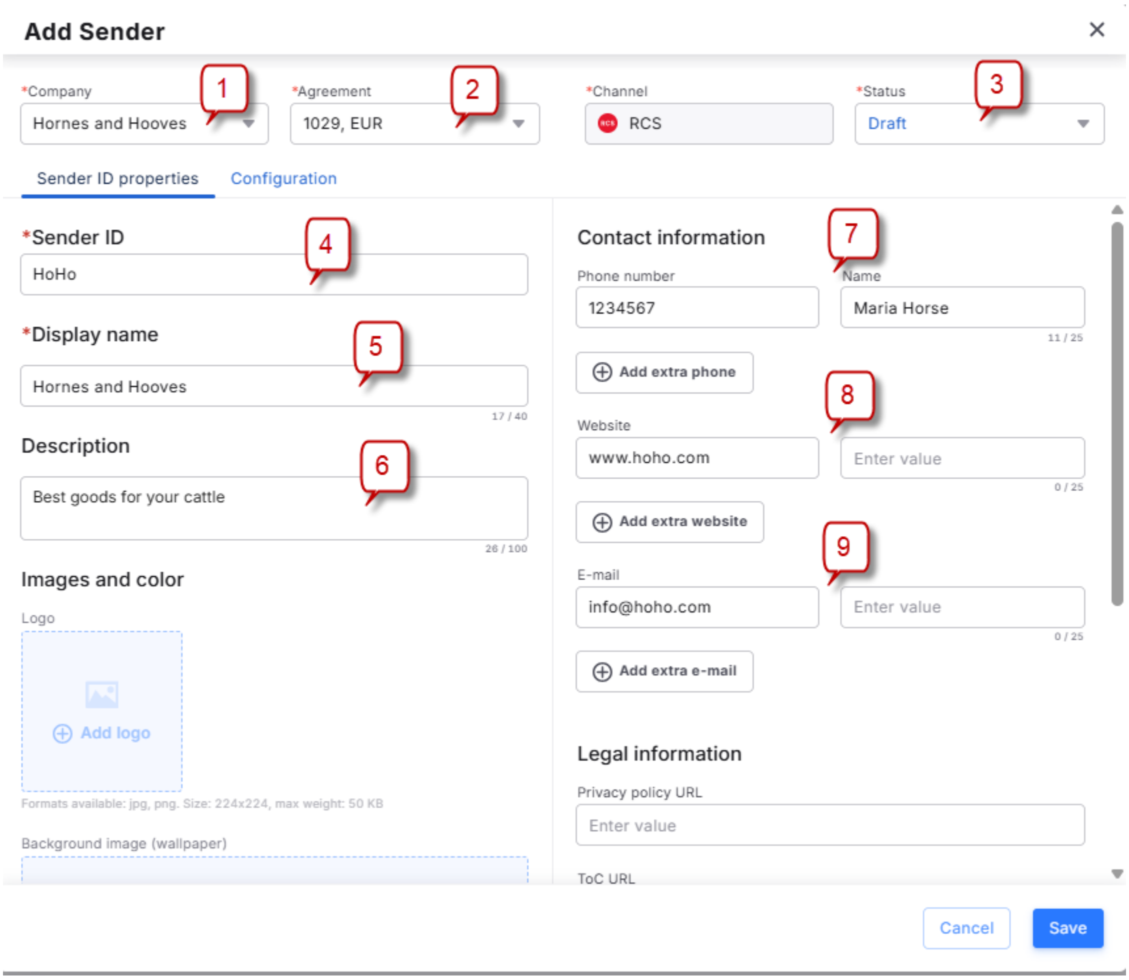
HTTP settings

1. *Login:* the credentials supplied by your service provider.

2. *Password*: the credentials supplied by your service provider.

6.5.2 RCS Sender IDs

To create an RCS Sender ID, select *RCS* in the *New sender* form and proceed as follows.

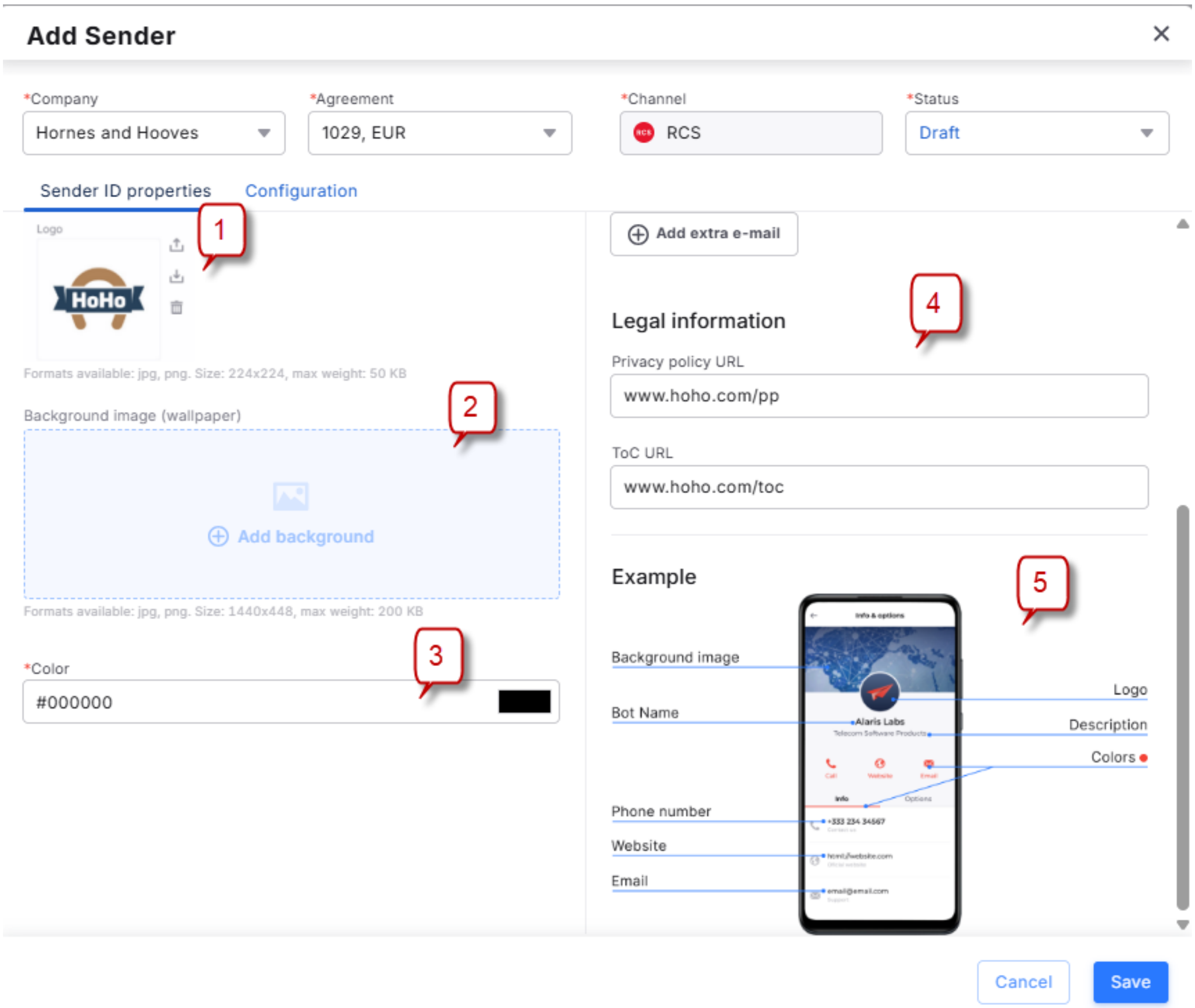


Add Sender (RCS, Sender ID properties 1)

1. *Company*: select the company with which the Sender ID will be associated.
2. *Agreement*: select the relevant agreement.
3. *Status*: select the Sender ID status in accordance with the provider data (consult the provider console for information). Possible values are:
   a. *Active*: the Sender ID is fully operative.
   b. *Blocked*: the Sender ID is blocked.
   c. *Testing*: the Sender ID is in the testing mode.
   d. *Draft*: the Sender ID application is being processed by the provider.
4. *Sender ID*: enter the numeric or alphanumeric code given by the provider.
5. *Display name*: the Sender ID name displayed in messages.
6. *Description*: a description.
7. *Phone number*, *Name*: supply the contact details. Click *Add extra phone* to add another phone number.

8. *Website*: enter the website URL. In the field next to it enter the button text. Click *Add extra website* to add another URL.

9. *Email*: add an email address. In the field next to it enter the button text. Click *Add extra email* to add another email.



Add Sender (RCS, Sender ID properties 2)

1. Click to add a profile picture or logo (the allowed formats are: jpg, png, and size 224x224, max weight is 50 Kb). Click to replace the image, to save the image to your computer, and to remove the image.

2. Click to add a background image (the allowed formats are: jpg, png, and size 1440x448, max weight is 200 Kb).

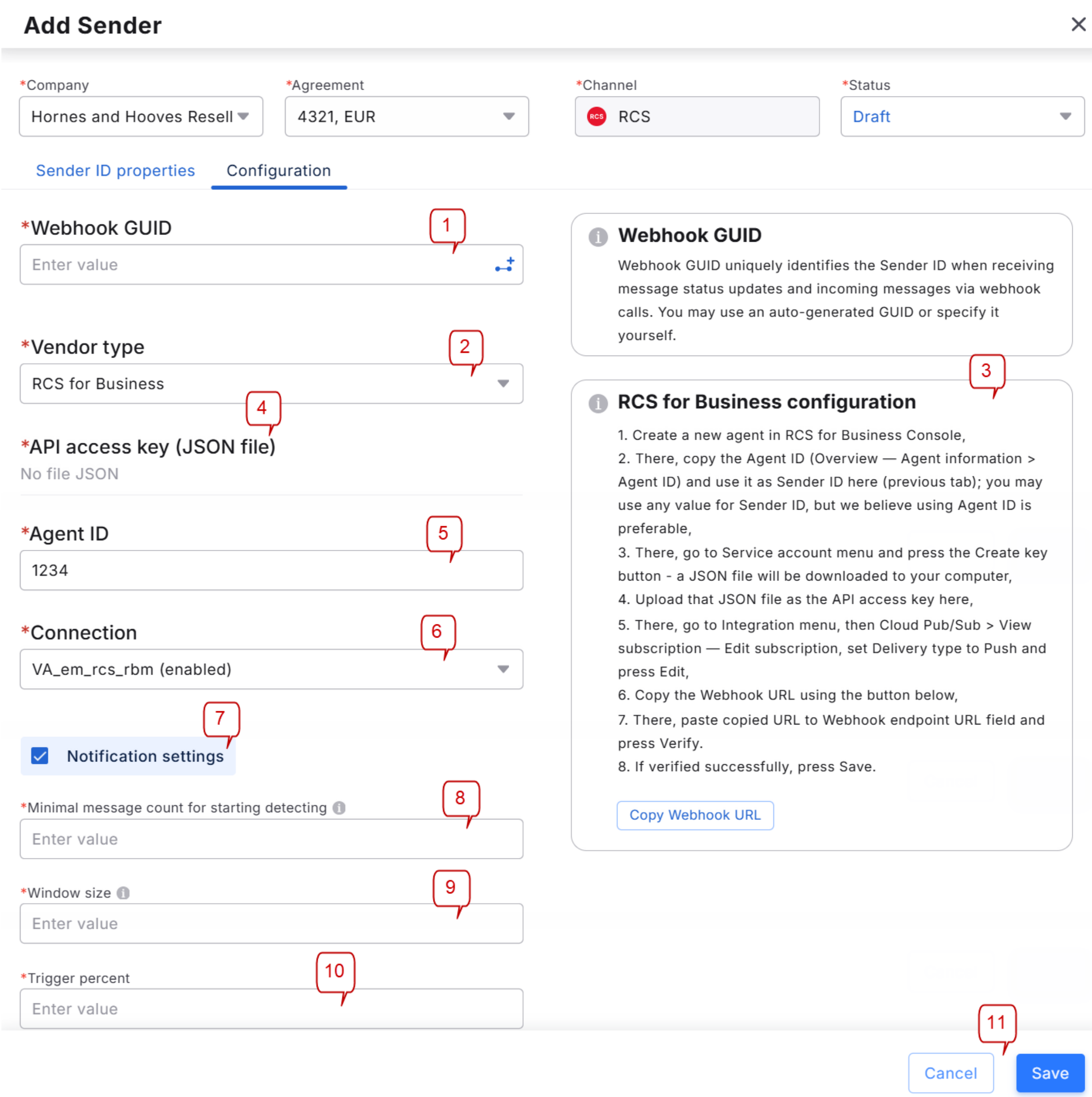
NOTE: The profile and background pictures are not adjusted automatically, they must be exactly the size as specified.

3. Select the profile color (if not selected, the black color will be used by default). It is the color of icons and other interface elements (see *Colors* in item (5) in the figure above).

4. Specify the link to the company's privacy policy and terms of service.

5. View how the parameters filled in this form are displayed on a recipient device.

Switch to the *Configuration* tab and proceed as follows.



Add Sender (RCS, Configuration, Vendor type: RCS for Business)

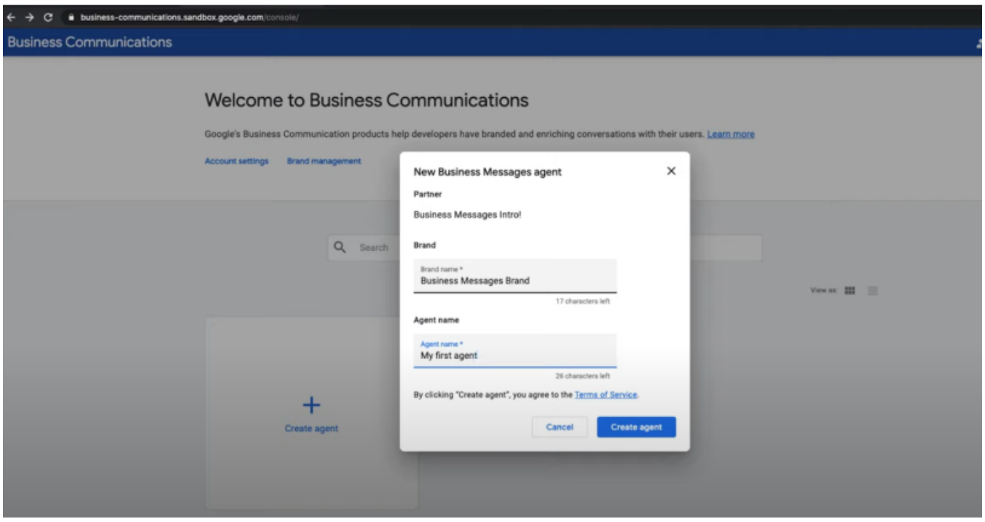
For RCS for Business:

1. *Webhook GUID*: a webhook GUID uniquely identifies the Sender ID when receiving message status updates and incoming messages through webhook calls. Click to generate or specify it manually.
2. *Vendor type*: *RCS for Business*.
3. Configure the fields for the selected vendor type as explained in the instructions.
4. *API access Key (JSON file)*: key for access to RCS for Business API. Click on the field and upload a configuration file in JSON format provided by RCS for Business. To generate the JSON file navigate to *Service Accounts* for your GCP project and click *Create key*.
5. *Agent ID*: the Agent ID created in RCS for Business Console.
6. *Connection*: select a connection created in Settings\HTTP connections 171.

7. *Notification settings*: checkbox for traffic monitoring notifications.
8. *Minimal message count for starting detecting*: minimum number of messages needed to start sending notifications. The error rate below this minimum is not taken into account in order to prevent false positives.
9. *Window size*: the size of the time window (minutes) to consider for the statistics count.
10. *Trigger percent*: threshold error rate that triggers notifications.
11. Click *Save* to save the changes or *Cancel* to discard the settings.

Create an Agent in your Google Service Account as detailed below.

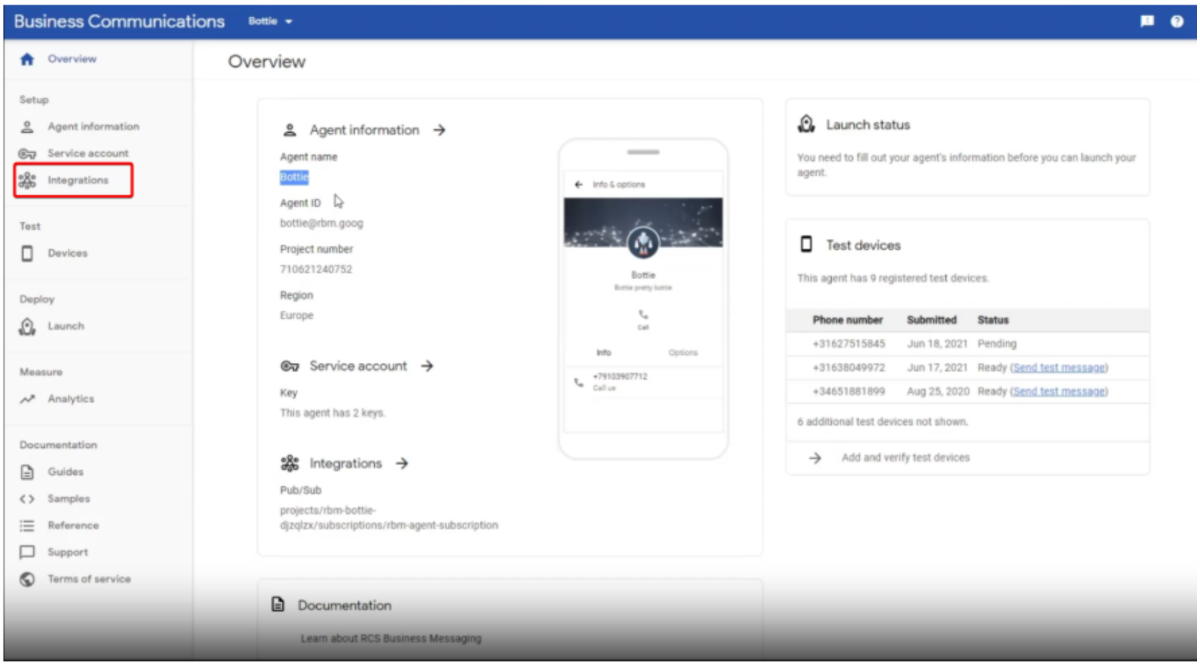
1. For message sending it is necessary to create a New Business Messages Agent with RCS for Business which will be the representation of the Brand or Service using the Sender ID.



Creating New Business Messages agent

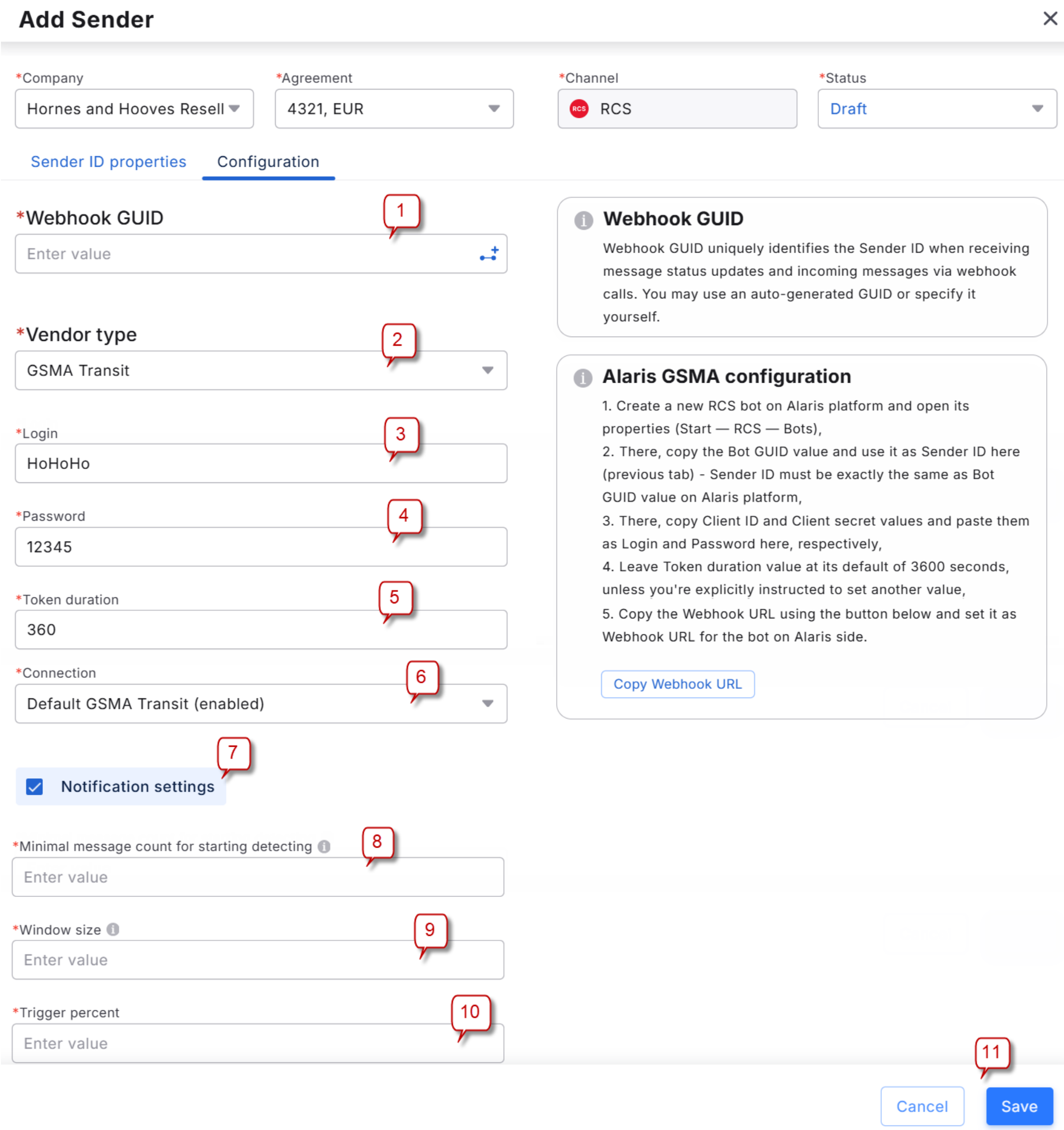
NOTE: Each Agent should match a unique Sender ID created in the System.

2. In the Agent tab you will be able to set a unique Webhook URL for each sender. Details on the webhook URL can be found in Sender ID configuration tab as shown above.
3. Webhook URL also can be set in the Integrations tab as indicated below.



RCS for Business Overview

4. Once all steps are finished the RCS Sender is ready for sending messages.



Vendor type: GSMA TRANSIT

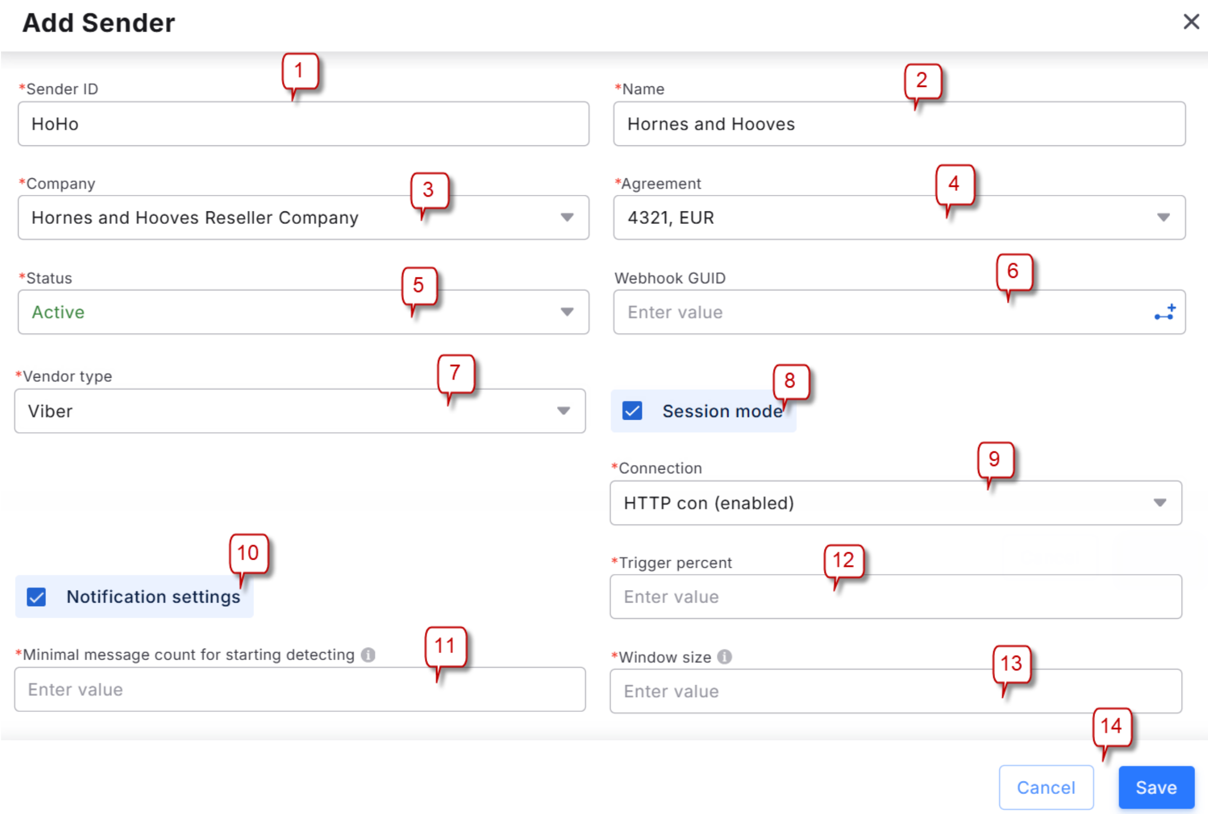
For *GSMA Transit:*

1. *Webhook GUID*: a webhook GUID uniquely identifies the Sender ID when receiving message status updates and incoming messages through webhook calls. Click to generate or specify it manually.
2. *Vendor type*: *GSMA Transit*.
3. *Login*: the *Client ID* field for the RCS bot created at the partner transit platform.
4. *Password*: the *Client secret* field for the RCS bot created at the partner transit platform.
5. *Token duration*: the token TTL (the recommended value is 3600 seconds).
6. *Connection*: select a connection created in Settings\HTTP connections 171.
7. *Notification settings*: checkbox for traffic monitoring notifications.

8. *Minimal message count for starting detecting*: minimum number of messages needed to start sending notifications. The error rate below this minimum is not taken into account in order to prevent false positives.
9. *Window size*: the size of the time window (minutes) to consider for the statistics count.
10. *Trigger percent*: threshold error rate that triggers notifications.
11. Click *Save* to save the changes or *Cancel* to discard the settings.

6.5.3 Viber Sender IDs

To create a Viber Sender ID, select *Viber* in the *New sender* form and proceed as follows.

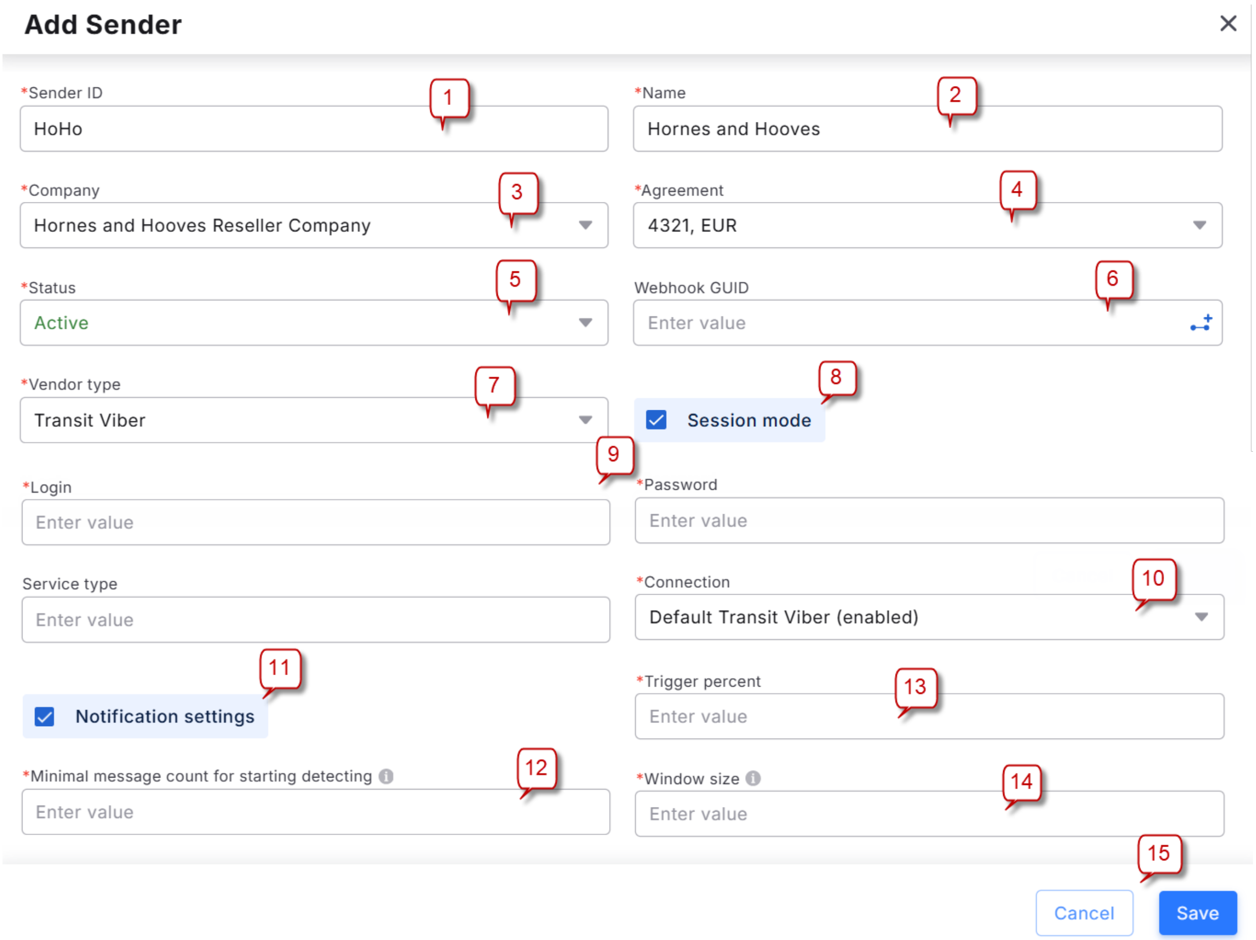


Add Sender (Vendor type: Viber)

For *Viber*:

1. *Sender ID*: matches Service ID value created in Settings\HTTP connections 171, required.
2. *Name*: Sender name that will be displayed in the recipients' Viber app, required
3. *Company*: select the company for which the Sender ID will be used, required.
4. *Agreement*: select the agreement for which the Sender ID will be used, required.
5. *Status*: select the Sender ID status. Possible values include: *Active*, *Blocked*, *Draft*. Required.
6. *Webhook GUID*: a webhook GUID uniquely identifies the Sender ID when receiving message status updates and incoming messages through webhook calls. Click to generate or specify it manually.
7. *Vendor type*: *Viber*.

8. *Sessions mode*: select to enable Viber Sessions mode, a two-way interaction with a customer within a 24-hour time frame that allows you to send and receive messages in one chat, and be billed per conversation instead of per message delivered.
9. *Connection*: select a connection created in Settings\HTTP connections 171.
10. *Notification settings*: checkbox for traffic monitoring notifications.
11. *Minimal message count for starting detecting*: minimum number of messages needed to start sending notifications. The error rate below this minimum is not taken into account in order to prevent false positives.
12. *Trigger percent*: threshold error rate that triggers notifications.
13. *Window size*: the size of the time window (minutes) to consider for the statistics count.
14. Click *Save* to save the changes or *Cancel* to discard the settings.



Add Sender (Vendor type: Transit Viber)

For *Transit Viber*:

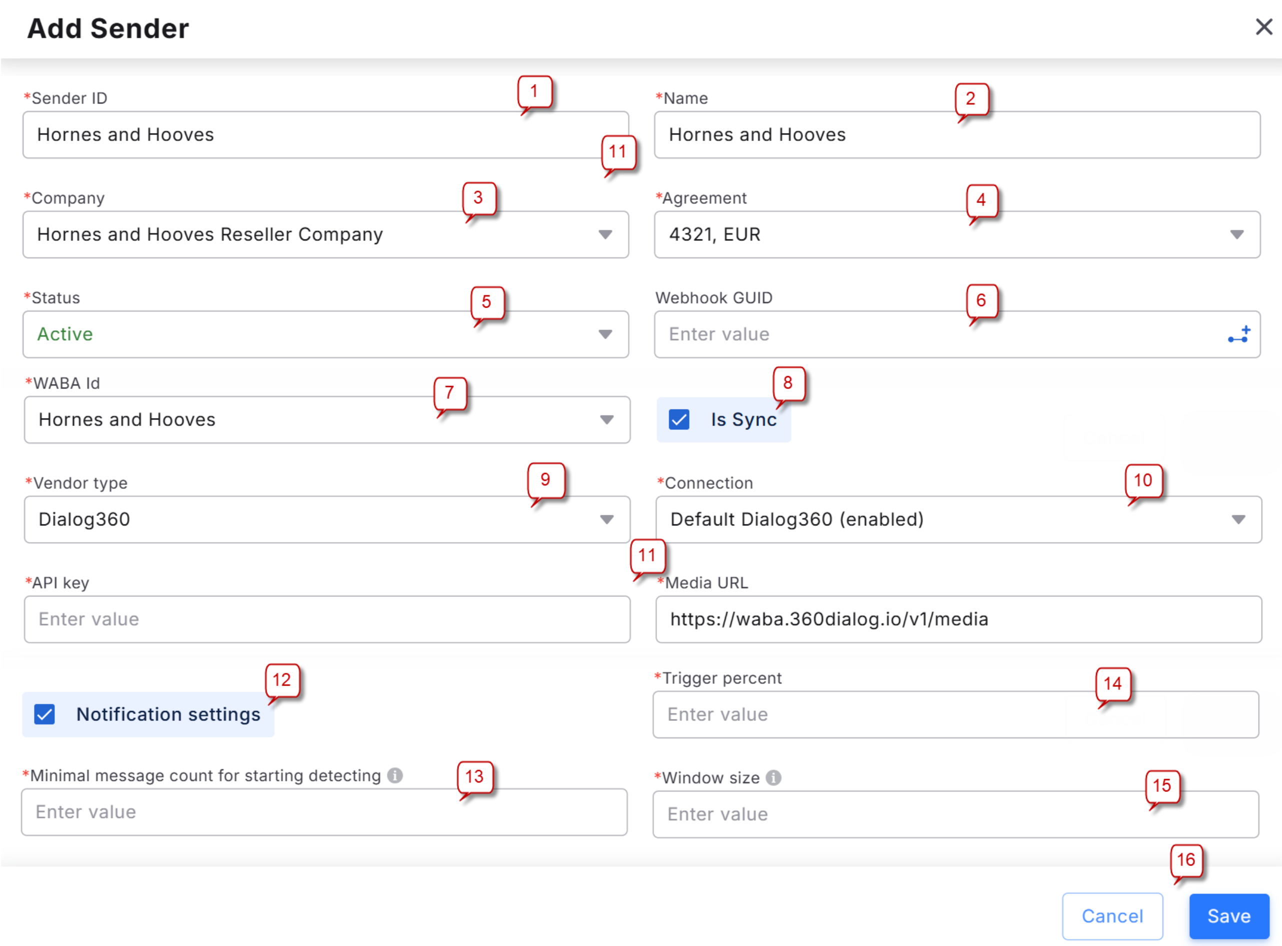
1. *Sender ID*: matches Service ID value created in Settings\HTTP connections 171, required.
2. *Name*: Sender name that will be displayed in the recipients' Viber app, required
3. *Company*: select the company for which the Sender ID will be used, required.

4. *Agreement*: select the agreement for which the Sender ID will be used, required.
5. *Status*: select the Sender ID status. Possible values include: *Active*, *Blocked*, *Draft*. Required.
6. *Webhook GUID*: a webhook GUID uniquely identifies the Sender ID when receiving message status updates and incoming messages through webhook calls. Click to generate or specify it manually.
7. *Vendor type*: *Transit Viber*.
8. *Sessions mode*: select to enable Viber Sessions mode, a two-way interaction with a customer within a 24-hour time frame that allows you to send and receive messages in one chat, and be billed per conversation instead of per message delivered.
9. *Login*, *Password* and *Service type*: values provided by the partner transit platform owner and correspond to the parameters defined in the System partner Client channel and POI.
10. *Connection*: select a connection created in Settings\HTTP connections 171.
11. *Notification settings*: checkbox for traffic monitoring notifications.
12. *Minimal message count for starting detecting*: minimum number of messages needed to start sending notifications. The error rate below this minimum is not taken into account in order to prevent false positives.
13. *Trigger percent*: threshold error rate that triggers notifications.
14. *Window size*: the size of the time window (minutes) to consider for the statistics count.
15. Click *Save* to save the changes or *Cancel* to discard the settings.

6.5.4 WhatsApp Sender IDs

To create a WhatsApp Sender ID, select *WhatsApp* in the *New sender* form and proceed as follows.

NOTE: Prior to creating a Sender ID, create a record in Account management\WhatsApp Business Account 77.



Add Sender (WhatsApp)

1. *Sender ID*: enter the numeric or alphanumeric code given by the WhatsApp service provider.
2. *Name*: type the Sender ID name that will be displayed in messages.
3. *Company*: select the company for which the Sender ID will be used.
4. *Agreement*: select the agreement for which the Sender ID will be used.
5. *Status*: select the Sender ID status. Possible values include: *Active*, *Blocked*, *Draft*.
6. *Webhook GUID*: a webhook GUID uniquely identifies the Sender ID when receiving message status updates and incoming messages through webhook calls. Click to generate or specify it manually.

NOTE: For each new sender you have to add a new Webhook link using the appropriate API key received for that sender. Do not forget to generate a "Webhook GUID" and add it to the bot_id field in the Webhook link.

7. *WABA Id*: select the ID created in Account management\WhatsApp Business Account 77.

NOTE: Each Sender ID belongs to its own WABA.

8. *Is Sync:* when enabled, the API key value is synchronized with the WhatsApp service provider.
9. *Vendor type*: select the service provider. Possible options are:
   a. *Dialog360*;
   b. *Nexmo*;

c. *Telin*;

d. *Telin NeuAPIX*;

e. *Gupshup*;

f. *Dialog360 Cloud.*

10. *Connection*: select a connection created in Settings\HTTP connections 171.
11. Configure the fields based on the selected Vendor type.
12. *Notification settings*: checkbox for traffic monitoring notifications.
13. *Minimal message count for starting detecting*: minimum number of messages needed to start sending notifications. The error rate below this minimum is not taken into account in order to prevent false positives.
14. *Trigger percent*: threshold error rate that triggers notifications.
15. *Window size*: the size of the time window (minutes) to consider for the statistics count.
16. Click *Save* to save the changes or *Cancel* to discard the settings.

6.5.4.1 Dialog360

Dialog360 is a provider for interaction with WhatsApp. The provider can easily be integrated into the System.

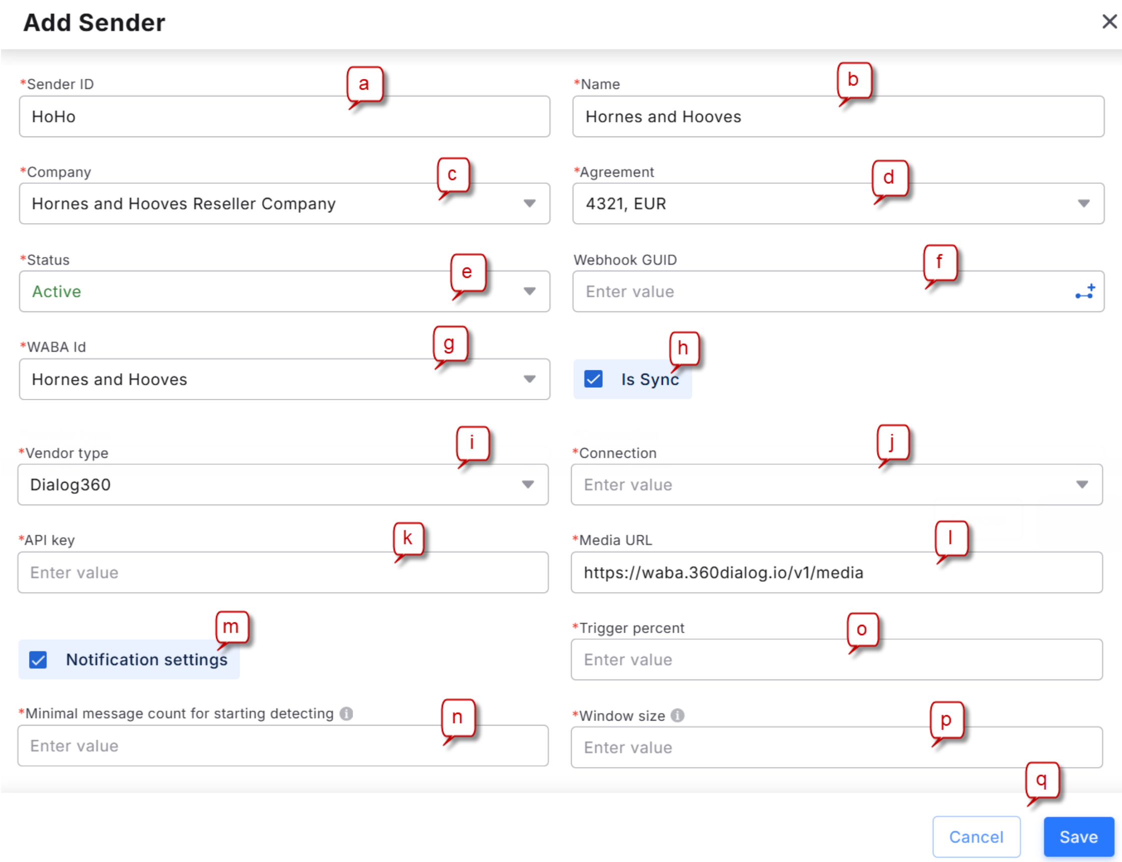
To set up Dialog360 follow the procedure as detailed below.

On 360dialog side:

1. Create a WABA account on the official Dialog360 site. The 360dialog Client Hub is a web application that can be used to manage WhatsApp Business Accounts and phone numbers.
2. Follow the steps to create a new WABA.

On the platform side:

1. Register your WABA in the System as described in Account management\WhatsApp Business Account 77.
2. On the stage of creating a Sender ID (Account management\Sender IDs 40) in the *Vendor Type* field choose *Dialog360*. After that several additional fields will become available:



Add Sender: Dialog360

a. *Sender ID*: enter the numeric or alphanumeric code given by the service provider.

b. *Name*: type the Sender ID name that will be displayed in messages.

c. *Company*: select an appropriate Company.

d. *Agreement*: select an appropriate Agreement.

e. *Status*: select the Sender ID status. Possible values include: Active, Blocked, Draft.

f. *Webhook GUID*: click to generate Webhook GUID. Webhook GUID will be used to recognize webhooks from Nexmo.

g. *WABA Id*: enter the WABA ID.

h. *Is Sync:* when enabled, the API key value is synchronized with the WhatsApp service provider.

i. *Vendor type*: *Dialog360*.

j. *Connection:* select a connection created in Settings\HTTP connections 171.

k. *API key*: copy the API key from your account at the WhatsApp service provider.

l. *Media URL*: copy the URL from your account at the WhatsApp service provider.

m. *Notification settings*: checkbox for traffic monitoring notifications.

n. *Minimal message count for starting detecting*: minimum number of messages needed to start sending notifications. The error rate below this minimum is not taken into account in order to prevent false positives.

o. *Trigger percent*: threshold error rate that triggers notifications.

p. *Window size*: the size of the time window (minutes) to consider for the statistics count.

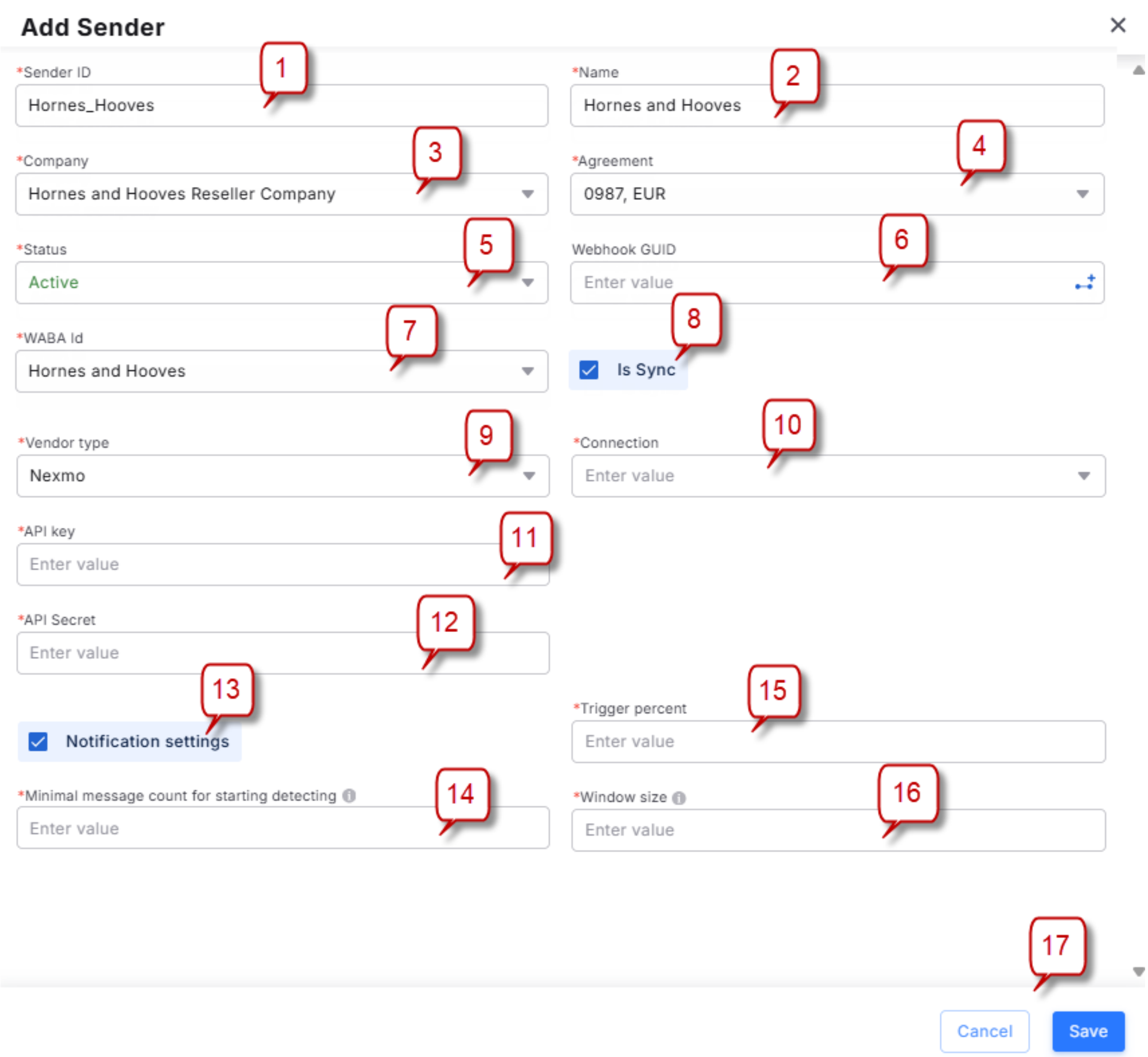
q. Click *Save* to save the record or *Cancel* to discard the settings.

6.5.4.2 Nexmo

Nexmo offers a free tier with a limited number of SMS messages included per month. Additional messages can be purchased through their pay-as-you-go pricing model.

To create a WhatsApp Sender ID with the *Nexmo* Vendor type, select *WhatsApp* in the *New sender* form and proceed as follows.

NOTE: Prior to creating a Sender ID, create a record in Account management\WhatsApp Business Account 77.



Add Sender: Nexmo

1. *Sender ID*: enter the numeric or alphanumeric code given by the service provider.

2. *Name*: type the Sender ID name that will be displayed in messages.

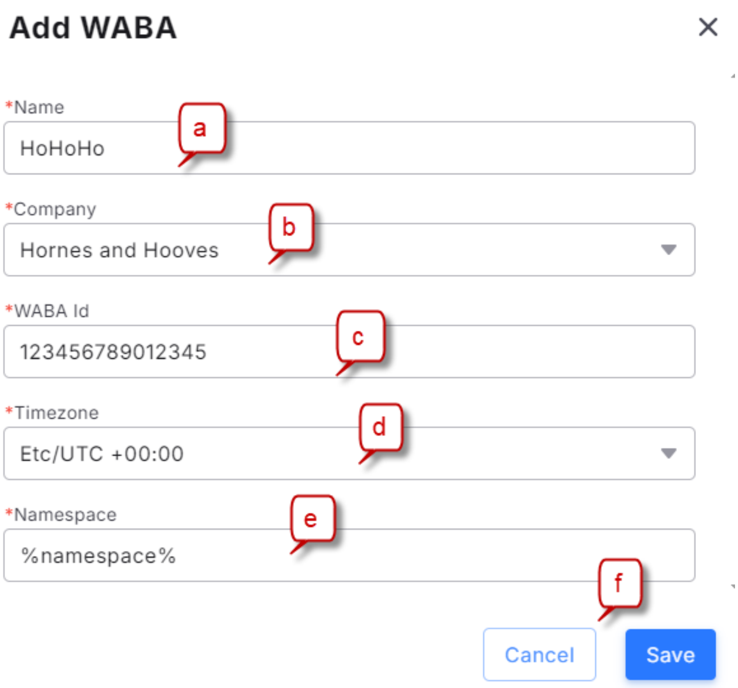
3. *Company*: select an appropriate Company.

4. *Agreement*: select an appropriate Agreement.
5. *Status*: select the Sender ID status. Possible values include: *Active*, *Blocked*, *Draft*.
6. *Webhook GUID*: click to generate Webhook GUID. Webhook GUID will be used to recognize webhooks from Nexmo.
7. *WABA Id*: enter the WABA ID.
8. *Is Sync:* when enabled, the API key value is synchronized with the WhatsApp service provider.
9. *Vendor type*: *Nexmo*.
10. *Connection:* select a connection created in Settings\HTTP connections 171.
11. *API key*: copy the API key from your account at the WhatsApp service provider.
12. *API Secret*: copy the API password from your account at the WhatsApp service provider.
13. *Notification settings*: checkbox for traffic monitoring notifications.
14. *Minimal message count for starting detecting*: minimum number of messages needed to start sending notifications. The error rate below this minimum is not taken into account in order to prevent false positives.
15. *Trigger percent*: threshold error rate that triggers notifications.
16. *Window size*: the size of the time window (minutes) to consider for the statistics count.
17. Click *Save* to save the record or *Cancel* to discard the settings.

6.5.4.3 Telin

Telin is a service provider for interaction with WhatsApp via messaging API. The integration to the System will be easily done if you follow the below steps:

1. Register a WABA (WhatsApp Business Account) on Telin side first to get the credentials in order to proceed with configuration on the platform side further.
2. Create WABA in the BackOffice interface (Account Management/WhatsApp Business Account 77).



Add WABA

a. *Name*: type the WABA name.

b. *Company*: select the company for which the Telin WABA will be used.

c. *WABA Id*: enter the WABA ID from your Telin WABA account.

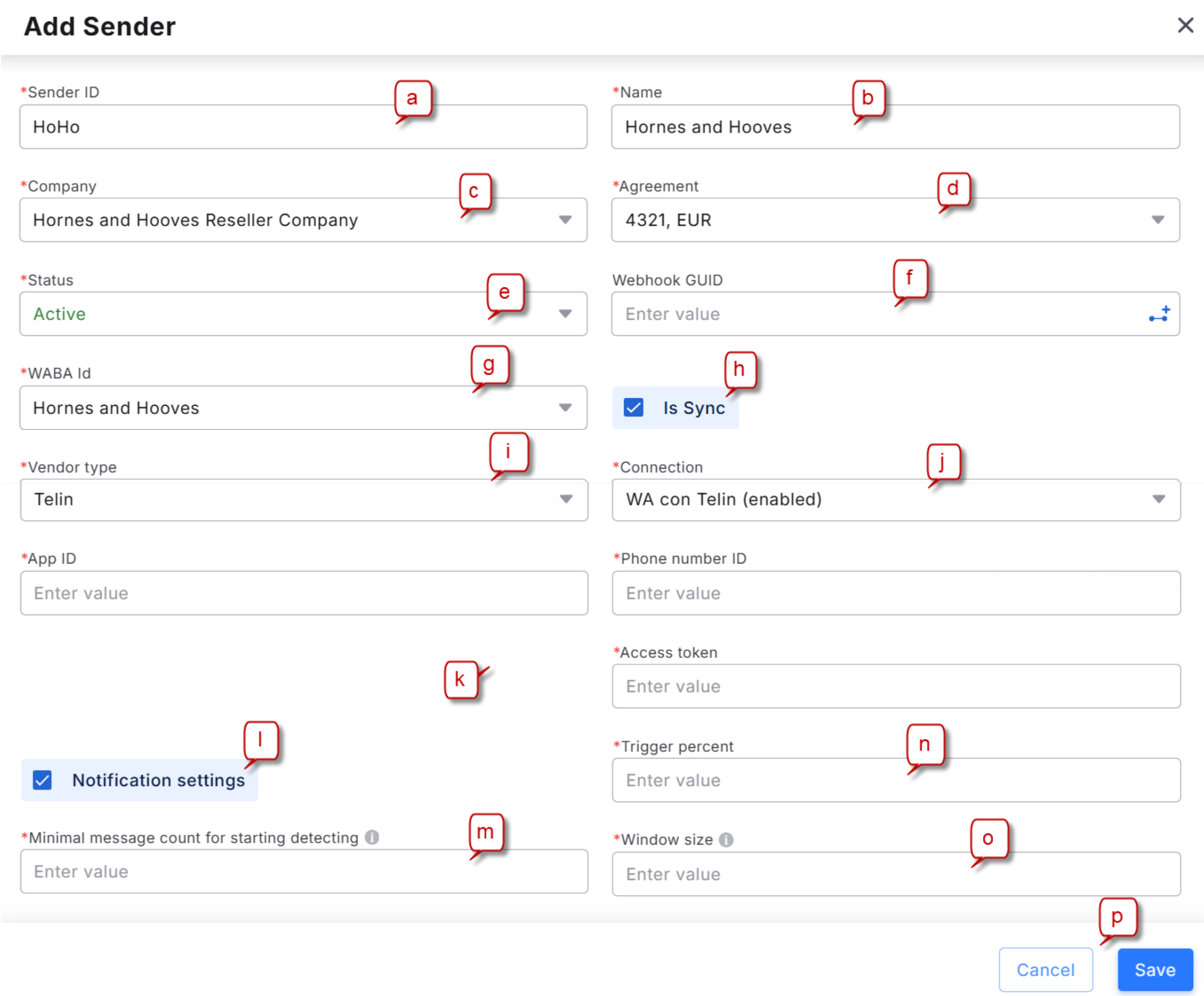
d. *Timezone*: select the timezone for the WABA.

e. *Namespace*: copy the namespace code from your WABA account. Note that Telin may not provide you with the Namespace. In this case, any value can be used.

f. Click *Save* to save the record or *Cancel* to discard the settings.

3. Create an HTTP connection as detailed in the Settings\HTTP connections\Telin. 173

4. Create a WA Sender ID (Account Management /Sender IDs 40): set Vendor Type as Telin and choose the WABA. Note that each Sender ID belongs to its own WABA. Fill up the rest of the parameters according to your registered Telin account. Phone number ID is a parameter, which is specific for Telin, it's sent instead of *Sender_id* in such request as SMS sending and templates.



Add Sender: Telin

a. *Sender ID*: enter the numeric or alphanumeric code given by the service provider.

b. *Name*: type the Sender ID name that will be displayed in messages.

c. *Company*: select an appropriate Company.

d. *Agreement*: select an appropriate Agreement.

e. *Status*: select the Sender ID status. Possible values include: Active, Blocked, Draft.

f. *Webhook GUID*: click to generate Webhook GUID. Webhook GUID will be used to recognize webhooks from Nexmo.

g. *WABA Id*: enter the WABA ID.

h. *Is Sync:* when enabled, the API key value is synchronized with the WhatsApp service provider.

i. *Vendor type*: *Telin*.

j. *Connection:* select a connection created in Settings\HTTP connections 171.

k. *App ID*, *Phone Number ID*, *Access token*: parameters are filled in accordance with your registered Telin account.

l. *Notification settings*: checkbox for traffic monitoring notifications.

m. *Minimal message count for starting detecting*: minimum number of messages needed to start sending notifications. The error rate below this minimum is not taken into account in order to prevent false positives.

n. *Trigger percent*: threshold error rate that triggers notifications.

o. *Window size*: the size of the time window (minutes) to consider for the statistics count.

p. Click *Save* to save the changes or *Cancel* to discard the settings.

NOTE: *Telin NeuAPIX* is also available.

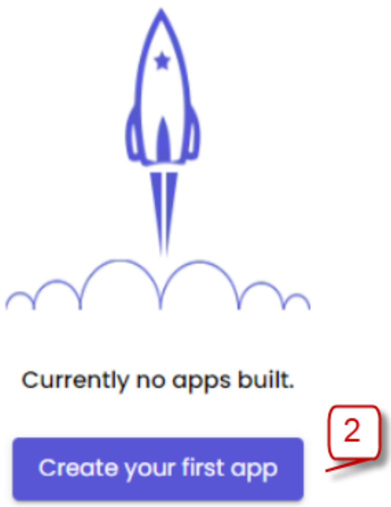
6.5.4.4 Gupshup

The platform provides an opportunity to integrate with Gupshup Integrations Platform. It is a convenient platform used to build automated workflows and manage conversations. To complete the integration, perform the steps described below:

1. Create an account with Gupshup.

NOTE: Gupshup provides 3 types of accounts (*self-serve*, *console self-serve*, *enterprise*), all of them are supported by the System.

2. Log in to your account and create an access API app:



NOTE: Once created the App will appear in the Dashboard.

3. To set the connection live, click on *Go live* button and proceed with registration.

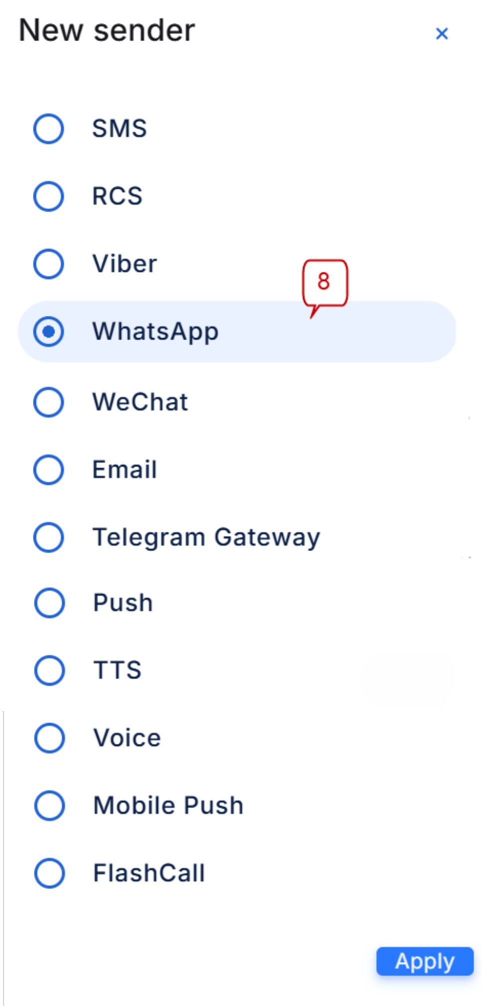
4. Get App Name, App ID and API key in the Settings tab.

5. If you have a self-serve or an enterprise account, in order to setup the callback URL it is necessary to contact the Gupshup's dev support team.

6. To complete the connection with Gupshup vendor from the System side, create a new HTTP connection with the System as detailed in Settings\HTTP connections\Gupshup 175.

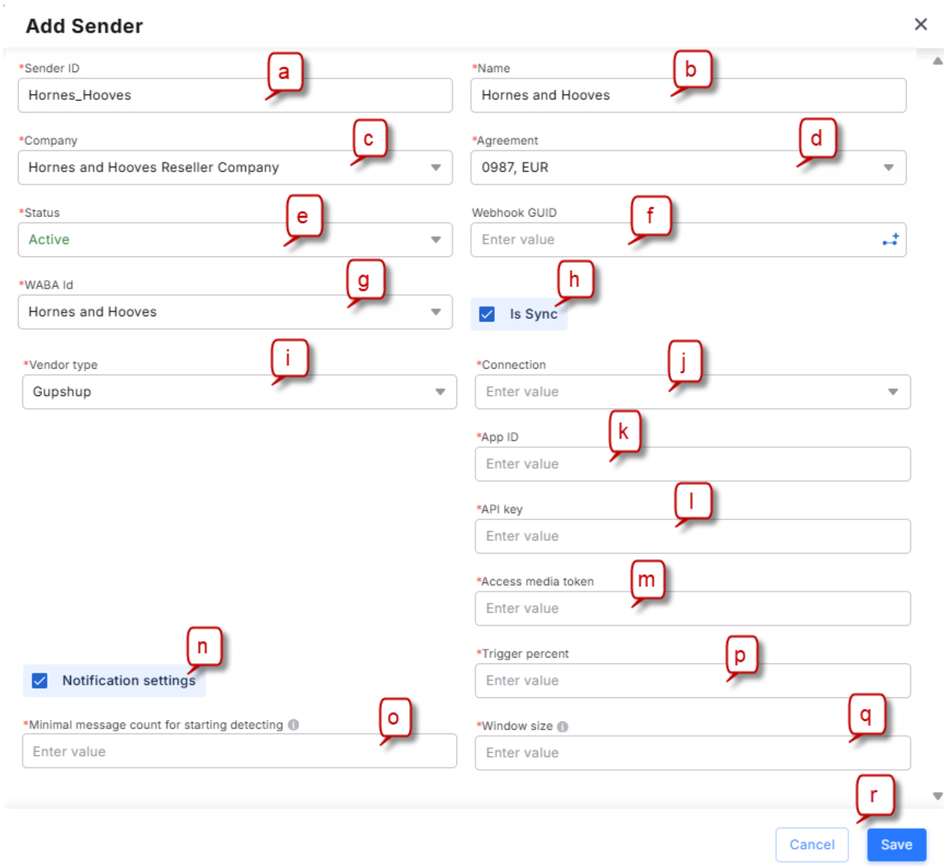
7. Create a corresponding Sender ID in Account management\Sender IDs. 40

8. Choose WhatsApp Sender ID type for the new sender:



New sender: WhatsApp

9. Fill in the empty fields in the form with the following values:



Add Sender: Gupshup

a. *Sender ID*: enter the numeric or alphanumeric code given by the service provider.

b. *Name*: type the Sender ID name that will be displayed in messages.

c. *Company*: select an appropriate Company.

d. *Agreement*: select an appropriate Agreement.

e. *Status*: select the Sender ID status. Possible values include: *Active*, *Blocked*, *Draft*.

f. *Webhook GUID*: click to generate Webhook GUID. Webhook GUID will be used to recognize webhooks from Gupshup.

g. *WABA Id*: enter the WABA ID from your Gupshup WABA account.

h. *Is Sync:* when enabled, the API key value is synchronized with the WhatsApp service provider.

i. *Vendor type*: *Gupshup*.

j. *Connection*: select the HTTP connection created for Gupshup Integrations Platform.

k. *App ID*: App ID from the Settings tab of your Gupshup account.

l. *API key*: API key from the Settings tab of your Gupshup account.

m. *Access media token*: use the token as detailed in Appendix 4. Getting the acess token for your Gupshup App 241.

n. *Notification settings*: checkbox for traffic monitoring notifications.

o. *Minimal message count for starting detecting*: minimum number of messages needed to start sending notifications. The error rate below this minimum is not taken into account in order to prevent false positives.

p. *Trigger percent*: threshold error rate that triggers notifications.

q. *Window size*: the size of the time window (minutes) to consider for the statistics count.

r. Click *Save* to save the record or *Cancel* to discard the settings.

NOTE: To get App's templates, submit templates, send messages etc. use the token as detailed in Appendix 4. Getting the acess token for your Gupshup App. 241

6.5.4.5 Dialog360 Cloud

Dialog360 Cloud can easily be integrated into the System.

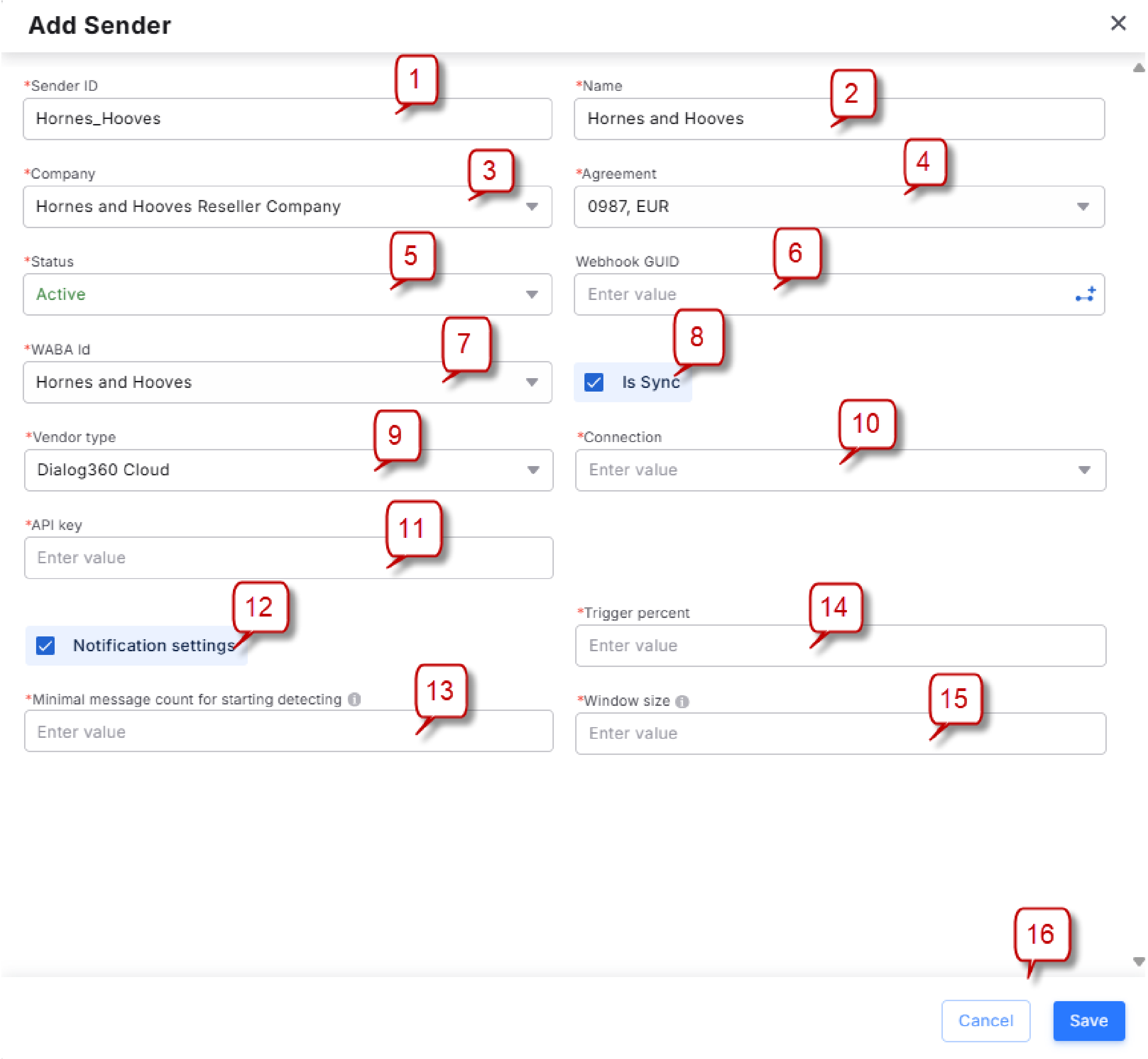
To create a Dialog360 Cloud Sender ID follow the procedure detailed below:

On 360dialog side:

1. Create a WABA account on the official Dialog360 site. The 360dialog Client Hub is a web application that can be used to manage WhatsApp Business Accounts and phone numbers.
2. Follow the steps to create a new WABA.

On the platform side:

1. Create a new HTTP connection as detailed in Settings\HTTP connections 171.
2. On the stage of creating a Sender ID (Account management\Sender IDs 40) in the *Vendor Type* field choose *Dialog360 Cloud*. After that several additional fields will become available:



Add Sender: Dialog360 Cloud

1. *Sender ID*: enter the numeric or alphanumeric code given by the service provider.
2. *Name*: type the Sender ID name that will be displayed in messages.
3. *Company*: select an appropriate Company.
4. *Agreement*: select an appropriate Agreement.
5. *Status*: select the Sender ID status. Possible values include: *Active*, *Blocked*, *Draft*.
6. *Webhook GUID*: click to generate Webhook GUID. Webhook GUID will be used to recognize webhooks from *Dialog360 Cloud*.
7. *WABA Id*: enter the WABA ID.
8. *Is Sync:* when enabled, the API key value is synchronized with the WhatsApp service provider.
9. *Vendor type*: *Dialog360 Cloud*.
10. *Connection*: select a connection configured for the vendor type in Settings\HTTP connections 171.

11. *API key*: copy the API key from your account at the WhatsApp service provider.
12. *Notification settings*: checkbox for traffic monitoring notifications.
13. *Minimal message count for starting detecting*: minimum number of messages needed to start sending notifications. The error rate below this minimum is not taken into account in order to prevent false positives.
14. *Trigger percent*: threshold error rate that triggers notifications.
15. *Window size*: the size of the time window (minutes) to consider for the statistics count.
16. Click *Save* to save the record or *Cancel* to discard the settings.

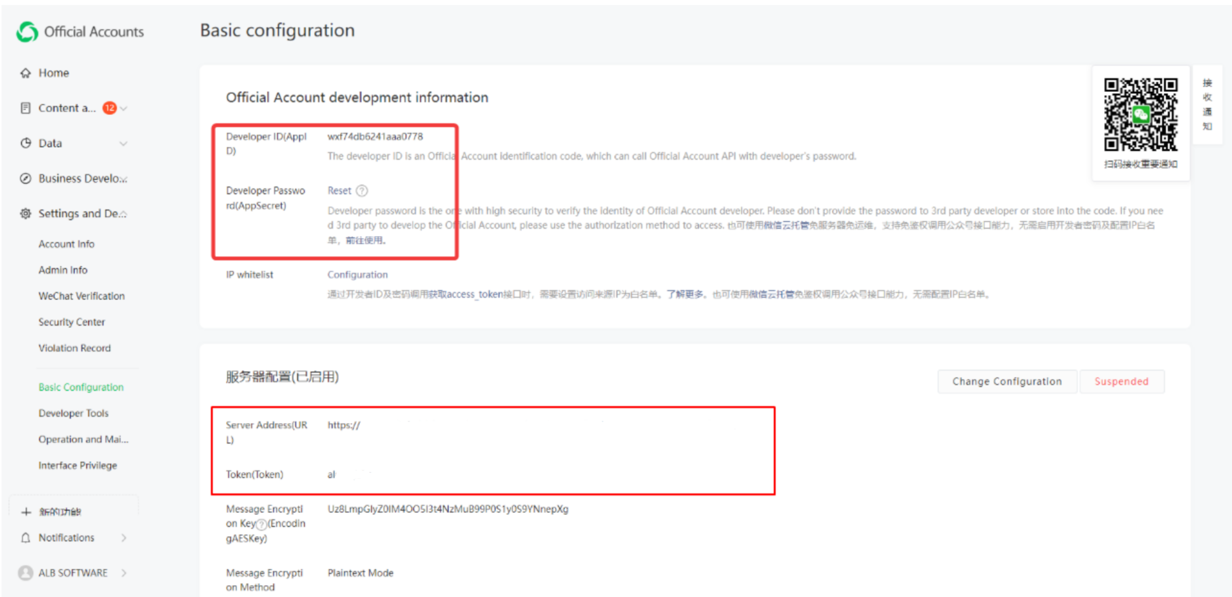
6.5.5 WeChat Sender IDs

WeChat is a multifunctional app supported for integration with the System.

In the System, it is possible to send text MTs, MOs, send pictures and launch chatbots. Note, that now it is impossible to use Broadcasts for WeChat.

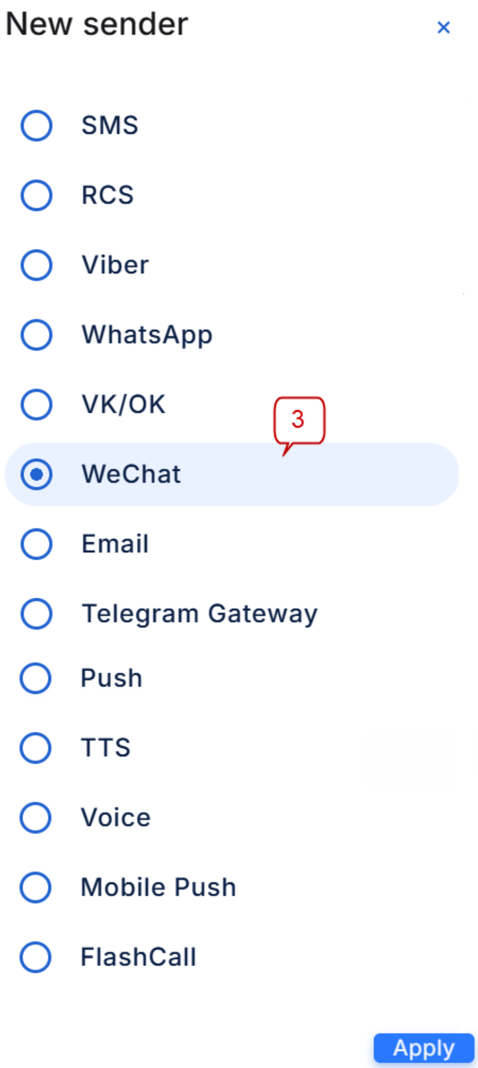
To configure the WeChat channel:

1. Create a WeChat Official Account.



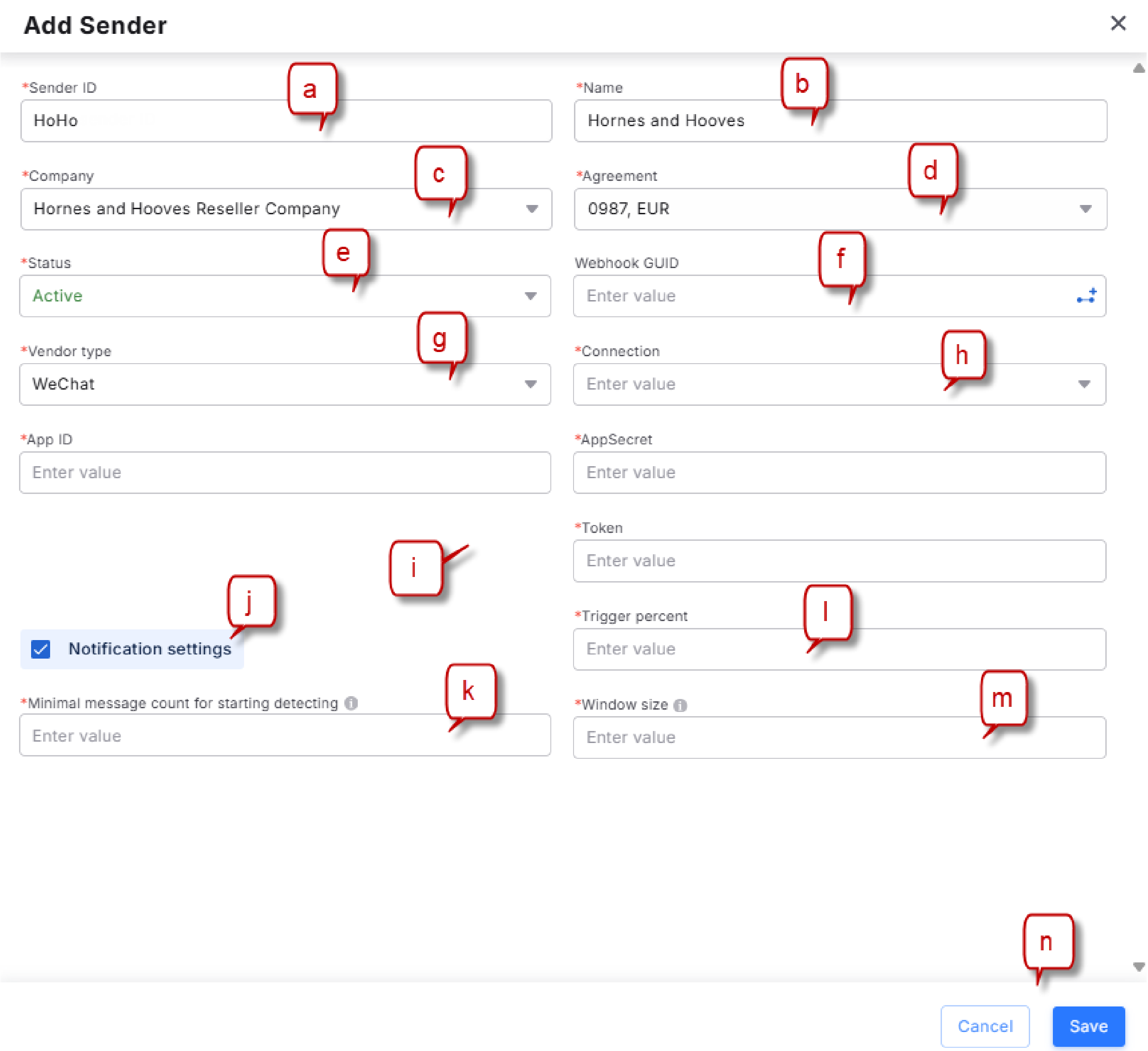
WeChat account

2. Create a corresponding Sender ID in Account management\Sender IDs. 40
3. Choose WeChat Sender ID type for the new sender:



New sender: WeChat

4. Fill in the empty fields in the form with the following values:



Add Sender: WeChat

a. *Sender ID*: enter the numeric or alphanumeric code given by the service provider.

b. *Name*: type the Sender ID name that will be displayed in messages.

c. *Company*: select an appropriate Company.

d. *Agreement*: select an appropriate Agreement.

e. *Status*: select the Sender ID status. Possible values include: *Active*, *Blocked*, *Draft*.

f. *Webhook GUID*: click to generate Webhook GUID. Webhook GUID will be used to recognize webhooks from WeChat.

g. *Vendor type*: *WeChat*.

h. *Connection*: select the HTTP connection created for WeChat.

i. *App ID, AppSecret* and *Token*: these credentials are provided by WeChat.

j. *Notification settings*: checkbox for traffic monitoring notifications.

k. *Minimal message count for starting detecting*: minimum number of messages needed to start sending notifications. The error rate below this minimum is not taken into account in order to prevent false positives.

l. *Trigger percent*: threshold error rate that triggers notifications.

m. *Window size*: the size of the time window (minutes) to consider for the statistics count.

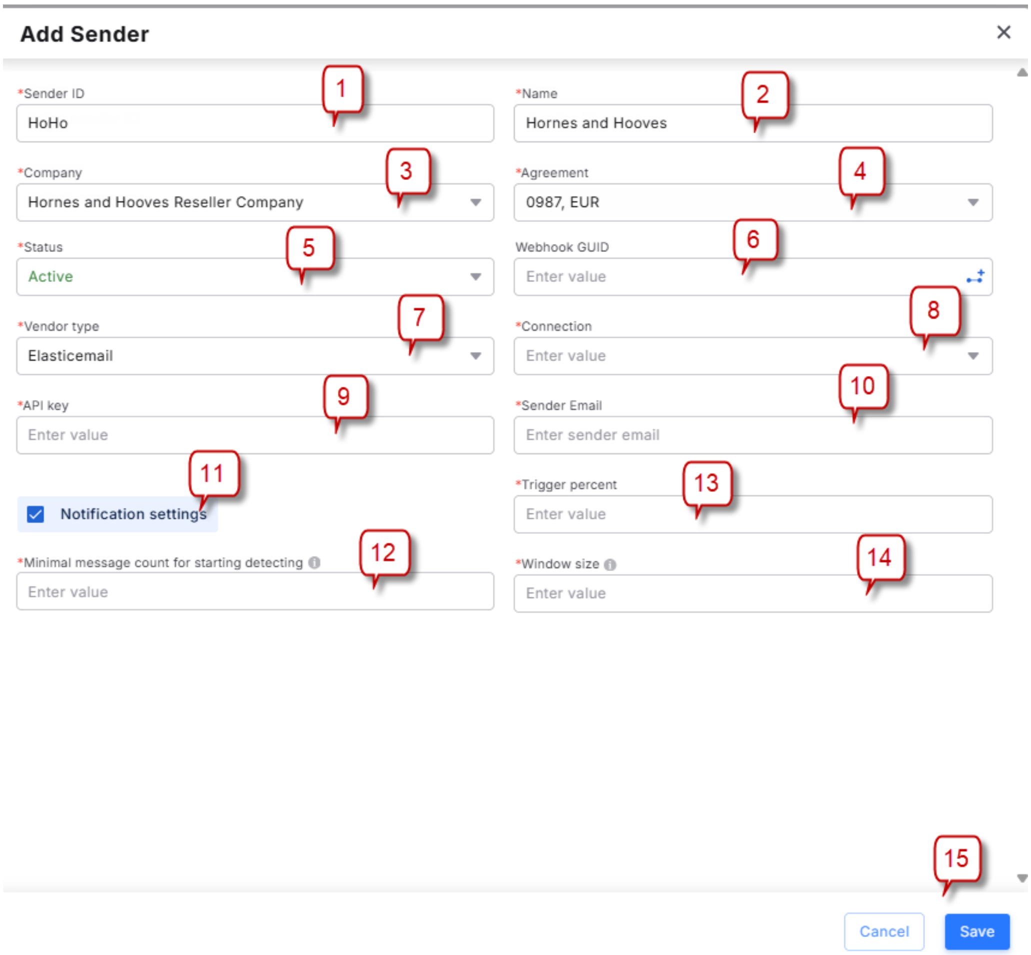
n. Click *Save* to save the record or *Cancel* to discard the settings.

The system currently supports sending and receiving messages of the Customer Messages type.

WeChat documentation is available here.

6.5.6 Email Sender IDs

To create a Sender ID for email communications, select *Email* in the *New sender* form and proceed as follows.



Add Sender (Email)

1. *Sender ID*: enter the numeric or alphanumeric code given by the service provider.
2. *Name*: type the Sender ID name that will be displayed in messages.
3. *Company*: select the company for which the Sender ID will be used.
4. *Agreement*: select the agreement for which the Sender ID will be used.

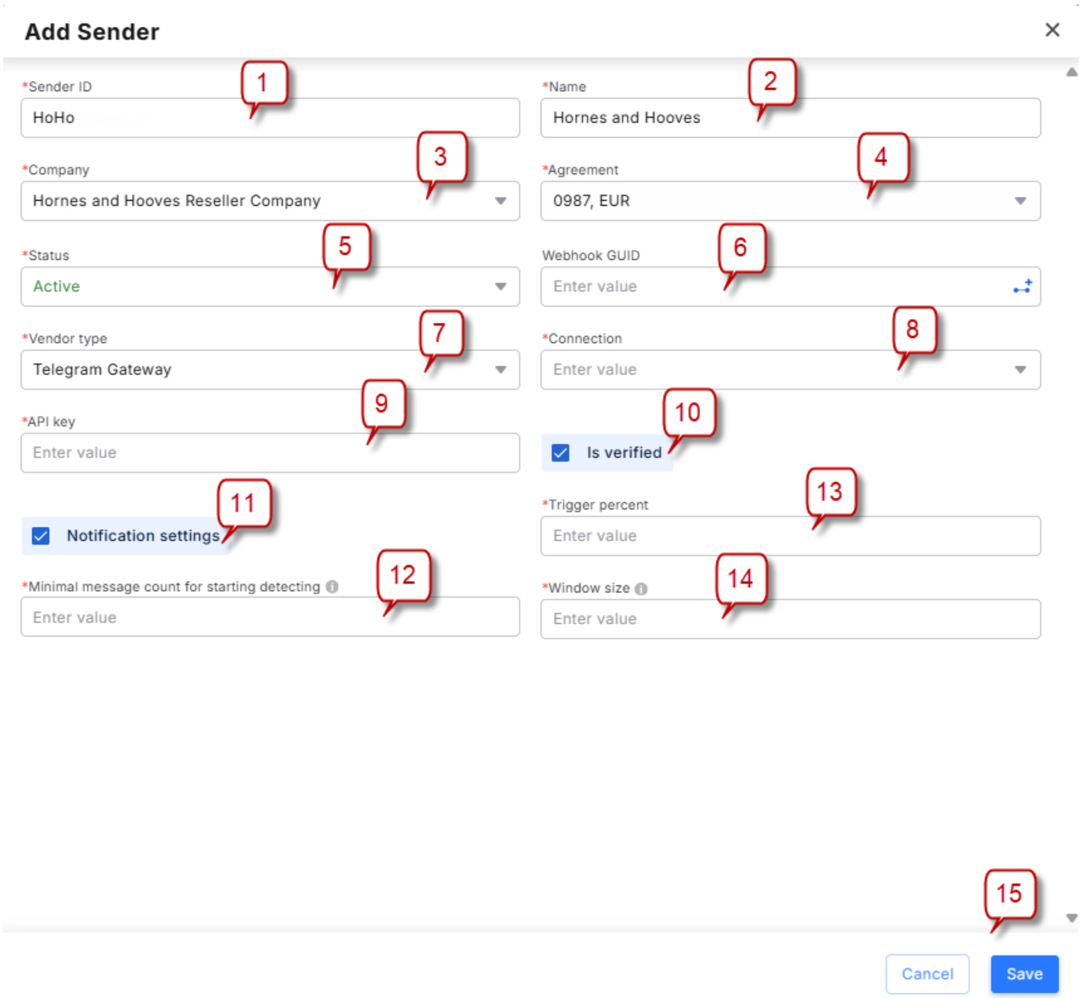
5. *Status*: select the Sender ID status. Possible values include: *Active*, *Blocked*, *Draft*.
6. *Webhook GUID*: a webhook GUID uniquely identifies the Sender ID when receiving message status updates and incoming messages through webhook calls. Click to generate or specify it manually.

NOTE: The webhook URL which is set on Elasticemail side should be the following: https://domainname/webhook/elasticemail?bot_id=<bot_id> where *bot_id* is the Webhook GUID set for the Sender.

7. *Vendor type*: select the service provider. Currently the available option is *Elasticemail*.
8. *Connection*: select a connection for Elasticemail service created in Settings\HTTP connections 171.
9. *API key*: your personal key provided by the vendor.
10. *Sender Email*: email from which broadcasts will be sent.
11. *Notification settings*: checkbox for traffic monitoring notifications.
12. *Minimal message count for starting detecting*: minimum number of messages needed to start sending notifications. The error rate below this minimum is not taken into account in order to prevent false positives.
13. *Trigger percent*: threshold error rate that triggers notifications.
14. *Window size*: the size of the time window (minutes) to consider for the statistics count.
15. Click *Save* to save the changes or *Cancel* to discard the settings.

6.5.7 Telegram Gateway Sender IDs

To create a Sender ID for Telegram Gateway communications, select *Telegram Gateway* in the *New sender* form and proceed as follows.



Add Sender (Telegram Gateway)

1. *Sender ID*: enter the numeric or alphanumeric code given by the service provider.
2. *Name*: type the Sender ID name that will be displayed in messages.
3. *Company*: select the company for which the Sender ID will be used.
4. *Agreement*: select the agreement for which the Sender ID will be used.
5. *Status*: select the Sender ID status. Possible values include: *Active*, *Blocked*, *Draft*.
6. *Webhook GUID*: a webhook GUID uniquely identifies the Sender ID when receiving message status updates and incoming messages through webhook calls. Click to generate or specify it manually.
7. *Vendor type*: *Telegram Gateway*.
8. *Connection*: select a connection configured for the vendor type in Settings\HTTP connection 181.
9. *API key*: your personal key provided by the vendor.
10. *Is verified*: select the checkbox if the sender is verified on Telegram.
11. *Notification settings*: checkbox for traffic monitoring notifications.

12. *Minimal message count for starting detecting*: minimum number of messages needed to start sending notifications. The error rate below this minimum is not taken into account in order to prevent false positives.

13. *Trigger percent*: threshold error rate that triggers notifications.

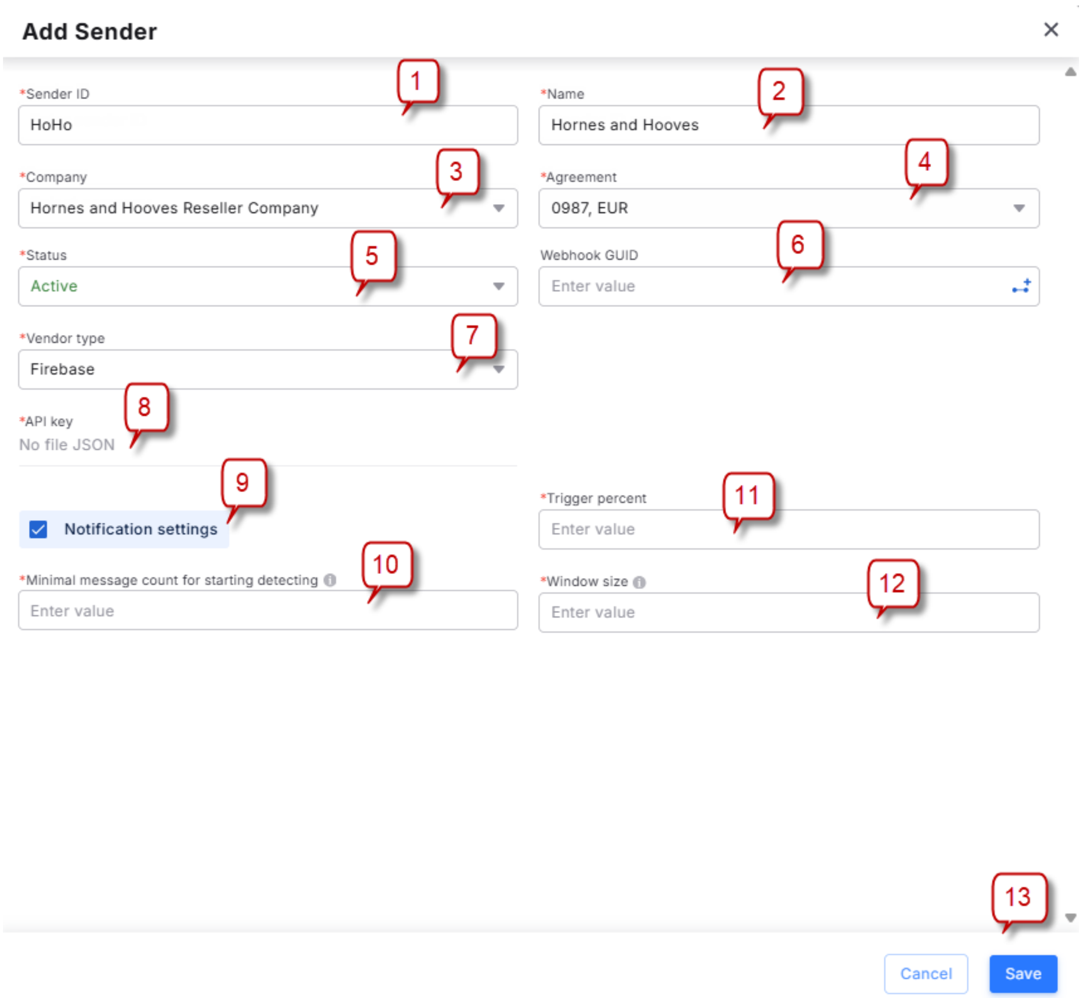
14. *Window size*: the size of the time window (minutes) to consider for the statistics count.

15. Click *Save* to save the changes or *Cancel* to discard the settings.

6.5.8 Push Sender IDs

The *Push* channel serves to send standard push notifications to the contacts's device. Push notifications are pop-up notifications on the phone informing contacts about services, promotions, news and updates.

To create a Sender ID for Push communications, select *Push* in the *New sender* form and proceed as follows.



Add Sender (Push)

1. *Sender ID*: enter the numeric or alphanumeric code given by the service provider.

2. *Name*: type the Sender ID name that will be displayed in messages.

3. *Company*: select the company for which the Sender ID will be used.

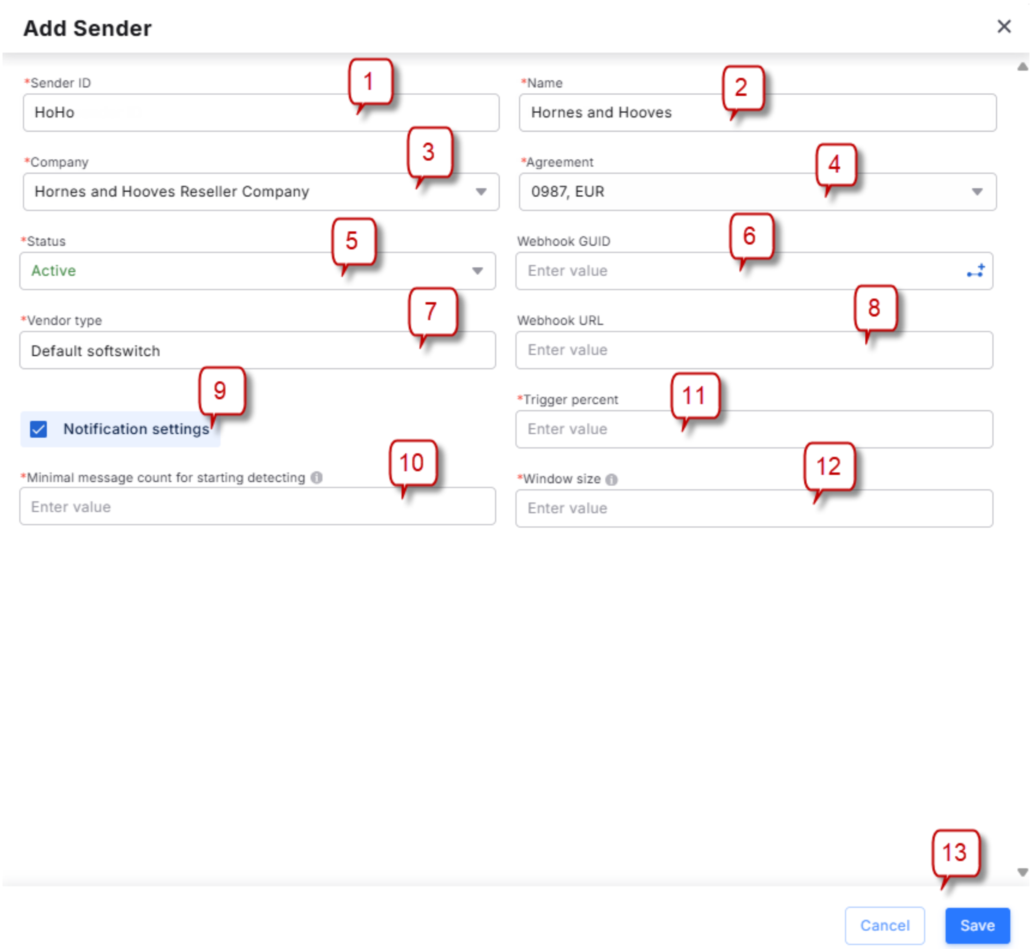
4. *Agreement*: select the agreement for which the Sender ID will be used.

5. *Status*: select the Sender ID status. Possible values include: *Active*, *Blocked*, *Draft*.
6. *Webhook GUID*: a webhook GUID uniquely identifies the Sender ID when receiving message status updates and incoming messages through webhook calls. Click to generate or specify it manually.
7. *Vendor type*: *Firebase*.
8. *API key*: your personal key provided by the vendor. Click to upload a JSON file.
9. *Notification settings*: checkbox for traffic monitoring notifications.
10. *Minimal message count for starting detecting*: minimum number of messages needed to start sending notifications. The error rate below this minimum is not taken into account in order to prevent false positives.
11. *Trigger percent*: threshold error rate that triggers notifications.
12. *Window size*: the size of the time window (minutes) to consider for the statistics count.
13. Click *Save* to save the changes or *Cancel* to discard the settings.

6.5.9 TTS Sender IDs

The *TTS* (Text-To-Speech) channel serves to convert message text, including OTP (One-Time Password) codes, into a call.

To create a Sender ID for TTS communications, select *TTS* in the *New sender* form and proceed as follows.



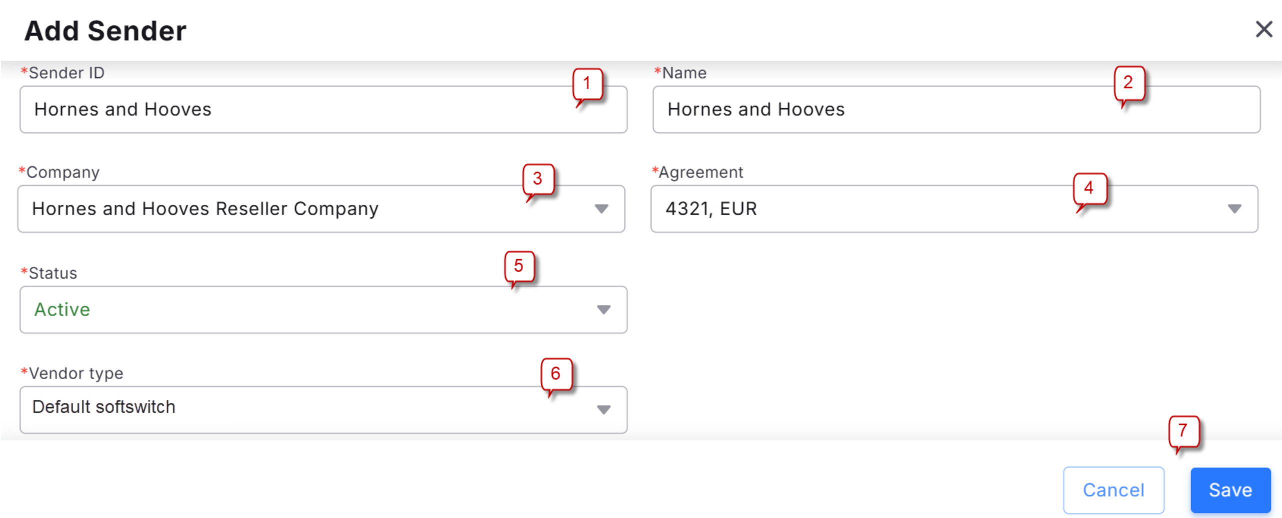
Add Sender (TTS)

1. *Sender ID*: enter the numeric or alphanumeric code given by the service provider.
2. *Name*: type the Sender ID name that will be displayed in messages.
3. *Company*: select the company for which the Sender ID will be used.
4. *Agreement*: select the agreement for which the Sender ID will be used.
5. *Status*: select the Sender ID status. Possible values include: *Active*, *Blocked*, *Draft*.
6. *Webhook GUID*: a webhook GUID uniquely identifies the Sender ID when receiving message status updates and incoming messages through webhook calls. Click to generate or specify it manually.
7. *Vendor type*: *Default softswitch*.
8. *Webhook URL*: the URL that you can send an API request to in order to notify the user that a certain event has occurred. It is supplied by your service provider.
9. *Notification settings*: checkbox for traffic monitoring notifications.
10. *Minimal message count for starting detecting*: minimum number of messages needed to start sending notifications. The error rate below this minimum is not taken into account in order to prevent false positives.
11. *Trigger percent*: threshold error rate that triggers notifications.
12. *Window size*: the size of the time window (minutes) to consider for the statistics count.
13. Click *Save* to save the changes or *Cancel* to discard the settings.

6.5.10 Voice Sender IDs

The *Voice* channel serves to establish voice communication with the contact from the Client portal *Conversations* interface.

To create a Sender ID for *Voice* communications, select *Voice* in the *New sender* form and proceed as follows.



Add Sender (Voice)

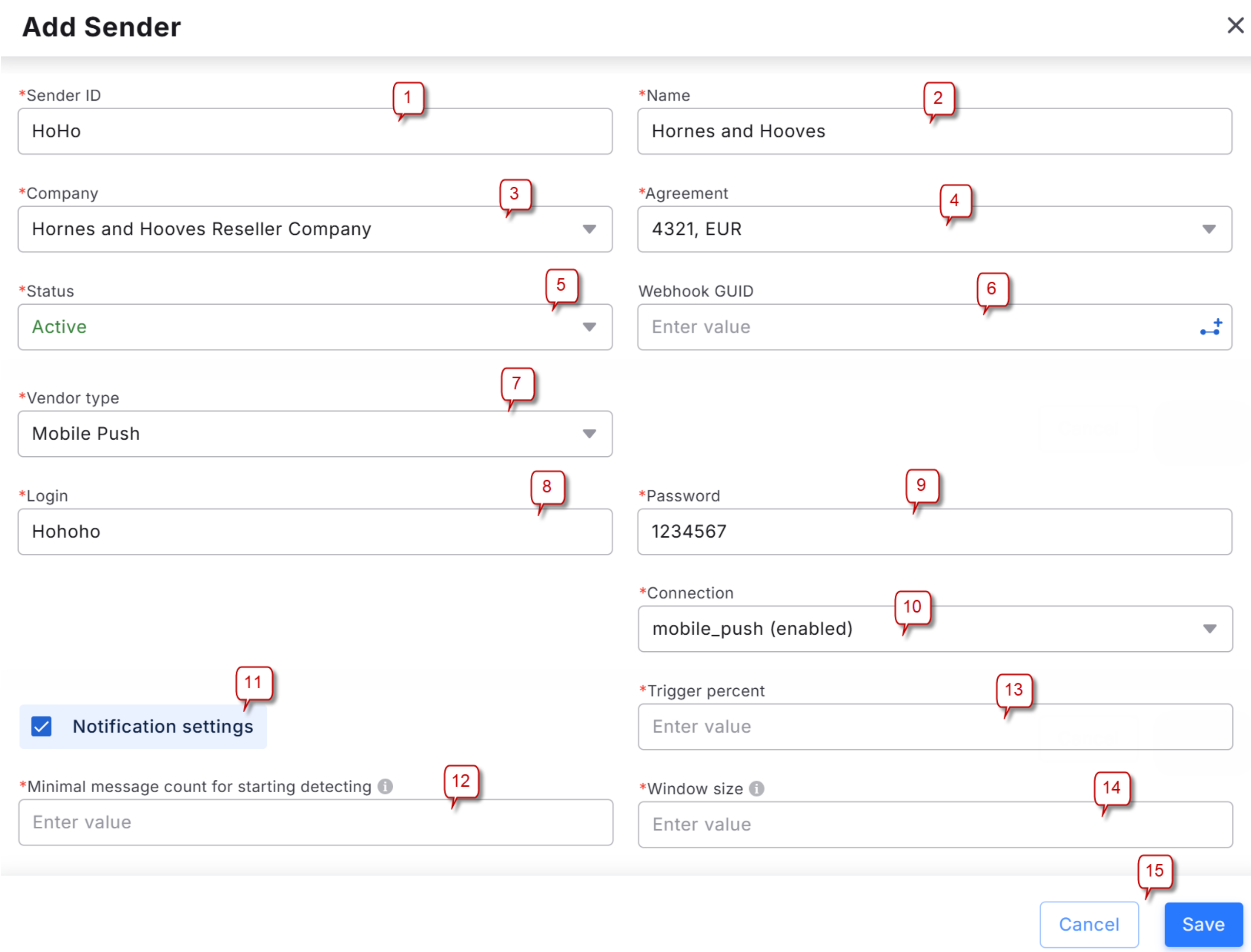
1. *Sender ID*: the caller phone number (A-number).
2. *Name*: type the name of the A-number, it may be the name of the contact/organization.

3. *Company*: select the company for which the Sender ID will be used.
4. *Agreement*: select the agreement for which the Sender ID will be used.
5. *Status*: select the Sender ID status. Possible values include: *Active*, *Blocked*, *Draft*.
6. *Vendor type*: *Default softswitch*.
7. Click *Save* to save the changes or *Cancel* to discard the settings.

6.5.11 Mobile Push Sender IDs

The *Mobile Push* channel serves to send messages to a third-party mobile app and get the delivery status of the sent message.

To create a Sender ID for the *Mobile Push* channel, select *Mobile Push* in the *New sender* form and proceed as follows.



Add Sender (Mobile Push)

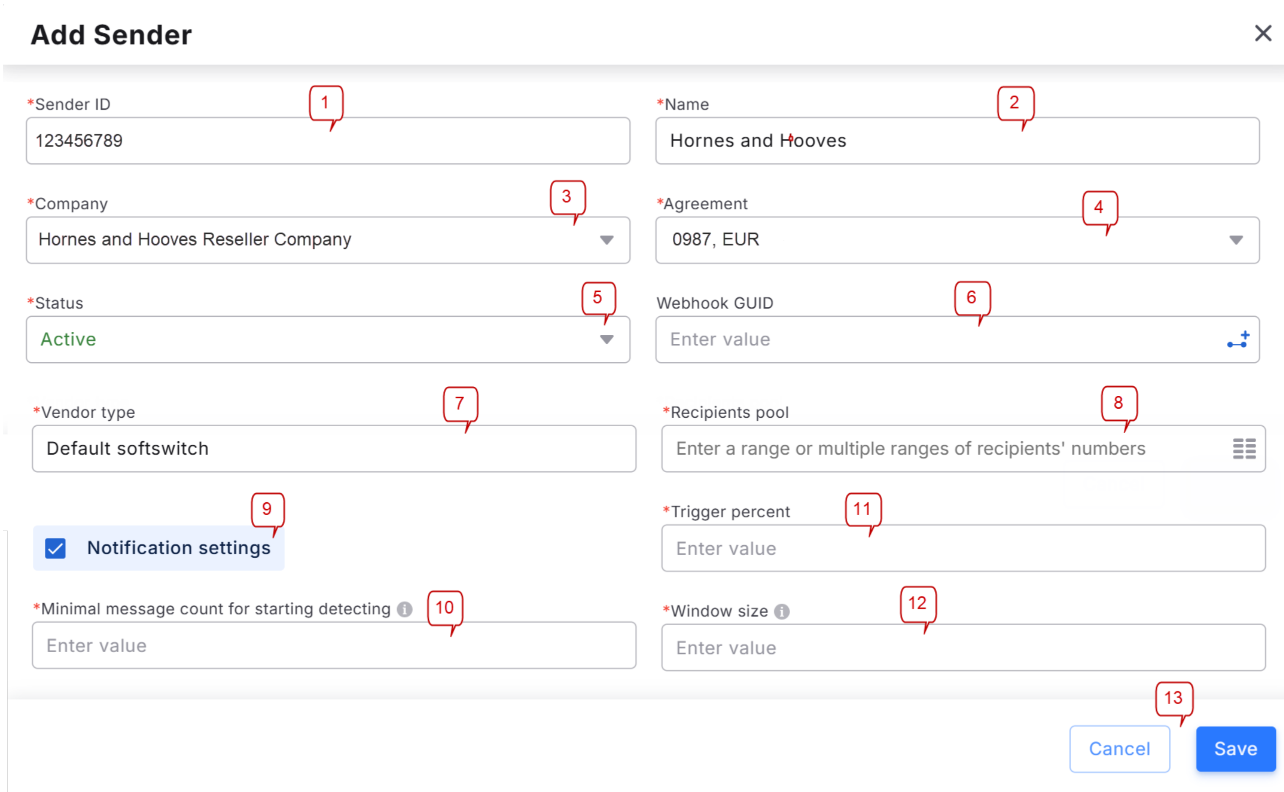
1. *Sender ID*: enter the numeric or alphanumeric code given by the service provider.
2. *Name*: type the Sender ID name that will be displayed in messages.
3. *Company*: select the company for which the Sender ID will be used.
4. *Agreement*: select the agreement for which the Sender ID will be used.
5. *Status*: select the Sender ID status. Possible values include: *Active*, *Blocked*, *Draft*.

6. *Webhook GUID*: a webhook GUID uniquely identifies the Sender ID when receiving message status updates and incoming messages through webhook calls. Click to generate or specify it manually.
7. *Vendor type*: *Mobile Push*.
8. *Login*: the credentials supplied by your service provider.
9. *Password*: the credentials supplied by your service provider.
10. *Connection*: select a connection created in [Settings\HTTP connections](171).
11. *Notification settings*: checkbox for traffic monitoring notifications.
12. *Minimal message count for starting detecting*: minimum number of messages needed to start sending notifications. The error rate below this minimum is not taken into account in order to prevent false positives.
13. *Trigger percent*: threshold error rate that triggers notifications.
14. *Window size*: the size of the time window (minutes) to consider for the statistics count.
15. Click *Save* to save the changes or *Cancel* to discard the settings.

6.5.12 FlashCall Sender IDs

2.0.0 A flash call is a security authentication method where an app makes a very short, automatic call to a user, immediately hanging up to leave a missed call. The phone number or specific digits of the caller ID act as a one-time password (OTP), allowing seamless verification without manual user input.

To create a Sender ID for FlashCall communications, select FlashCall in the *New sender* form and proceed as follows.



Add Sender (FlashCall)

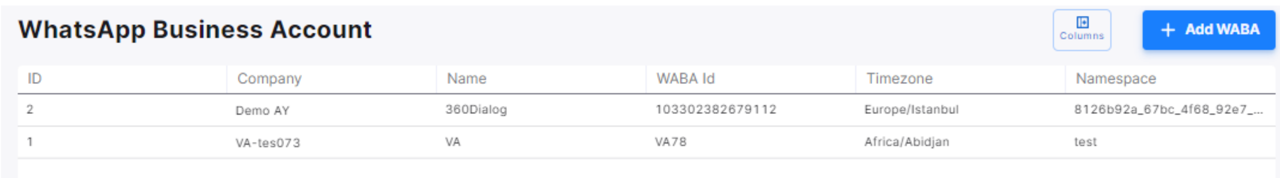
1. *Sender ID*: enter the numeric or alphanumeric code given by the service provider.
2. *Name*: type the Sender ID name that will be displayed in messages.
3. *Company*: select the company for which the Sender ID will be used.
4. *Agreement*: select the agreement for which the Sender ID will be used.
5. *Status*: select the Sender ID status. Possible values include: *Active*, *Blocked*, *Draft*.
6. *Webhook GUID*: a webhook GUID uniquely identifies the Sender ID when receiving message status updates and incoming messages through webhook calls. Click to generate or specify it manually.
7. *Vendor type*: *Default softswitch*.
8. *Recipients pool*: pool of numbers from which flash calls (with OTP codes) will be delivered. Multiple ranges are acceptable.

NOTE: In the Sender ID field specify any number from the pool.

9. *Notification settings*: checkbox for traffic monitoring notifications.
10. *Minimal message count for starting detecting*: minimum number of messages needed to start sending notifications. The error rate below this minimum is not taken into account in order to prevent false positives.
11. *Trigger percent*: threshold error rate that triggers notifications.
12. *Window size*: the size of the time window (minutes) to consider for the statistics count.
13. Click *Save* to save the changes or *Cancel* to discard the settings.

6.6 WhatsApp Business Account

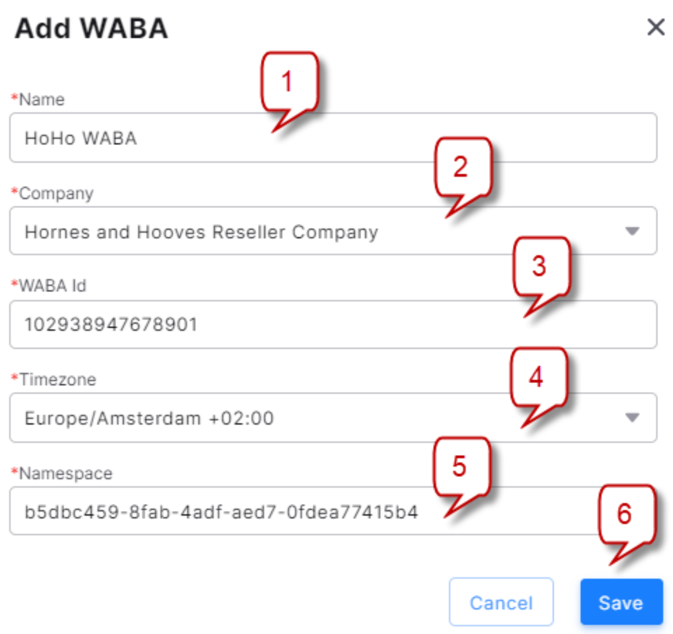
The *Account management\WhatsApp Business Account* interface serves to register WhatsApp Business Accounts (WABA) in the System. Note that an account must be registered at your WhatsApp service provider prior to configuring it in the BackOffice interface.



ID	Company	Name	WABA Id	Timezone	Namespace
2	Demo AY	360Dialog	103302382679112	Europe/Istanbul	8126b92a_67bc_4f68_92e7_...
1	VA-tes073	VA	VA78	Africa/Abidjan	test

WhatsApp Business Account

To create a new record, click *Add WABA* and proceed as follows.



Add WABA

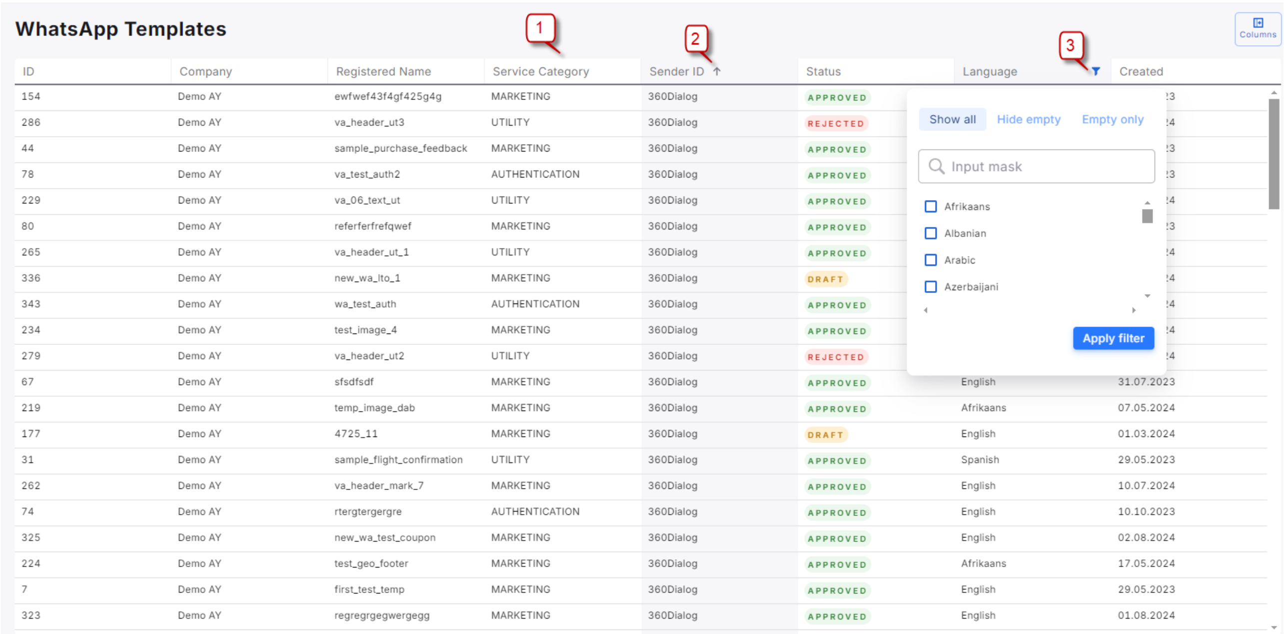
1. *Name*: type the WABA name.
2. *Company*: select the company for which the WABA will be used.

NOTE: Companies can be created in Account management /Companies. 18

3. *WABA Id*: enter the WABA ID from your WABA account.
4. *Timezone*: select the timezone for the WABA.
5. *Namespace*: copy the namespace code from your WABA account.
6. Click *Save* to save the record.

6.7 WhatsApp templates

The *Account management\WhatsApp templates* interface serves to view WhatsApp templates created by users in the Client portal and available in the System.



ID	Company	Registered Name	Service Category	Sender ID	Status	Language	Created
154	Demo AY	ewfwef43f4gf425g4g	MARKETING	360Dialog	APPROVED		:3
286	Demo AY	va_header_ut3	UTILITY	360Dialog	REJECTED		:4
44	Demo AY	sample_purchase_feedback	MARKETING	360Dialog	APPROVED		:3
78	Demo AY	va_test_auth2	AUTHENTICATION	360Dialog	APPROVED		:3
229	Demo AY	va_06_text_ut	UTILITY	360Dialog	APPROVED		:4
80	Demo AY	referferfrefqwef	MARKETING	360Dialog	APPROVED		:3
265	Demo AY	va_header_ut_1	UTILITY	360Dialog	APPROVED		:4
336	Demo AY	new_wa_lto_1	MARKETING	360Dialog	DRAFT		:4
343	Demo AY	wa_test_auth	AUTHENTICATION	360Dialog	APPROVED		:4
234	Demo AY	test_image_4	MARKETING	360Dialog	APPROVED		:4
279	Demo AY	va_header_ut2	UTILITY	360Dialog	REJECTED		:4
67	Demo AY	sfsdfsdf	MARKETING	360Dialog	APPROVED	English	31.07.2023
219	Demo AY	temp_image_dab	MARKETING	360Dialog	APPROVED	Afrikaans	07.05.2024
177	Demo AY	4725_11	MARKETING	360Dialog	DRAFT	English	01.03.2024
31	Demo AY	sample_flight_confirmation	UTILITY	360Dialog	APPROVED	Spanish	29.05.2023
262	Demo AY	va_header_mark_7	MARKETING	360Dialog	APPROVED	English	10.07.2024
74	Demo AY	rtergtergergre	AUTHENTICATION	360Dialog	APPROVED	English	10.10.2023
325	Demo AY	new_wa_test_coupon	MARKETING	360Dialog	APPROVED	English	02.08.2024
224	Demo AY	test_geo_footer	MARKETING	360Dialog	APPROVED	Afrikaans	17.05.2024
7	Demo AY	first_test_temp	MARKETING	360Dialog	APPROVED	English	29.05.2023
323	Demo AY	regregrgegwergegg	MARKETING	360Dialog	APPROVED	English	01.08.2024

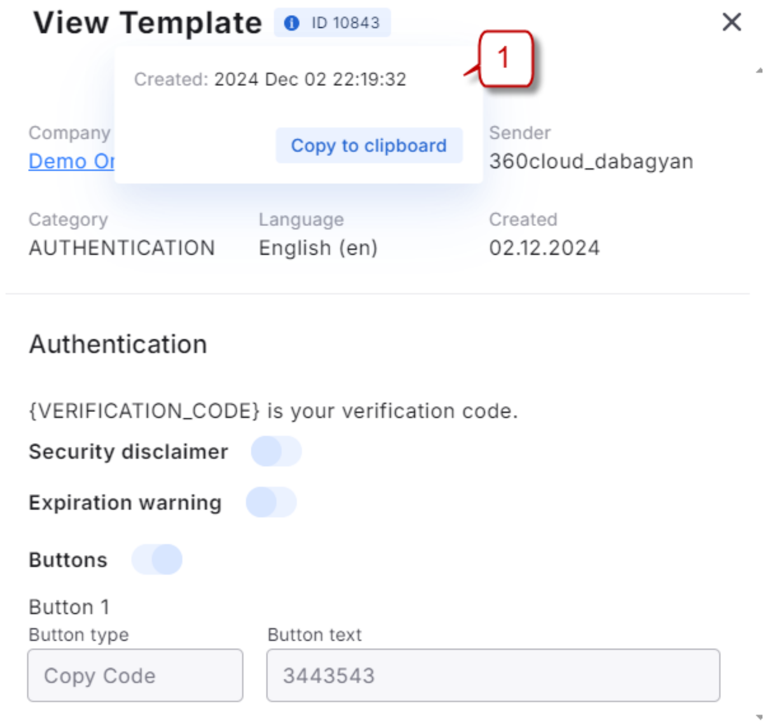
WhatsApp templates

1. The following details are displayed in the table:
   - *Template ID*;
   - *Company:* the company that registered the template;
   - *Registered name:* name that was specified for the template during its creation;
   - *Service category: Marketing, Utility* or *Authentication*;
   - *Sender ID*;
   - *Status:* template status *(Approved, Draft* or *Rejeted)*;

NOTE: The wait time for the successful delivery status update from Meta in case of *Non-template* type messages and *Marketing* and *Utility* message categories is set to 30 days and 30 minutes for the *Authentication* message category.

   - *Language:* language selected for the template;
   - *Created*: the date when the template was created.
2. Click to apply sorting (ascenting or descending).
3. Click to apply filters.

To view the template click on its record in the table.

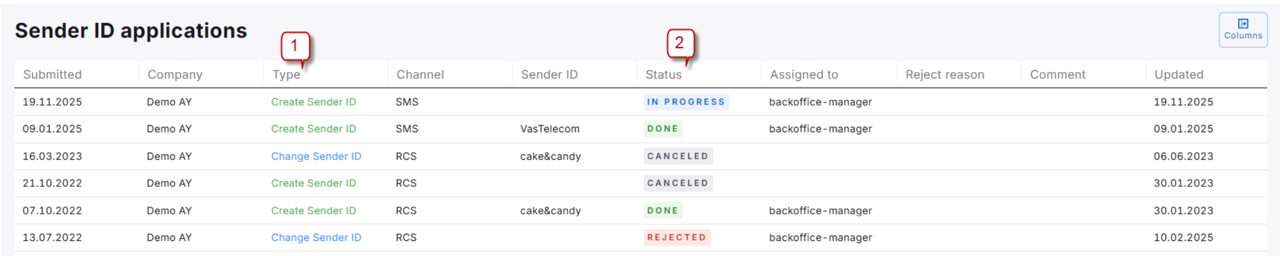


View WhatsApp templates

1. Click to view the dates when the template was created or updated.

6.8 Sender ID applications

The *Account management\Sender ID applications* interface serves to view and manage Sender ID applications created by users in the Client portal (for the SMS and RCS channels).


Sender ID applications

Submitted	Company	Type	Channel	Sender ID	Status	Assigned to	Reject reason	Comment	Updated
19.11.2025	Demo AY	Create Sender ID	SMS		IN PROGRESS	backoffice-manager			19.11.2025
09.01.2025	Demo AY	Create Sender ID	SMS	VasTelecom	DONE	backoffice-manager			09.01.2025
16.03.2023	Demo AY	Change Sender ID	RCS	cake&candy	CANCELED				06.06.2023
21.10.2022	Demo AY	Create Sender ID	RCS		CANCELED				30.01.2023
07.10.2022	Demo AY	Create Sender ID	RCS	cake&candy	DONE	backoffice-manager			30.01.2023
13.07.2022	Demo AY	Change Sender ID	RCS		REJECTED	backoffice-manager			10.02.2025

Sender ID applications

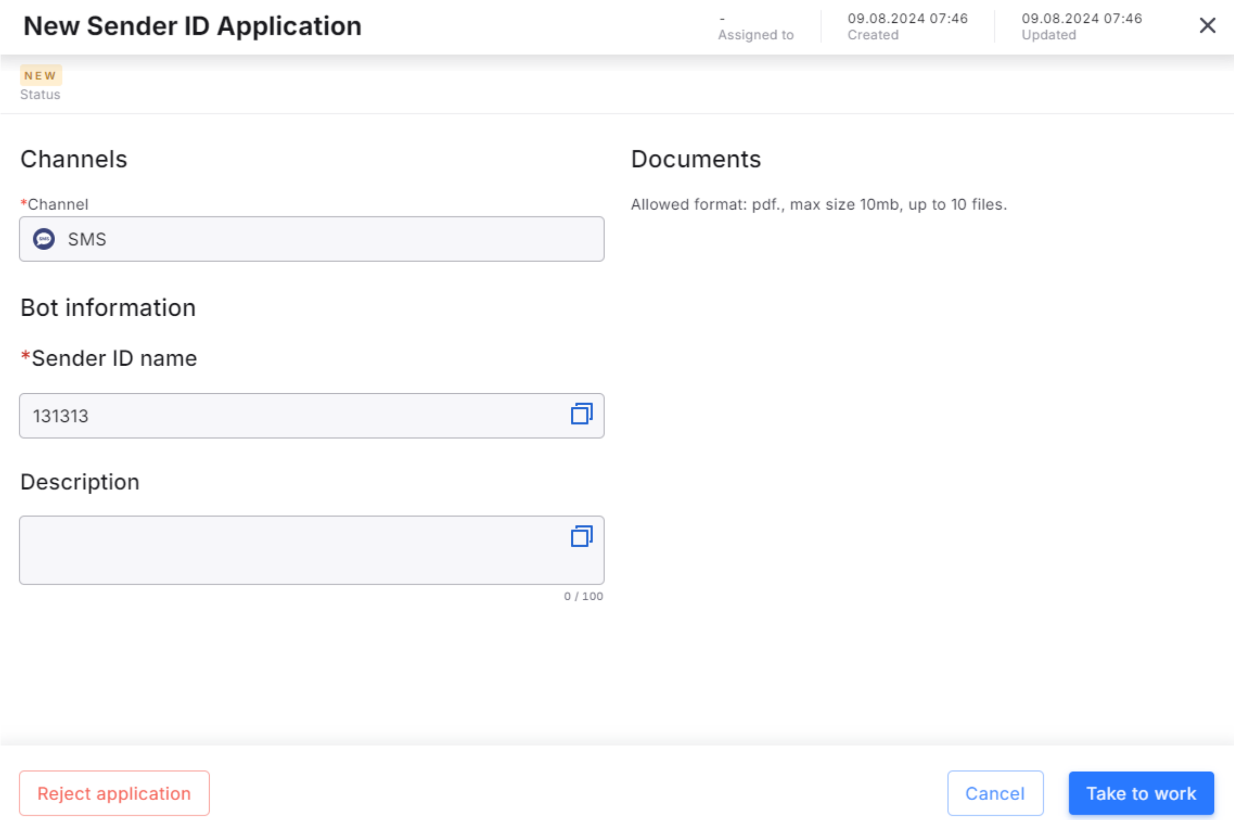
1. *Type*: the application type. Possible values include:

   a. *Create Sender ID*: the Sender ID application has been created by a Client portal user.

   b. *Change Sender ID*: the Sender ID application has been rejected by a BackOffice user and then resubmitted by a Client portal user.

2. *Status*: the Sender ID status:

   a. *New*: the registration request has been created in the Client portal (this is the initial status that appears for all new applications submitted from the Client portal). Applications with the *New* status have the *Reject application*, *Cancel* and *Take to work* buttons. When you click the *Take to work* button, the request changes its status to *In progress* and is assigned to the user who has taken it into work.



New Sender ID Application (New)

b. *Done*: the Sender ID is successfully registered at the service provider and a Sender ID record is created in the System (the status appears after the user has created a Sender ID record at at Account management\Sender IDs 40).

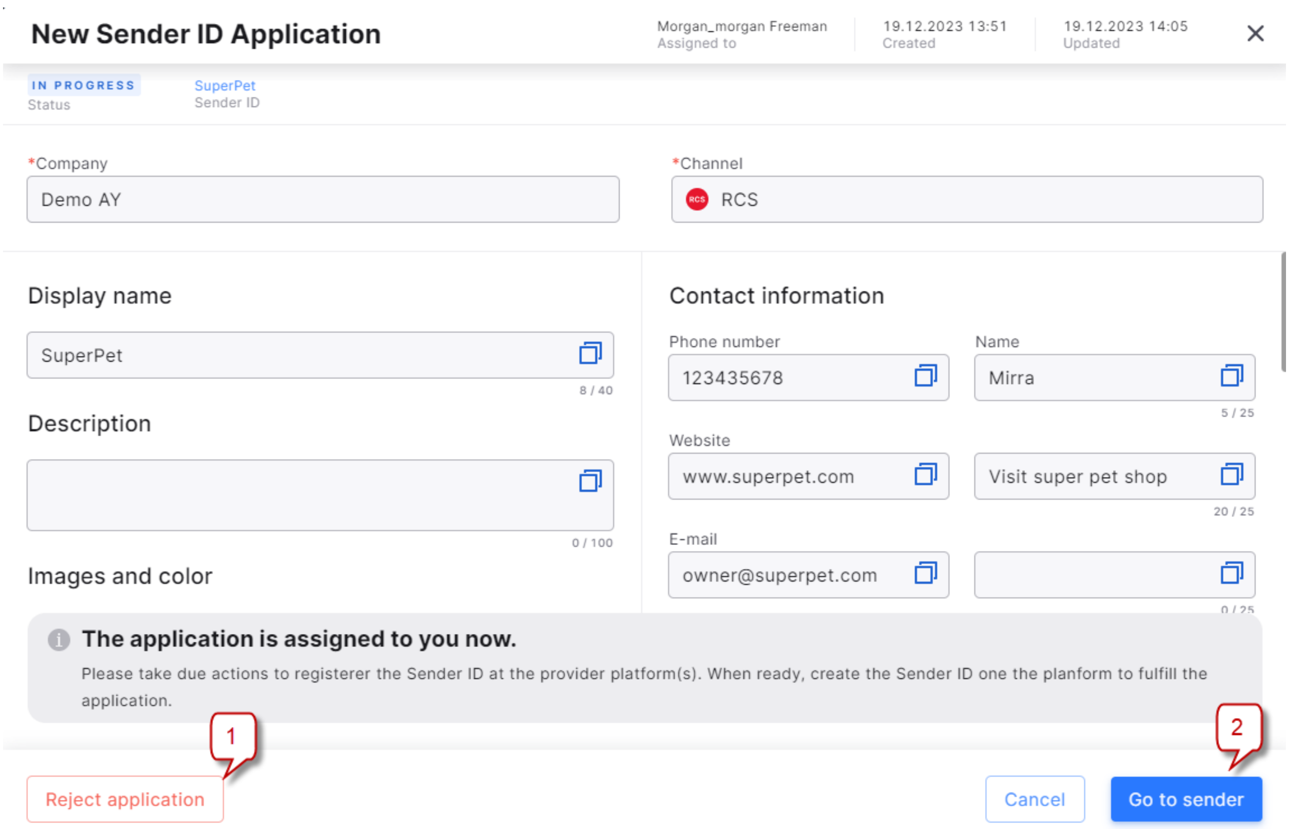
c. *In progress*: the registration request is being processed in BackOffice (the BackOffice user has clicked the *Take to work* Take to work button).

d. *Canceled*: the application has been canceled in the Client portal.

e. *Rejected*: the registration request has been rejected by the System owner (*Reject application* button).

f. *Deleted*: the Sender ID has been deleted.

Double click on an application to view its properties, proceed with its registration or reject the application.



New Sender ID Application

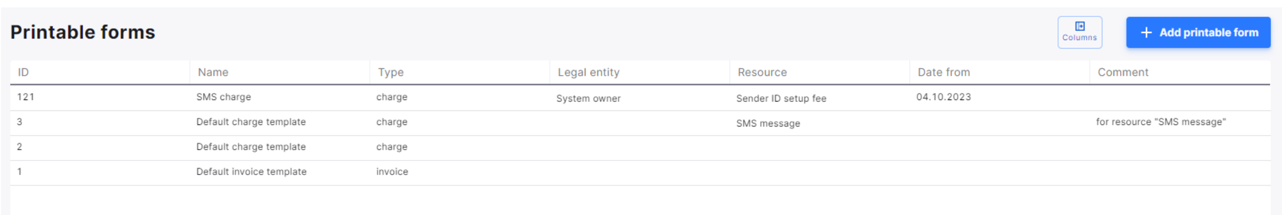
Perform one of the following actions:

1. *Reject application*: the status will be changed to *Rejected*.
2. If the application has been submitted correctly, proceed to register the Sender ID at the relevant service provider. After that, click *Go to sender* to open the *Add Sender* form (available at [Account management\Sender IDs](#) 40). Complete the form to register the Sender ID in BackOffice.

NOTE: An application with the *Rejected* status has the *Take to work* button instead of *Go to sender*.

6.9 Printable forms

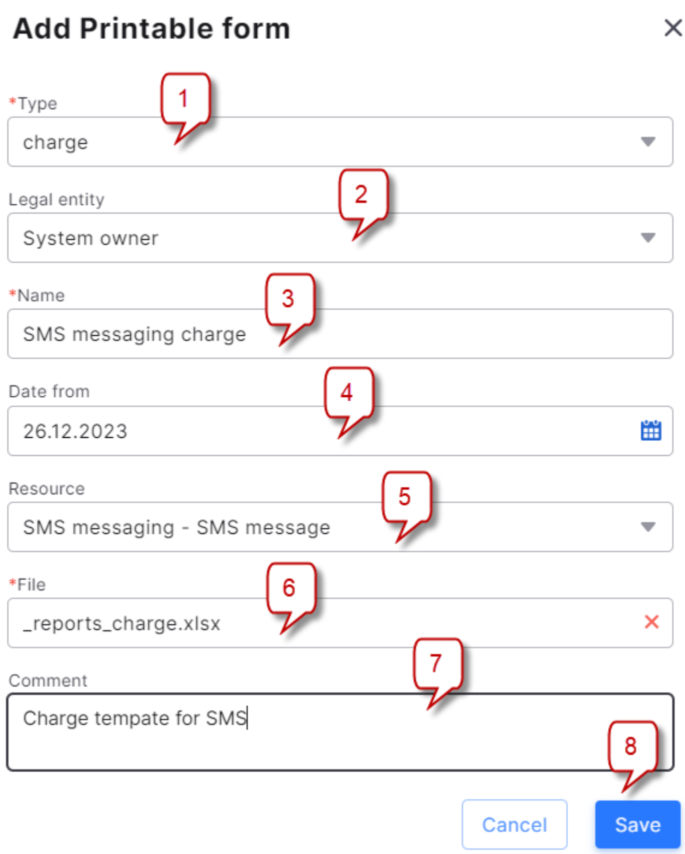
Printable forms are templates for documents generated by the System. Currently forms for invoices and charges are available. The *Account management\Printable forms* interface serves to load such templates and associate them with specific channels and legal entities.



Printable forms

Initially the System has default printable forms for invoices and charges that are used if no other forms are configured for a specific channel and legal entity. Once a customized form is configured for a legal entity, it will be used by the System. If multiple forms are configured for the same channel and legal entity, the latest form will be used.

Click *Add printable form* to create a new template. Configure the fields as detailed below.



Add Printable form

1. *Type*: the template type. The available values are *invoice* and *charge*.
2. *Legal entity*: select the legal entity for which the template will be used.
3. *Name*: type the template name.
4. *Date from*: select the effective from date. If the template must come into effect immediately, select a date in the past.
5. *Resource* (available if *Type=charge*).
6. *File*: click on the field to open a file dialog. Select a file to upload (the file format is .odt for invoices and .xslt for charges).

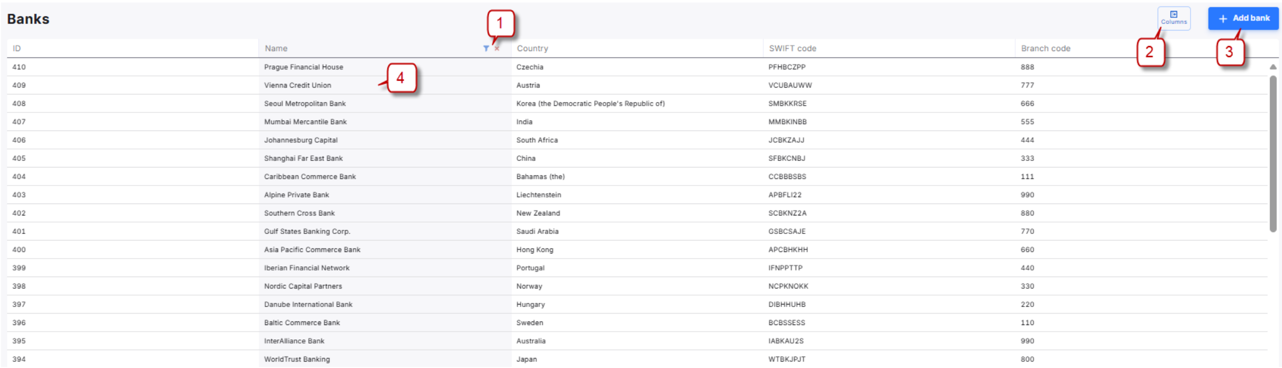
NOTE: For configuring a customized template file, contact your BackOffice supplier.

7. *Comment*: enter an arbitrary comment.
8. Click *Save* to save the changes.

NOTE: To apply the new template, recalculate the invoice first.

6.10 Banks

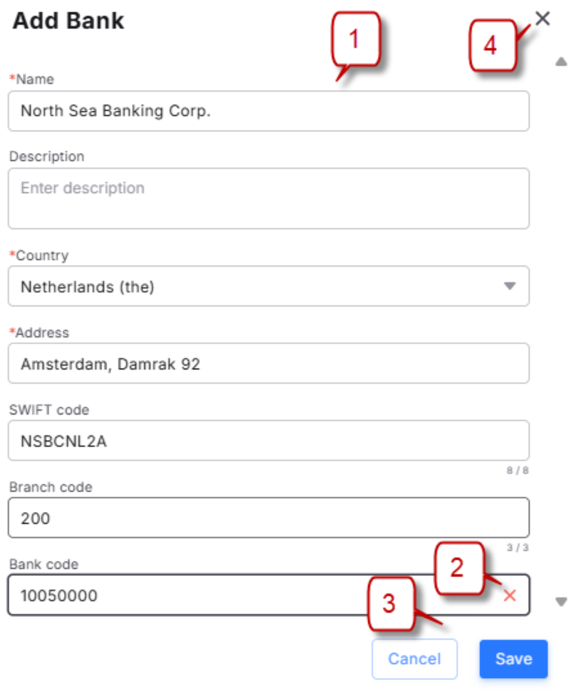
The *Account management\Banks* interface is used to store bank profiles containing the details to be displayed in the invoices. Banks can be created by a tenant/parent reseller for their subsequent use by the reseller network consisting of sub-resellers. Bank profile serves to add own bank accounts and reseller bank accounts.



Banks

1. Click to filter the records.
2. Click to customize the display of columns.
3. Click to add a bank and proceed as described below.
4. Click on a record in the table to view the bank profile.

Click *Add bank* to add a new bank profile.



Add Bank

1. Provide the required information:
   - *Name*: the official registered name of the bank or financial institution.
   - *Description*: additional bank information.
   - *Country*: country that the bank is registered in.
   - *Address*: bank's legal address.
   - *SWIFT code*: a unique identifier of the bank in the SWIFT network.

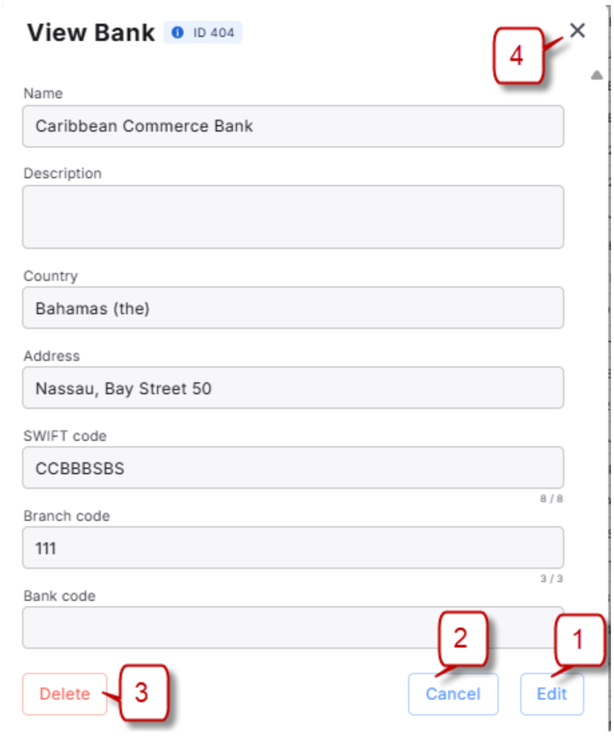
- *Branch code*: a unique identifier of a specific branch of the bank.

NOTE: Fill in the SWIFT code and Branch code fields before saving the bank profile.

- *Bank code*: bank's internal code.

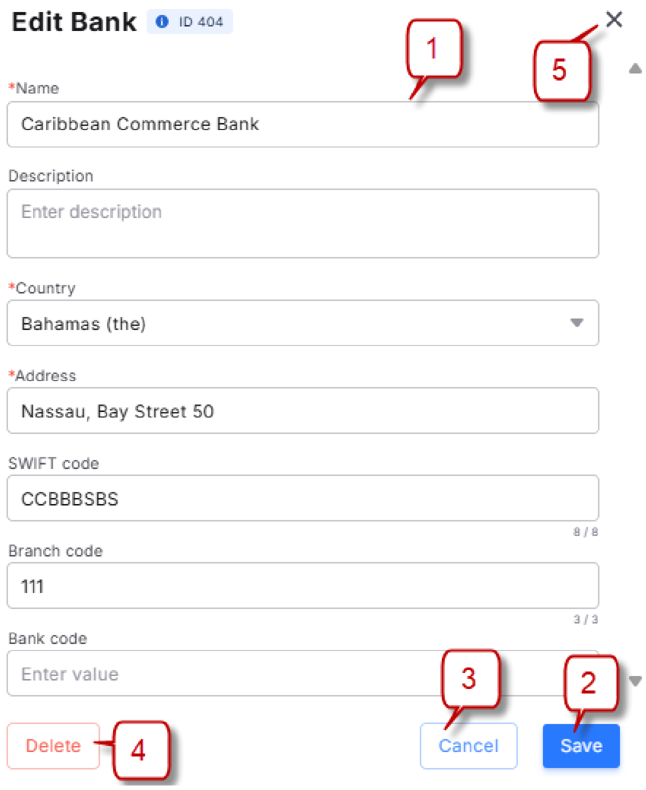
2. Click to clear the field.
3. Click *Save* to save the profile or *Cancel* to discard the changes.
4. Click to close the form.

Click on a record in the table to view the bank profile.



View Bank

1. Click *Edit* to start editing the profile and proceed as detailed below.
2. Click *Cancel* to close the form.
3. Click *Delete* to delete the bank profile.
4. Click to close the form.



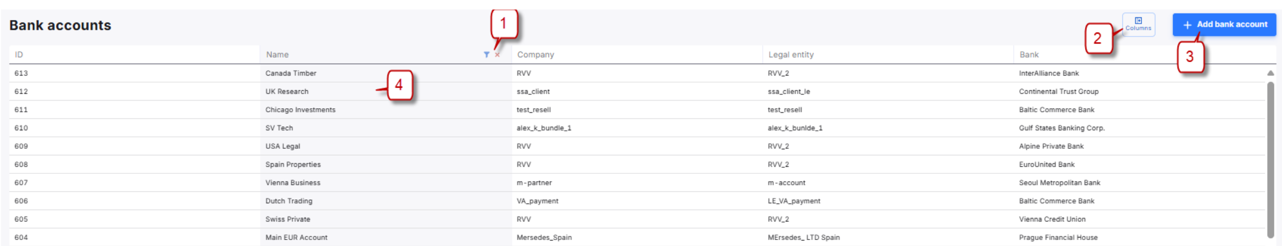
Edit Bank

1. Edit the information as appropriate.
2. Click *Save* to save the changes and return to the *Banks* interface.
3. Click *Cancel* to discard the changes.
4. Click *Delete* to delete a profile.
5. Click to close the form.

NOTE: If assigned full permissions the *Banks* interface is available at all levels: for tenants and resellers.

6.11 Bank accounts

The *Account management\Bank accounts* serves to manage the bank accounts of the client companies. When creating the agreement the user specifies the bank account parameters to be used in the invoices.

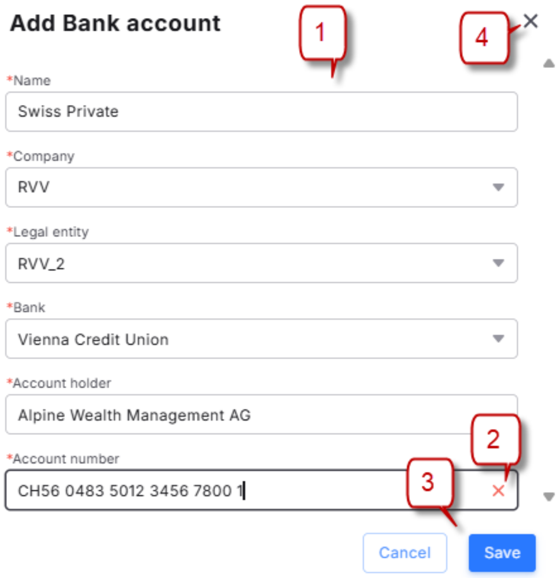


Bank accounts

1. Click to filter the records.
2. Click to customize the display of columns.
3. Click to add a bank account and proceed as described below.

4. Click on a record in the table to view the bank account.

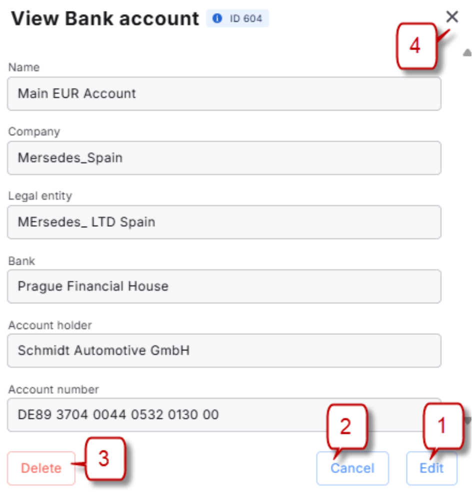
Click *Add bank account* to add a new bank account.



Add Bank account

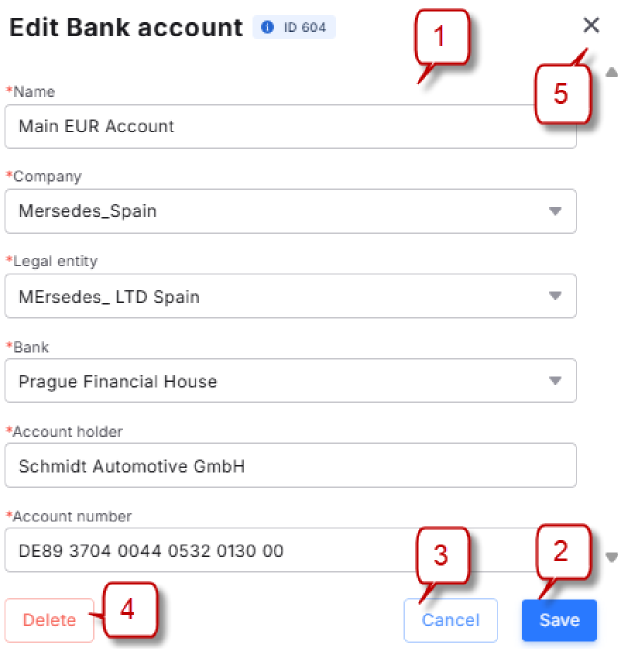
1. Provide the required information:
   - *Name*: short name of the account to be displayed in the System interfaces.
   - *Company*: client company that owns the account. Select a company from the drop-down list.
   - *Legal entity*: legal entity of the client company. Select a legal entity from the drop-down list of legal entities created in the *Legal entities* 23 interface.
   - *Bank*: bank where the account is opened. Select a bank from the drop-down list of banks created in the *Banks* 83 interface.
   - *Account holder*: the beneficiary name (individual or company) as registered in the bank.
   - *Account number*: unique bank account number.
2. Click to clear a field.
3. Click *Save* to save the profile or *Cancel* to discard the changes.
4. Click to close the form.

Click on a record in the table to view the bank account.



View Bank account

1. Click *Edit* to start editing a bank account.
2. Click *Cancel* to close the form.
3. Click *Delete* to delete a bank account.
4. Click to close the form.



Edit Bank account

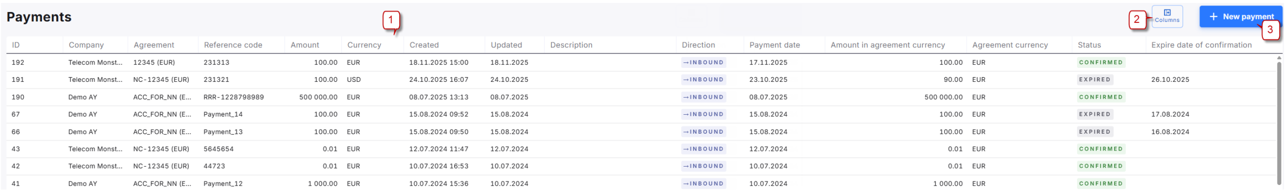
1. Edit the bank account information as appropriate.
2. Click *Save* to save the changes and return to the *Bank accounts* interface.
3. Click *Cancel* to discard the changes.
4. Click *Delete* to delete a bank account.
5. Click to close the form.

NOTE: If assigned full permissions the *Bank accounts* interface is available at all levels: for tenants and resellers.

7 Finance

7.1 Payments

The *Finance\Payments* page serves to track inbound and outbound payments. Payments are entered (registered) in the System manually or automatically through payment systems (payments made in the Client portal).


Payments
1
2
Columns
New payment
3

ID	Company	Agreement	Reference code	Amount	Currency	Created	Updated	Description	Direction	Payment date	Amount in agreement currency	Agreement currency	Status	Expire date of confirmation
192	Telecom Monst...	12345 (EUR)	231313	100.00	EUR	18.11.2025 15:00	18.11.2025		→INBOUND	17.11.2025	100.00	EUR	CONFIRMED	
191	Telecom Monst...	NC-12345 (EUR)	231321	100.00	USD	24.10.2025 16:07	24.10.2025		→INBOUND	23.10.2025	90.00	EUR	EXPIRED	26.10.2025
190	Demo AY	ACC_FOR_NN (E...	RRR-1228798989	500 000.00	EUR	08.07.2025 13:13	08.07.2025		→INBOUND	08.07.2025	500 000.00	EUR	CONFIRMED	
67	Demo AY	ACC_FOR_NN (E...	Payment_14	100.00	EUR	15.08.2024 09:52	15.08.2024		→INBOUND	15.08.2024	100.00	EUR	EXPIRED	17.08.2024
66	Demo AY	ACC_FOR_NN (E...	Payment_13	100.00	EUR	15.08.2024 09:50	15.08.2024		→INBOUND	15.08.2024	100.00	EUR	EXPIRED	16.08.2024
43	Telecom Monst...	NC-12345 (EUR)	5645654	0.01	EUR	12.07.2024 11:47	12.07.2024		→INBOUND	12.07.2024	0.01	EUR	CONFIRMED	
42	Telecom Monst...	NC-12345 (EUR)	44723	0.01	EUR	10.07.2024 16:53	10.07.2024		→INBOUND	10.07.2024	0.01	EUR	CONFIRMED	
41	Demo AY	ACC_FOR_NN (E...	Payment_12	1 000.00	EUR	10.07.2024 15:36	10.07.2024		→INBOUND	10.07.2024	1 000.00	EUR	CONFIRMED	

Payments

1. The table contains the following information:

    - *ID*: payment sequence number;
    - *Company*: company that a payment is associated with;
    - *Agreement*: agreement with the selected company which has the balance that a payment refers to;
    - *Reference code*: the identification number of a payment in the System;
    - *Amount*: the sum of money that is being requested or expected to be paid;
    - *Currency*: currency used for an inbound or outbound payment;
    - *Created*: the date when a payment was created;
    - *Updated*: the date when a payment was updated;
    - *Description*: arbitrary description of a payment;
    - *Direction*: the direction of a payment.
        - *Inbound*: a payment from a client to the System owner. This payment increases the client's balance by the amount specified in the payment.
        - *Outbound*: A payment from the System owner to the client. This payment reduces the client's balance by the amount specified in the payment.
    - *Payment date*: the date when a payment is effected;
    - *Amount in agreement currency:* replenishment amount;
    - *Agreement currency:* currency specified in the agreement;
    - *Status*: payment status (*Confirmed*, *Not confirmed*, *Expired* or *Canceled*);

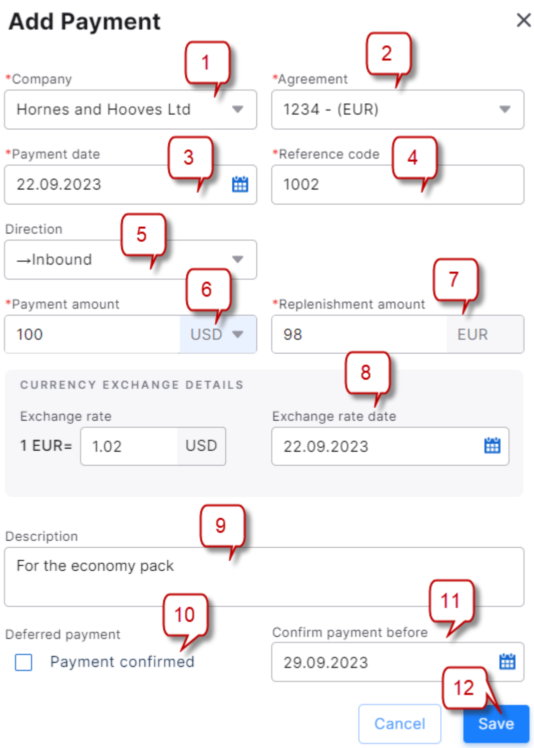
NOTE: A payment with the *Not Confirmed* status is a payment created manually without selecting the *Payment confirmed* checkbox, or by withdrawing confirmation from an already confirmed payment. A *Not Confirmed* payment implies setting a payment confirmation date (*Confirm payment before*). Before this date the payment is reflected in the balance of the contract. If the payment has not been manually confirmed by a BO user before this date, it is canceled and doesn't affect the balance of the contract as if this payment did not exist (this is important in cases when the client has already topped up the balance, but the payment has not yet arrived to the accounts of the System owner - the payment is immediately reflected on the client's balance to avoid traffic stop in case of zero balance or reaching the credit limit). Unconfirmed payment, which has already passed the deadline date of confirmation, remains registered in the System, but does not affect the balance of the contract. Such payment is still available for confirmation, which can be done by activating the corresponding checkbox: in this case it will affect the contract balance again immediately after confirmation.

NOTE: A payment has the *Confirmed* status if it is confirmed. This status means that this payment has been executed and has already arrived to the bank account of the System owner. The Confirmed status can be obtained by confirming a payment with the *Not Confirmed* status (the status will change from *Not Confirmed* to *Confirmed*) or by creating a confirmed payment manually with the *Payment confirmed* checkbox selected (the payment will be generated with the *Confirmed* status). Automatically created payments (generated when depositing through the Client Portal) are created with *Confirmed* status by default. Confirmed payment starts affecting the balance of the contract immediately after its confirmation (or after creation of such payment) and will continue to have a permanent effect on the balance until the confirmation is withdrawn or the payment is deleted from the System.

- *Expire date of confirmation*: date specified in the *Confirm payment before* parameter.

NOTE: When selecting the *Confirm payment before* date, it is recorded given the time “00:00:00”.

2. Click to customize the display of columns.
3. Click *New payment* to register a payment manually.



Add Payment

1. *Company*: select the company for the payment.
2. *Agreement*: select the relevant agreement.
3. *Payment date.*

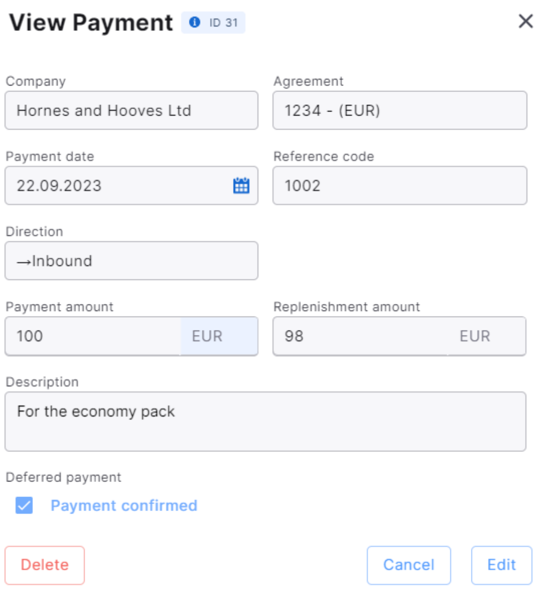
4. *Reference code*: specify the payment identification code.
5. *Direction*: possible values include:
   a. *Inbound*: payment to the company.
   b. *Outbound*: payment made by the company.
6. *Payment amount*: specify the amount actually paid and select its currency.
7. *Replenishment amount*: specify the amount received to the account. It is instrumental if the payment amount is in a currency other than the account currency.
8. *Currency exchange details* (available if the *Payment amount* currency is different from the account currency). The following fields are available in the section:
   a. *Exchange rate*: the value is calculated automatically based on the values specified in the *Payment amount* and *Replenishment amount* fields.
   b. *Exchange rate date*: specify the exchange rate date.
9. *Description*: add an arbitrary comment.
10. *Payment confirmed*: select to confirm payment.

NOTE: *Confirmed* payments and *Non Confirmed* payments up to the *Confirm payment before* date affect the client balance.

11. *Confirm payment before* (available if *Payment confirmed* is deselected): specify the date by which the payment must be confirmed.
12. Click *Save* to save the record or *Cancel* to discard the settings.

NOTE: Automatic payments are created after the balance is topped up in the Client portal *Finance* interface by pressing the *Top up balance* button. These payments have the *Confirmed* status by default. In the top up form you need to specify the contract you want to top up, the payment platform and the amount. The currency of the agreement is automatically selected as the top-up currency. When the user clicks on the *Proceed to payment* button, the System redirects the user to the URL of the selected payment platform containing all the parameters required by the System to make the payment. This URL may be obtained from the payment platform used or generated by our System. The user then makes a payment by card or other available method. After successful completion of the payment, the payment platform informs about the payment on the callback URL, after which the System automatically registers the confirmed payment, and the balance of the contract specified in the payment is topped up by the corresponding amount. After the payment is completed, the user is redirected back to the Client portal.

To edit a payment, double click on its record in the table. In the view window that appears, click *Edit*.



View Payment

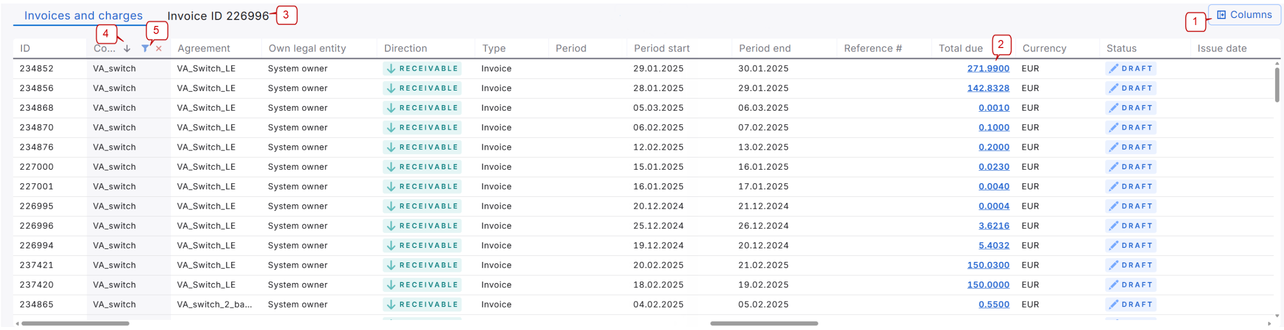
You can manually confirm a payment in the BackOffice *Finance\Payments* interface. Confirmation is instrumental if the payment was created after it was made and has already arrived to the System owner's bank account - in this case it is necessary to create a confirmed payment at once. Confirmation is also necessary when the Client has made a payment, but when the payment was created the bank transaction was still being processed, in this case it is necessary to confirm the payment in the System when the System owner sees the money on his account. To confirm a pyment select the *Payment confirmed* checkbox when creating a payment or editing an unconfirmed payment respectively. When a payment is confirmed, its status is set to *Confirmed*, and a notification of payment confirmation is sent to the client to the e-mail specified in the *payment_alert_emails* field of the active version of the agreement. When confirming a payment, the System checks if the selected payment affects the contract balance or not.

NOTE: You can withdraw an already confirmed payment in the BackOffice *Finance\Payments* interface. This comes in handy if the payment was confirmed by mistake. Disable the *Payment confirmed* checkbox, after which the control with the last date of payment confirmation (*Confirm payment before*) appears. After you withdraw the confirmation the payment status changes from *Confirmed* to *Not Confirmed*.

NOTE: You can delete payments only from the BackOffice *Finance\Payments* interface. Press the *Delete* button in the payment view window. When a payment is deleted, the System checks if the selected payment affects the contract balance or not.

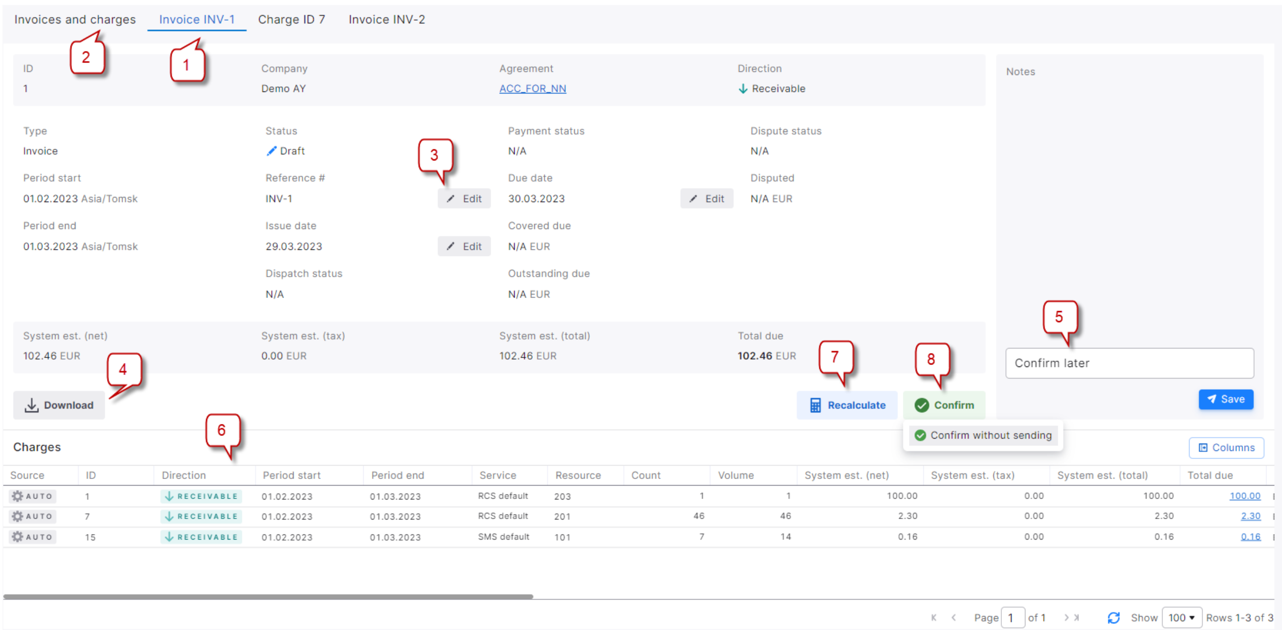
7.2 Invoices and charges

The *Finance\Invoices and charges* interface serves to handle invoices and charges. Invoices are automatically generated by the System. Generation starts at the beginning of the billing period. An invoice can be issued for the client at any time. All billable events are included in an invoice as charges, with a delay of several minutes after the event occurs.



2.0.0 Invoices and charges

1. Click to customize the display of columns.
2. Double click or click the amount in the *Total due* column to view an invoice and charges included in it.
3. Each invoice will be opened in a separate tab sheet as illustrated in the figure above.
4. Click to apply ascending or descending order.
5. Click to filter the records in the table. Click to clear filters.



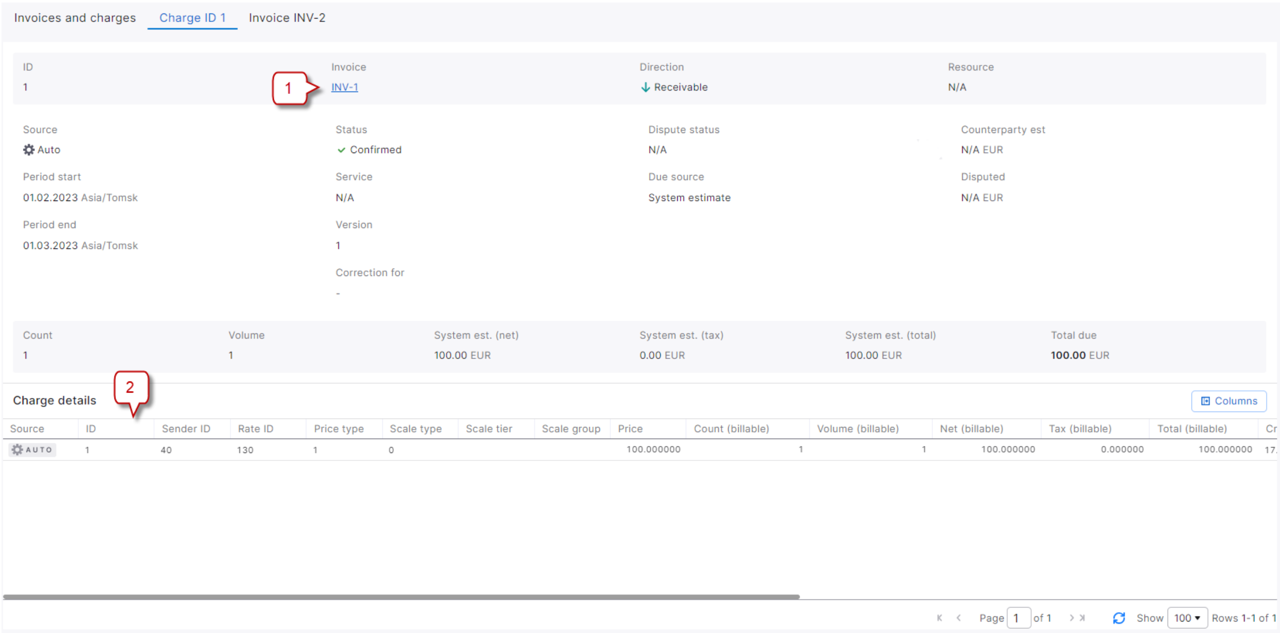
Invoice and charges view

1. Click on a tab to view the invoice.
2. Click to go back to the table of invoices.
3. Click *Edit* to modify editable parameters.
4. Click *Download* to download the invoice and\or charge details. Select one of the following values:
   a. *Invoice* to download the invoice only (in PDF).
   b. *Invoice and charge details* to download the archive of charge details and invoice. The invoice and charge detail fields can be customized in [Account management\Printable forms](#) 82.

5. Enter a comment if necessary and click *Save*.
6. View the list of charges included in the invoice. Double-click on a charge to open it in a separate tab (see figure below).
7. Click *Recalculate* to update (recalculate) the invoice.
8. Click *Confirm* and select *Confirm without sending* to save the invoice. The invoice status will be changed from *Draft* to *Confirmed*.

NOTE: All invoices have the *Draft* status by default, before they are manually confirmed by a user.

To send the invoice to a client, download it as explained in step 4 above, and email it.



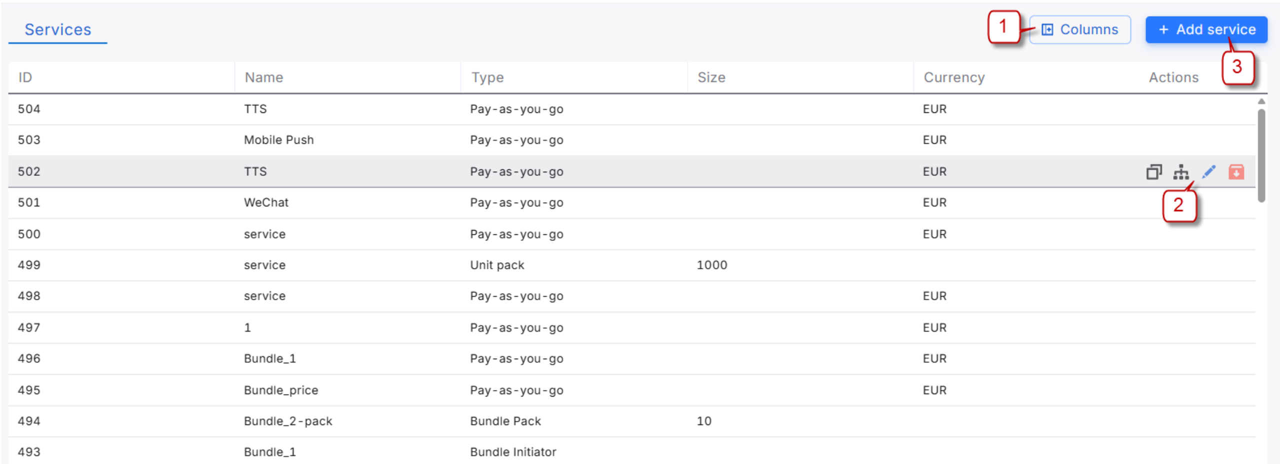
Charge details

1. Click to open the invoice in which the charge is included.
2. The display of the detail fields may vary as depening on the resource. A special grouping by *Direction* (MT/MO), *WhatsApp region*, *Pricing category* and *Pricing type* is used for the WhatsApp Message resource.

NOTE: The corrected charge reflects the difference in the *Volume* of the resource used in the billing period, in other words it shows the difference between the old confirmed *Volume* and its recalculation for the same period.

7.3 Services

The *Services* interface serves to create rate plans offered to clients. Each service can include rate plans to one or several channels. The *Finance\Services* interface shows a table of existing services and allows creating new ones.



Services

ID	Name	Type	Size	Currency	Actions
504	TTS	Pay-as-you-go		EUR	
503	Mobile Push	Pay-as-you-go		EUR	
502	TTS	Pay-as-you-go		EUR	
501	WeChat	Pay-as-you-go		EUR	
500	service	Pay-as-you-go		EUR	
499	service	Unit pack	1000		
498	service	Pay-as-you-go		EUR	
497	1	Pay-as-you-go		EUR	
496	Bundle_1	Pay-as-you-go		EUR	
495	Bundle_price	Pay-as-you-go		EUR	
494	Bundle_2-pack	Bundle Pack	10		
493	Bundle_1	Bundle Initiator			

Services

1. Click to customize the display of columns.
2. Hover over a record to display the edit panel. It contains the following controls:

   a. Click to clone the record. It may come handy in creating a record with similar parameters.

   b. Click to open the record for editing the service structure in the constructor.

   c. Click to view and edit the service general properties.

   d. Click to archive the record.

NOTE: When a service is archived, traffic is stopped for clients for which it is enabled. The Enabled services 32 table will have the value *missed option <name of the removed service>*.

3. Click *Add service* to create a new service.

7.3.1 Creating a service

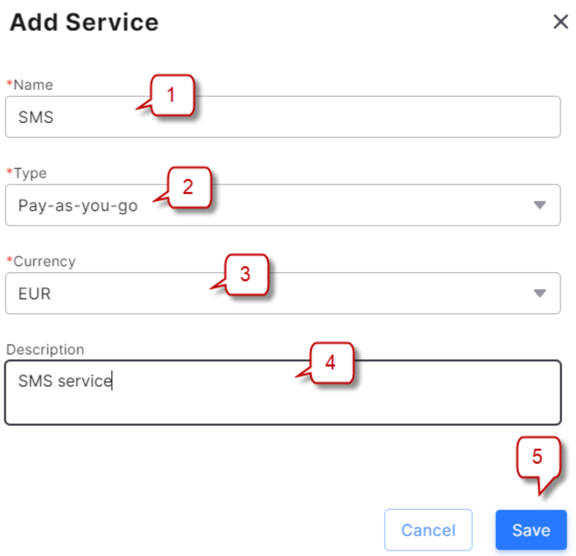
To configure a service, follow the procedure as detailed below:

I. Add a service.

II. Configure the service scope, that is, its validity period(s).

III. Configure the services and their rates. Create channels (called Service domains in the System) and assign a set of resources to them (resources are specific services such as messaging, connection fee etc., and their rates).

I. To create a new service, click *Add service* and complete the fields as explained below.



Add Service

1. *Name*: type the name of the service.
2. *Type*: the following service types are available:
   a. *Pay-as-you-go*: includes flat rate and scale-based services.
   b. *Unit pack*: a service pack containing a number of units, for example, 1000 SMS.

NOTE: A pack can include multiple channels. There is no breakdown by channel within a pack - for example, the user can send 900 SMS and 100 WhatsApp messages from a 1,000 message pack, or vice versa.

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   c. *Monetary pack*: a service pack for a fixed amount, for example, 1000 USD that can be spent only on SMS.
   d. *Bundle Initiator*: service that defines the scope of channels with applied limits.
   e. *Bundle Pack*: service to set up the package size and the limiting resource.
3. *Currency*: select the currency for the service.

NOTE: Currency is hidden when *Type* = *Unit pack* is selected. Also, when *Type* = *Unit pack, Type* = *Monetary pack* or *Type* = *Bundle Pack* is selected, the *Size* control appears.

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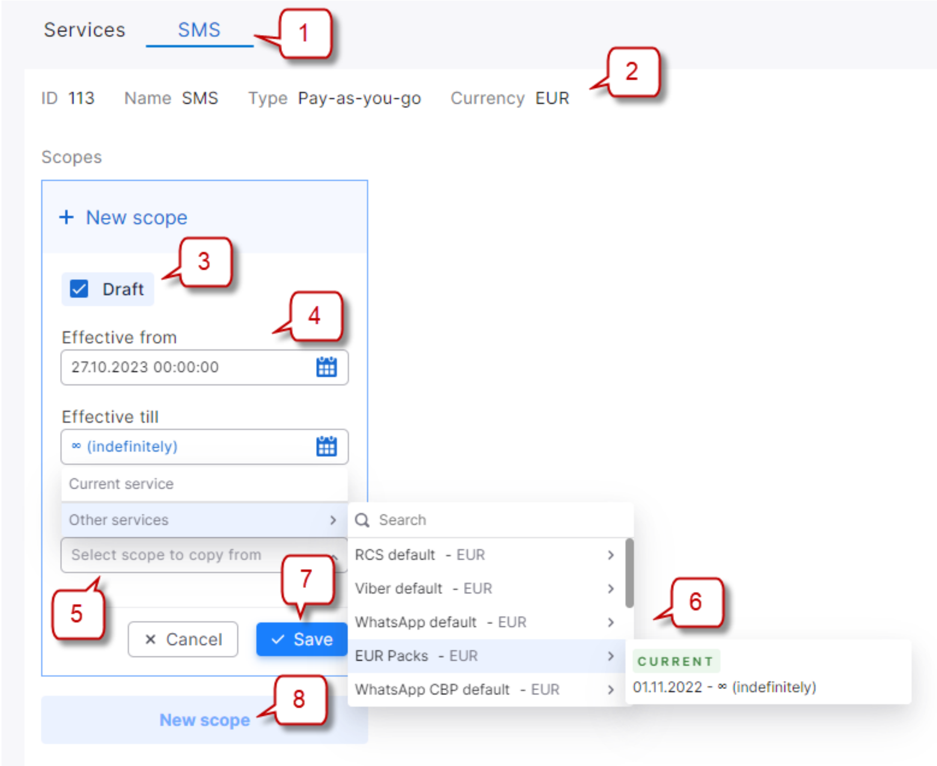
4. *Description*: add a comment if necessary.
5. Click *Save* to save the changes.

II. Once you click *Save*, you will be redirected to the service tab sheet. Create a scope as detailed below.



Create the service scope (validity period(s))

1. View the service tab. Click *Services* to return to the table of configured services.
2. View the properties of the service configured in the *Add Service* window.
3. Define the service scope - that is, its effective periods. Select *Draft* if you wish to return to defining the scope later.
4. Select the *Effective from* and *Effective till* dates.
5. Select the checkbox *Copy rate tree from* to copy the rate structure from another service.

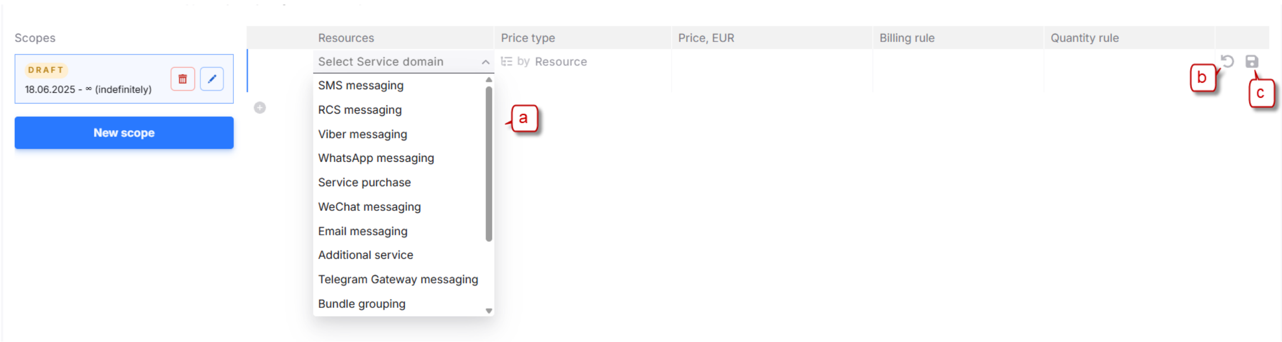
NOTE: You can also select scope from the *Current service.*

6. Select the service in the drop-down list.
7. Click *Save* to save the changes.
8. Click *New scope* to add another validity period for the service. The button becomes active after the previous scope is set.

NOTE: Each service can only have one current scope - that is, the one active as of the current date. If a scope overlapping with the current one is created, by default the original scope remains current. To change the current scope, change the dates or set the original scope to *Draft*.

Once the scope is created, the table of resources becomes available for configuration.

III. Configure the services and their rates. This is done by creating a tree of resources. Each resource has a list of attributes that affect the service price. For example, the SMS messaging resource can have the following attributes: traffic direction (MO/MT), countries to which traffic is sent, networks (operators) within a country etc.



Select Service domain

1. Select a *Service domain* (channel):

   a. The following Service domains are available:

      i. *SMS messaging;*

      ii. *RCS messaging;*

      iii. *Viber messaging;*

      iv. *WhatsApp messaging;*

      v. *Service purchase;*

      vi. *WeChat messaging;*

      vii. *Email messaging;*

      viii. *Flashcall message*;

      ix. *Additional service;*

      x. *Telegram Gateway messaging;*

      xi. *Bundle grouping;*

      xii. *Push messaging;*

      xiii. *TTS messaging;*

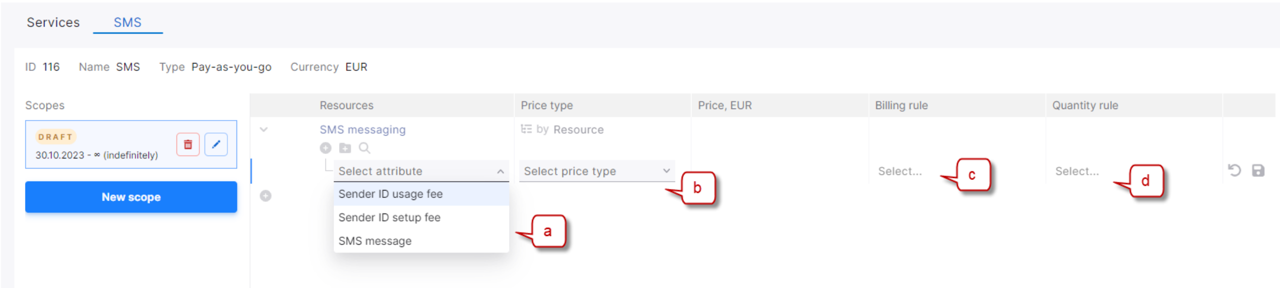
      xiv. *Voice calls;*

      xv. *Push Partner messaging*;

   b. Click to reset the record.

   c. Click to save the record and proceed to the next step (next steps become available only after saving).

Once the record is saved, hover over it to view the controls: that serves to delete the record, and to edit it. The icon to the left of the record means that the record lacks some critical data and the rate cannot be used.



Configure an attribute

2. Select an attribute and configure its properties:

   a. Click to select an attribute, or to select multiple attributes. For example, for *SMS messaging* the available options are:

      i. *Sender ID usage fee*: the monthly fee for using the Sender ID.

      ii. *Sender ID setup fee*: the one-time fee for connecting the Sender ID.

NOTE: After creating a service, go to Account management\Sender IDs 40, hover over the relevant Sender ID and click to write-off the Sender ID setup fee. Click to configure the Sender ID usage fee rule as detailed in Account management\Sender IDs 40. This must be done to enable write-off of the configured fees.

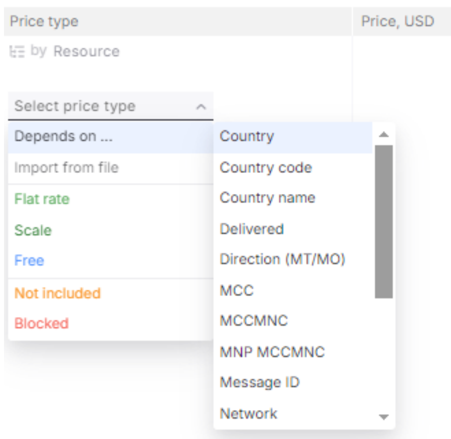
      iii. *SMS message*: price for the message.

      iv. *Platform fee*: fee for using the platform.

NOTE: It is recommended to set any rate value for *Others* attribute, preferably higher than the *Credit limit* value (set in the Agreement created in the Account management\Agreements 27 interface), in order to avoid sending traffic if the credit limit is exceeded.

   b. *Price type*: possible values are:

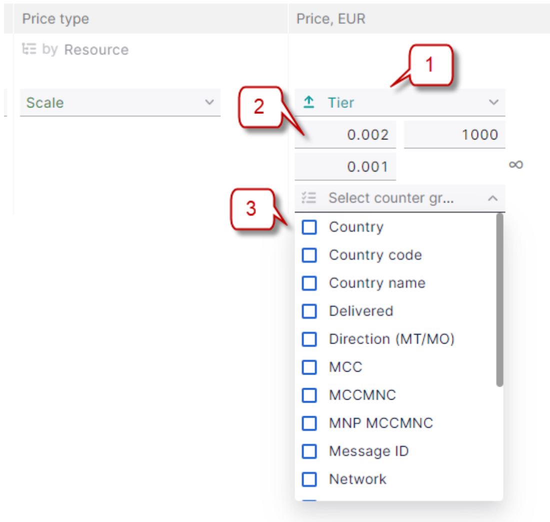
      i. *Depends on*: select to unfold the list of parameters that will define the price, and select the appropriate one as shown below:



Price type: depends on

      ii. *Flat rate*

iii. *Scale*: the following scale types are available: *Tier* and *Back-to-First.* In the *Tier* scale the price changes after a predefined traffic threshold is reached. The cost of traffic before the threshold remains the same. In the *Back-to-First* scale, the cost of the entire traffic is recalculated after the threshold is reached. Suppose we have a scale with a threshold of 1,000 messages, and price 1 for the first 1,000 messages and price 2 for all messages beyond that. Suppose the user has sent 1,050 messages. In a *Tier* scale, the first 1,000 messages are calculated at price 1, and the remaining 50 messages at price 2. In a *Back-to-First* scale, the entire 1,050 messages are calculated at price 2. Configure the scale in the *Price* column as shown below: 1) select the scale type (*Tier* or *Back-to-First*), 2) specify the prices and threshold (hover and click between the rows to add a new tier), and 3) if necessary, select data types to which the scale will apply. If not selected, the scale will apply to all traffic.



Scale

iv. *Free*: the service is not charged for.

v. *Included* (available if *Type* is *Unit pack* or *Monetary pack* was selected in the *Add Service* form): when selected, traffic for the pack will be sent only if it matches the configured attributes (direction, network, region etc.)

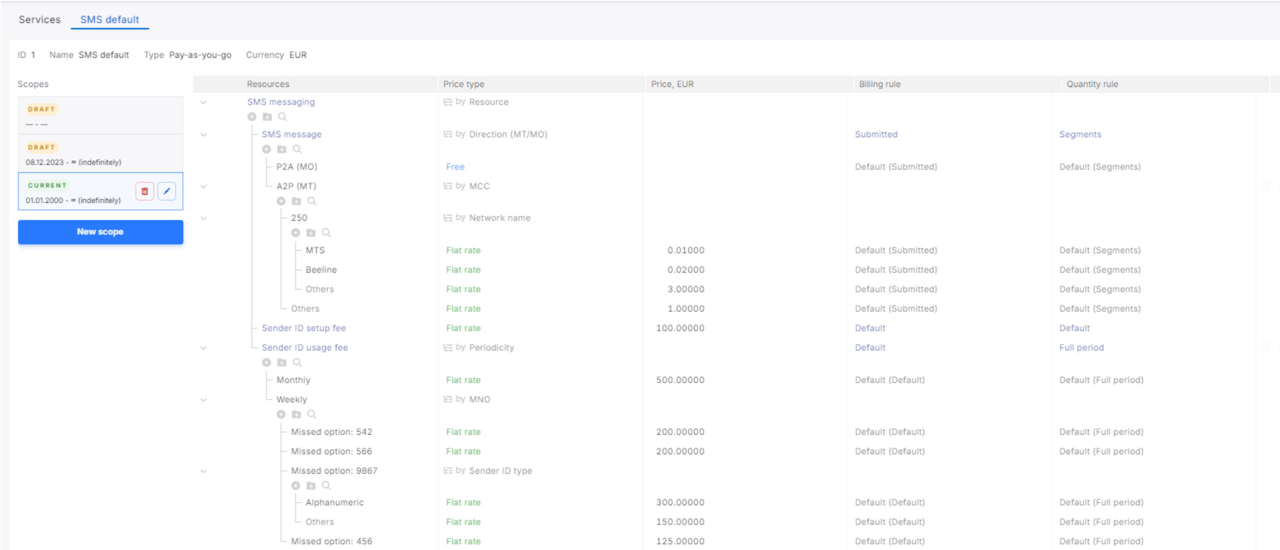
vi. *Not included*: the attribute is not used in this tree. It means that the billing engine will look for the rate in another tree (another rate available for the client).

vii. *Blocked*: the billing event properties matching this attribute will not be processed.

c. *Billing rule*: select the billing type (in case of messages, bill by submitted or by delivered).

d. *Quantity rule*: in case of messages, select *Messages* or *Segments*.

An example of a configured resources tree is illustrated in the figure below.

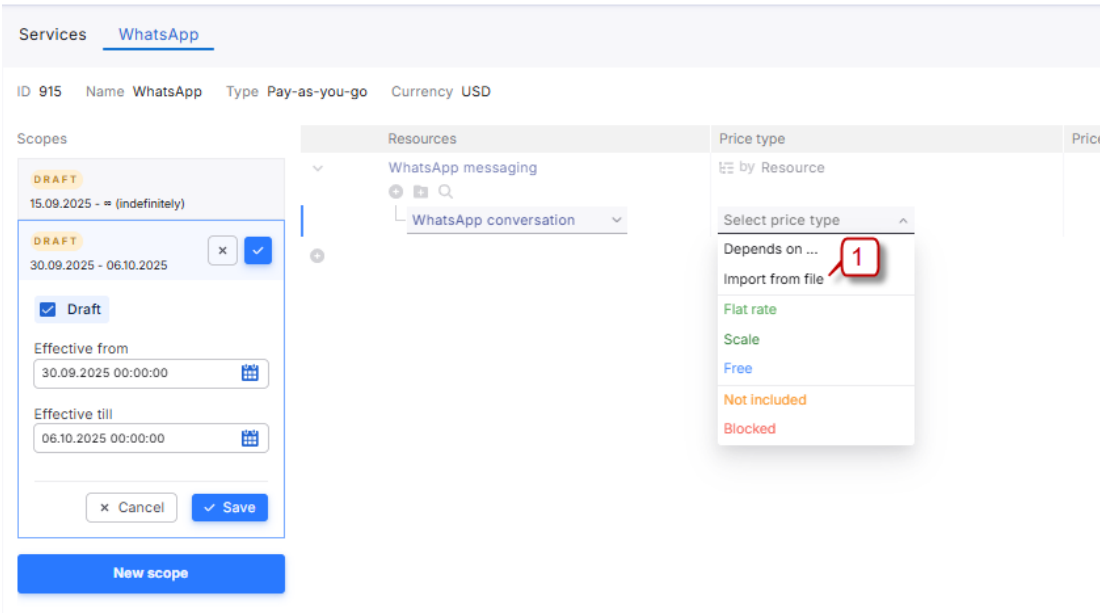


Resources tree

NOTE: Rate changes performed in the current scope (the one active as of today) become effective immediately after saving. Keep it in mind when editing the current tree of resources.

7.3.2 Rate import

Rate import serves to import data from a file into the service rate tree. *Import from file* (1) option facilitates manual creation of complex rate trees and helps to avoid errors affecting successful traffic flow.

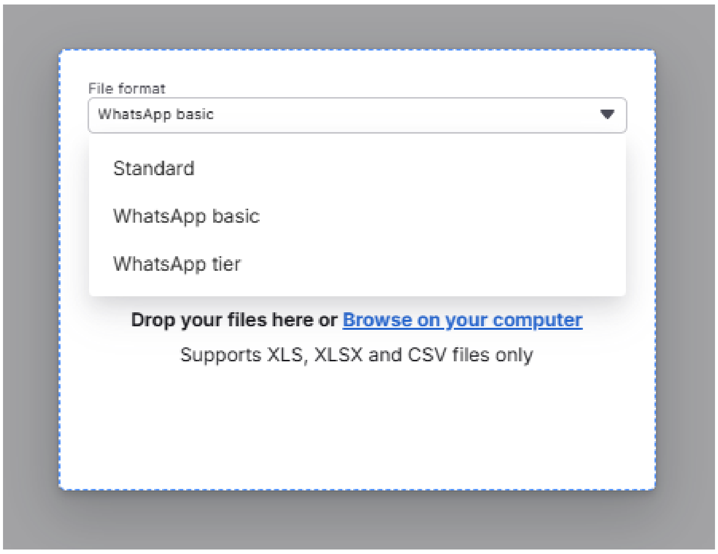


Import from file

To import rates from a file select the file type:

- *Standard*: applied to all other channels except WhatsApp.
- *WhatsApp basic*: used to import fixed Whatsapp rates by Category - Region.
- *WhatsApp tier*: used to import Whatsapp rates by volume tier for each Category - Region pair.

NOTE: New rates for WhatsApp messages are imported from a file according to the *Pricing type* (*Basic* and *Tier*) and *Pricing category*.



Import from file: File format

Rate import stages are as follows:

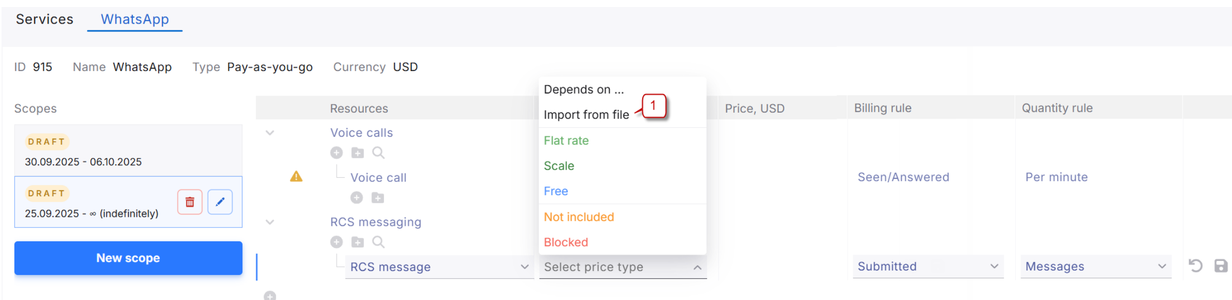
- Uploading and parsing a file;
- Configuring import settings;
- Preview of import results and error list;
- Import confirmation.

7.3.2.1 Uploading and parsing a file

Import can be performed to any node of the rate tree, starting from the second level and below.

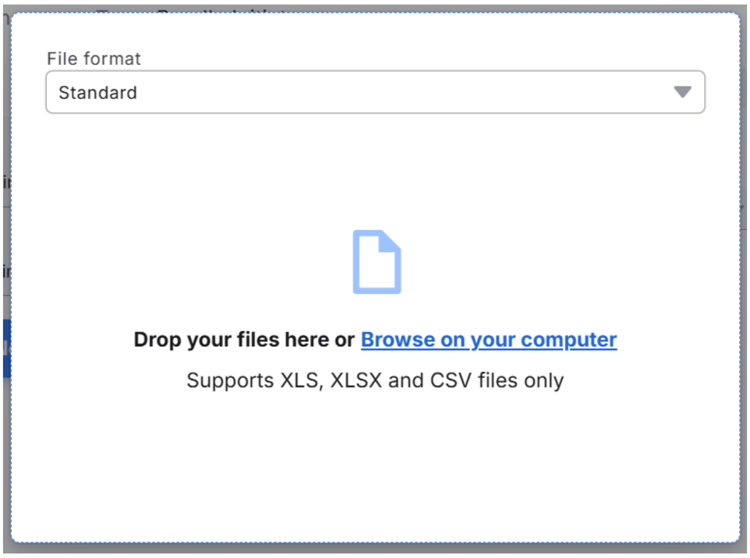
To perform import upload a file containing the rates to the System. To do this, preset *Billing rule* and *Quantity rule* rate properties when configuring the corresponding node of the rate tree and proceed as detailed below:

1. Select *Import from file* (1) in the *Price type* column as detailed in the figure below.



Import from file

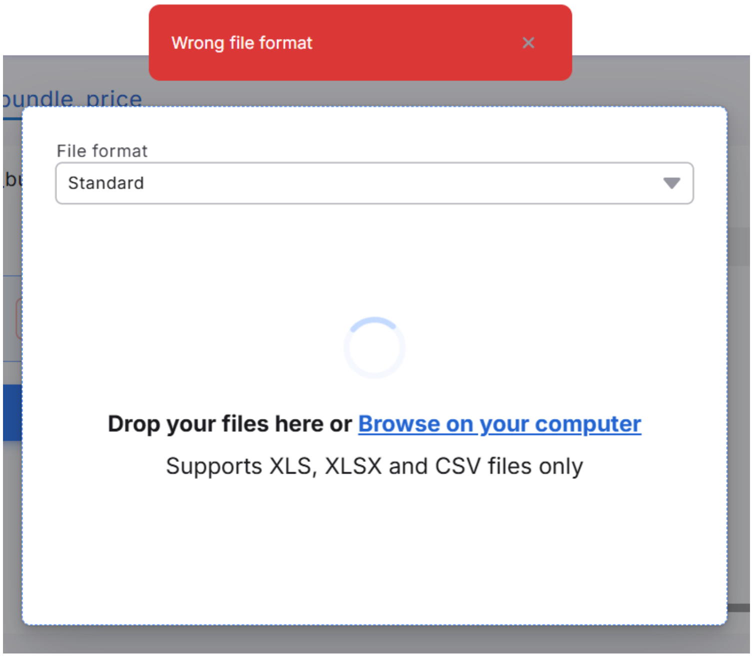
2. Select the file format (*Standard*, *WhatApp basic* or *WhatsApp tier*) and upload a file from your device.



Uploading a file

NOTE: XLS, XLSX and CSV files are importable.

After the user selects a file, its parsing is performed on the platform side. If file parsing fails, a window with the text of the corresponding error appears.

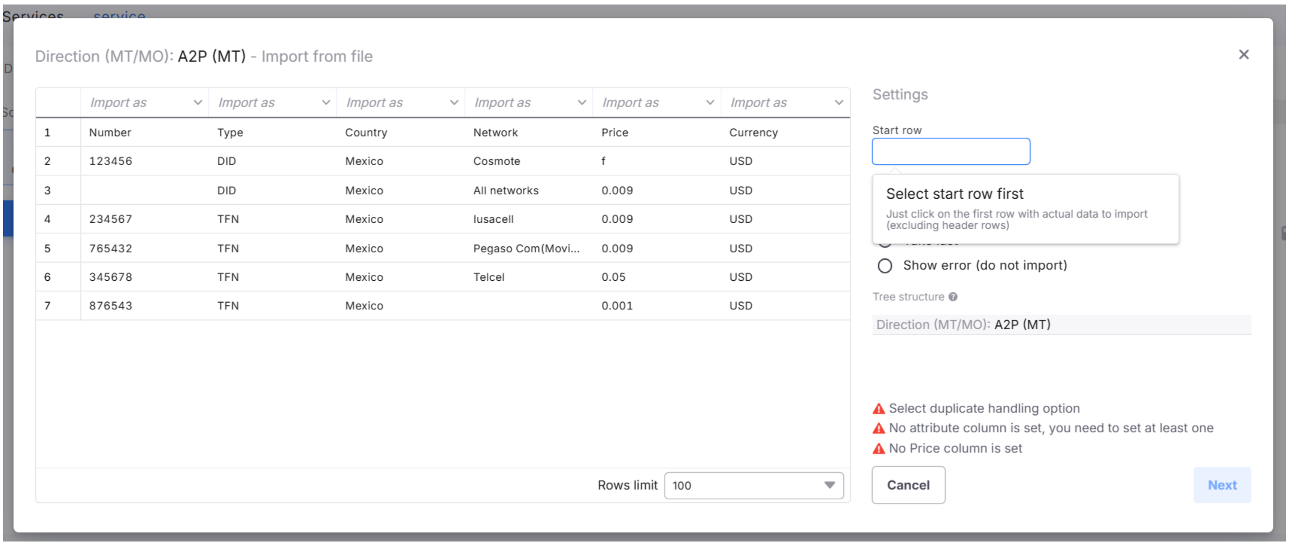


Uploading error

7.3.2.2 Configuring import settings

After successful file parsing configure import settings in the window that opens.

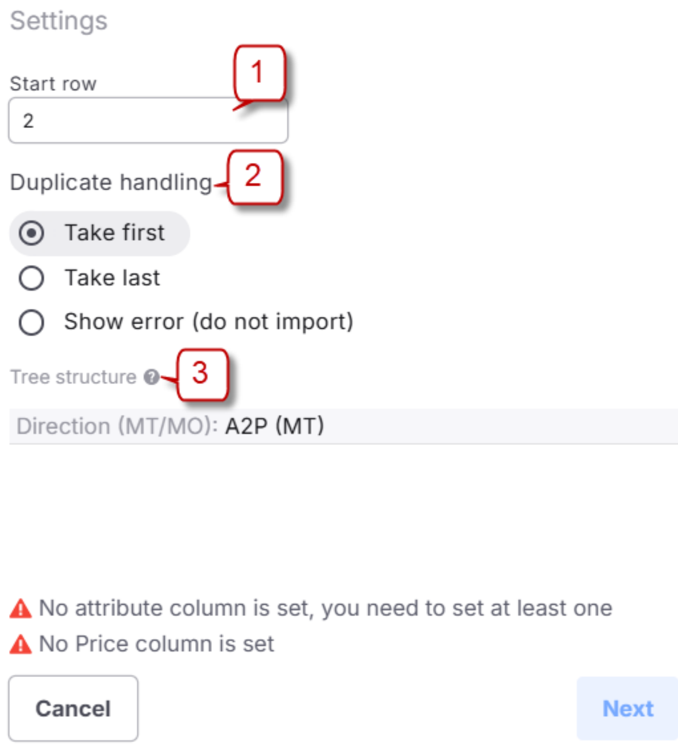
The window consists of two panels: *Resource* 106 that serves to preview the source file (left) and *Settings* 105 that serves to configure import settings (right). The window title displays the node of the rate tree to which the import is performed.



Import settings window

7.3.2.2.1 Import settings panel

The *Settings* panel contains the following information:



Import Settings panel

1. *Start row* sets the first row from which the rate data starts. The first row can also be set by clicking on the corresponding row in the table (single click on the row).
2. *Duplicate handling* specifies how to handle duplicates found in the source file. Possible values:
   - *Take first* - take the first record found;
   - *Take last* - take last record found;

   - *Show error (do not import)* - duplicate records are not imported, an error is displayed in the preliminary results pane.

3. *Tree structure* displays the structure of the created tree. The following properties apply:
   - Updated automatically after defining/resetting a table column;
   - Sections are arranged in the order in which the corresponding table columns were declared;
   - It is possible to manually move sections by right-clicking the section then dragging and dropping it to the necessary position;
   - It is possible to add a new section manually. Only attributes that satisfy the following properties are available for adding:
     - Attributes that have not already been explicitly declared using table columns;
     - Attributes associated with a dictionary and that dictionary has an association with at least one attribute that has been declared using a table column.
   - An option to remove manually declared sections (declared without defining the corresponding columns).

At the bottom of the *Import Settings* panel, warnings that may affect the import implementation are displayed. The following warnings can be displayed:

- Warnings that prevent proceeding to the next import step (errors). Eliminate these errors to proceed with import;
- Warnings that are informative and do not affect import success.

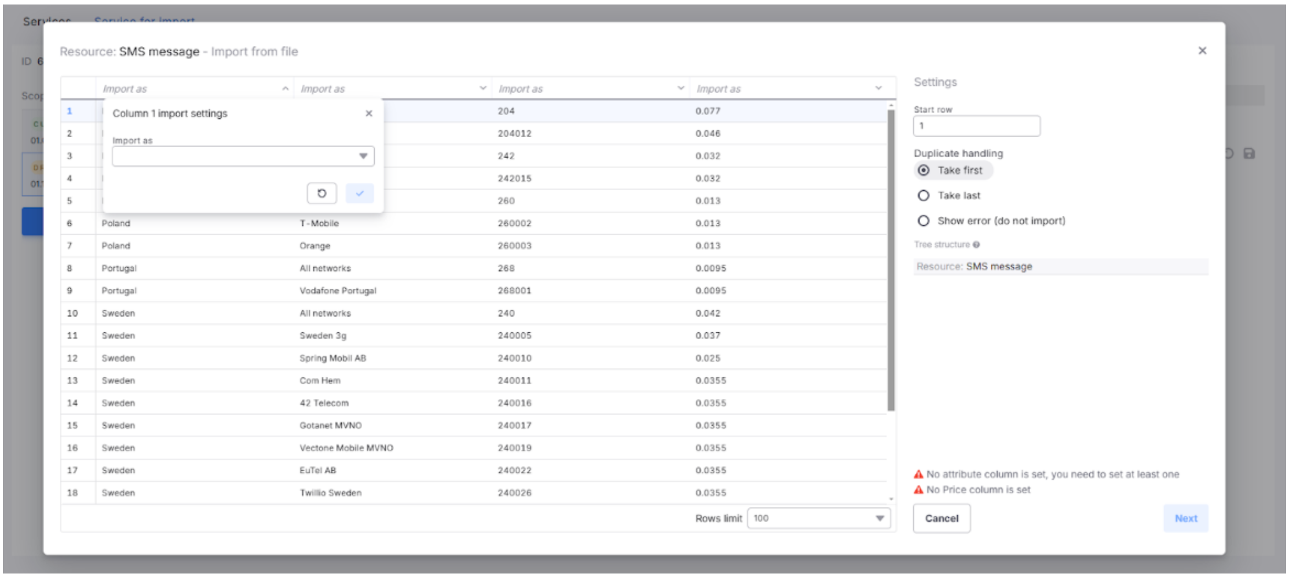
7.3.2.2.2 Resource panel

The panel contains a table with the data of the source file. The panel serves to define the names of the table columns.

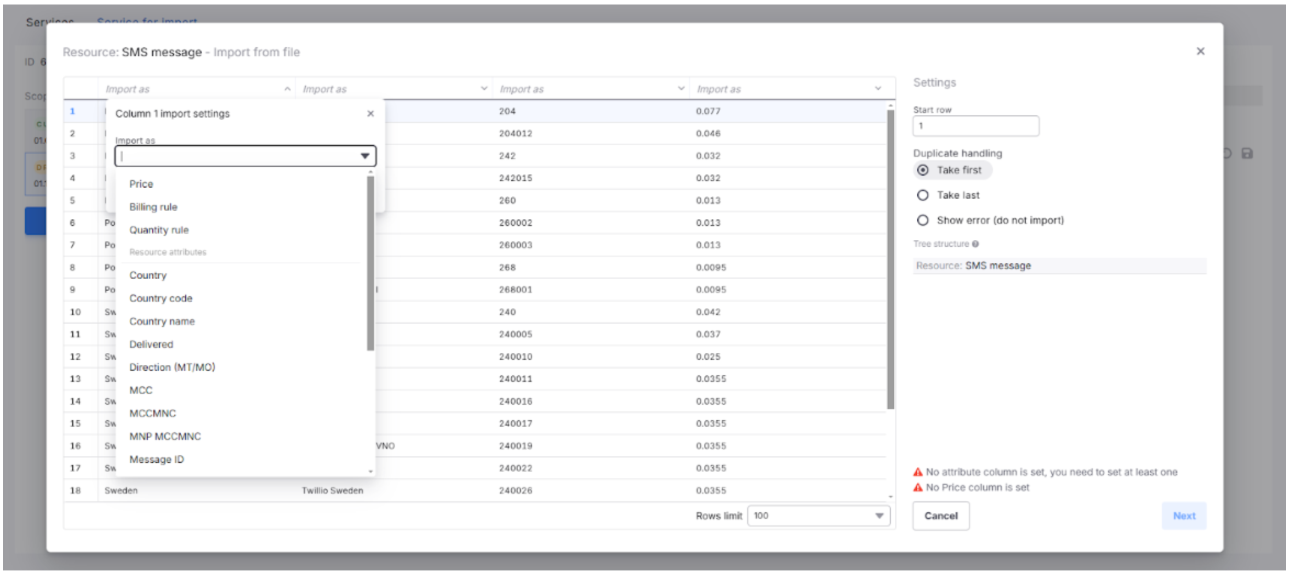
7.3.2.2.2.1 Configuring imported columns

In order for the System to know where to get the country name, MCCMNC, rates, etc., specify the headings of the columns required for import by selecting the appropriate option from the context menu. This menu is called by clicking on the header of the corresponding column.

NOTE: It is not required to define all columns of the source file, as many of them contain minor properties that don't affect the import process.



Configuring imported columns (1)



Configuring imported columns (2)

A column can be declared as containing a rate property or a resource attribute:

1. **Rate properties** (*Price*, *Price type*, *Billing rule* and *Quantity rule*) are inherent to any rate and do not affect the tree structure in any way.
2. **Resource attributes** are inherent only to the rates for a certain resource (each resource has its own set of attributes), and the rate tree is built accordingly.

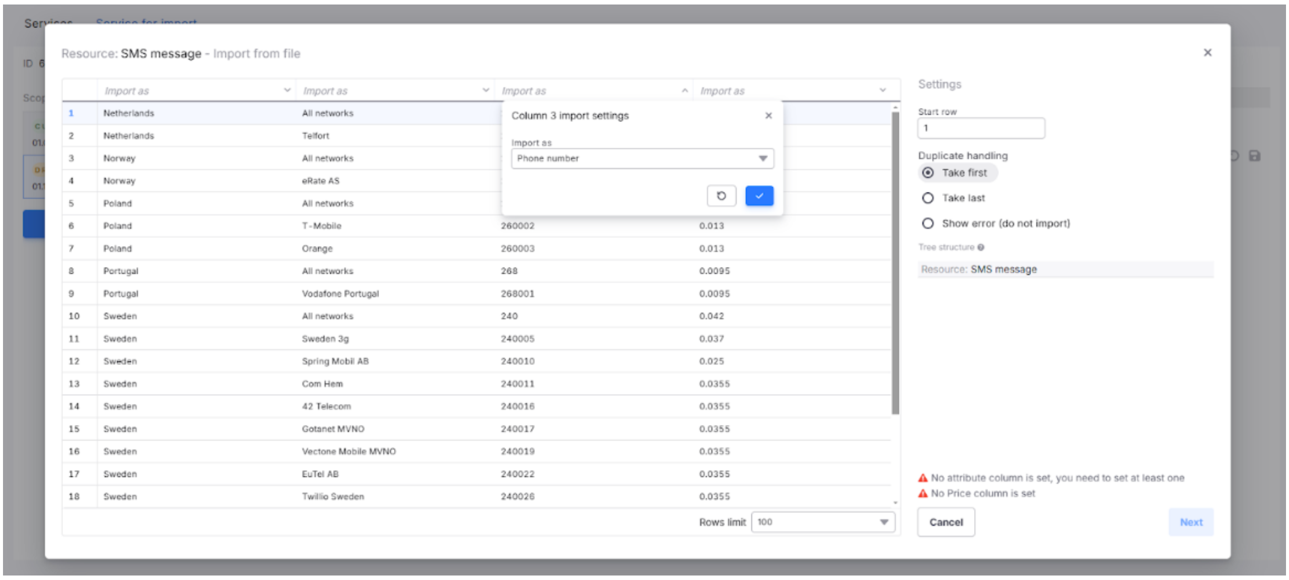
A specific resource attribute may have a dictionary associated with it, in this case the attribute can only take the values that are in that dictionary.

A dictionary consists of at least **a set of keys** (for some dictionaries this is enough - for example, MCCMNC is characteristic of itself and does not need additional definitions), but most dictionaries also have **definitions**, because their keys are codes/identifiers that need additional descriptions. These descriptions are stored in definitions. A definition consists of one or more fields, which are called **dictionary attributes** (or definition attributes). Each dictionary has its own set of dictionary attributes.

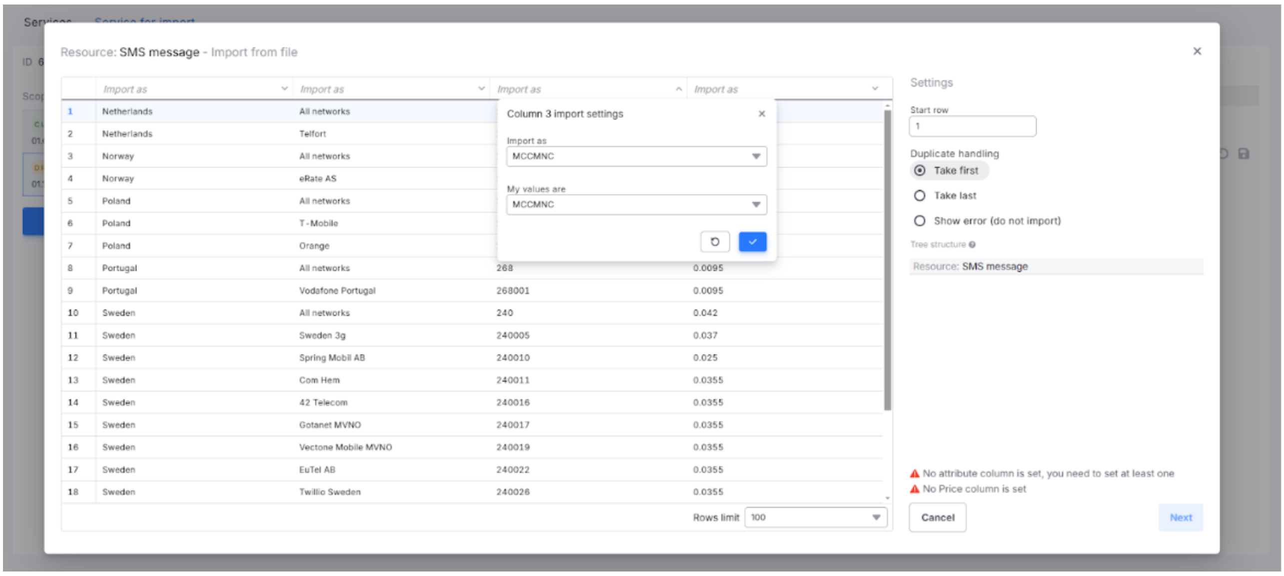
For example, in the Country dictionary, the keys are two-letter ISO country codes (*ISO 3166-1 Alpha-2 code*), but the definitions for each entry also store the below data:

- three-letter ISO country code (*ISO 3166-1 Alpha-3 code*);
- numeric country ISO-code (*ISO 3166-1 Numeric code*);
- official name of the country in English (*Country name (English)*);
- official country name in French (*Country name (French)*).

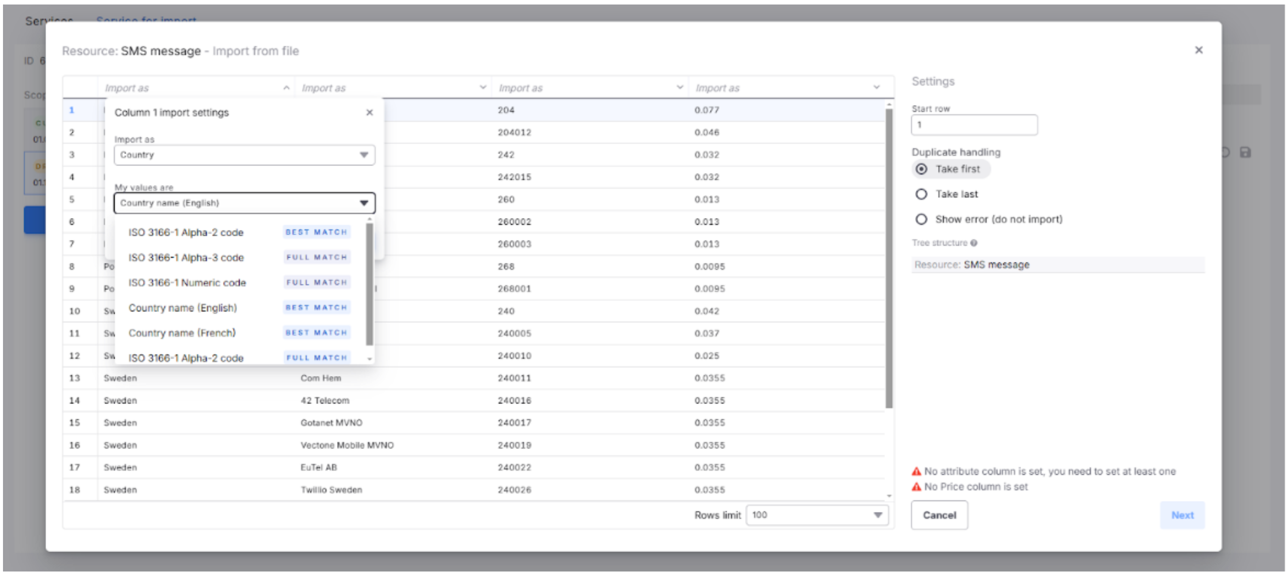
The corresponding column in the imported file can contain both keys and any of the additional dictionary attributes - when customizing such a column, explicitly specify whether you want to search for a match by a dictionary key or by one of the dictionary attributes (if yes, then by which one).



Dictionary is not associated with the resource attribute



Dictionary without dictionary attributes is associated with the resource attribute



Dictionary with dictionary attributes is associated with the resource attribute

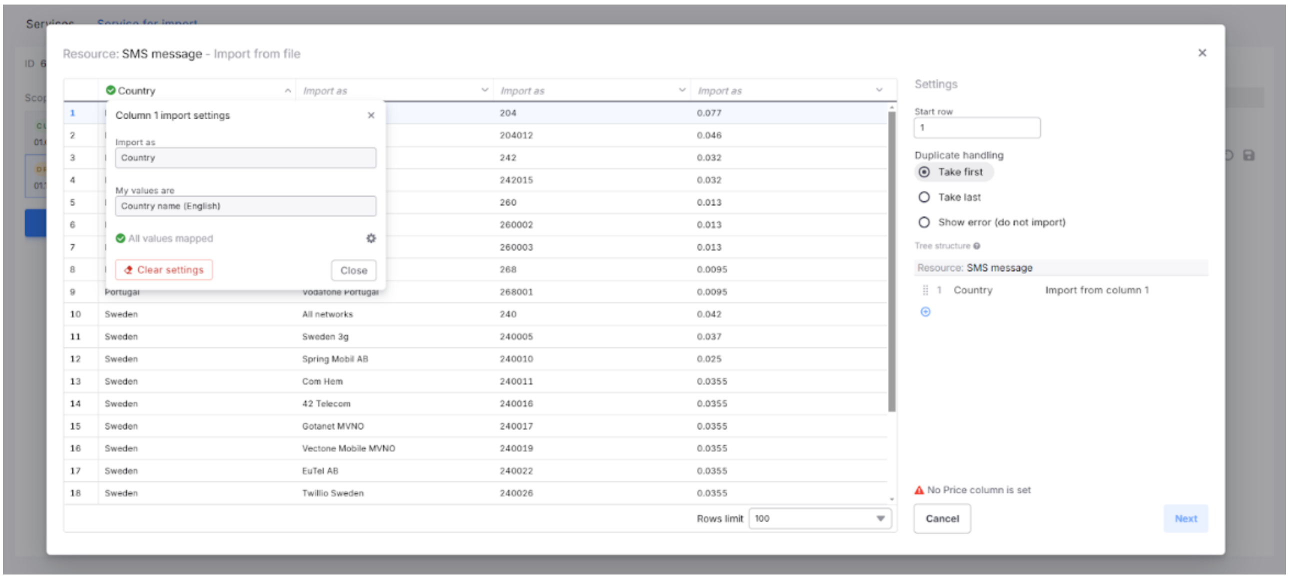
7.3.2.2.2.2 Automatic mapping

In case you declare a resource attribute that is associated with a dictionary, or you declare a rate property, perform automatic mapping to minimize the need for manual mapping between the file values and the dictionary values. As implied, mapping is performed automatically - when the settings of the corresponding table column are confirmed.

7.3.2.2.2.3 Resource attribute mapping

Automatic resource attribute mapping is performed only if the specified attribute is associated with a dictionary and the match is the value of a dictionary key.

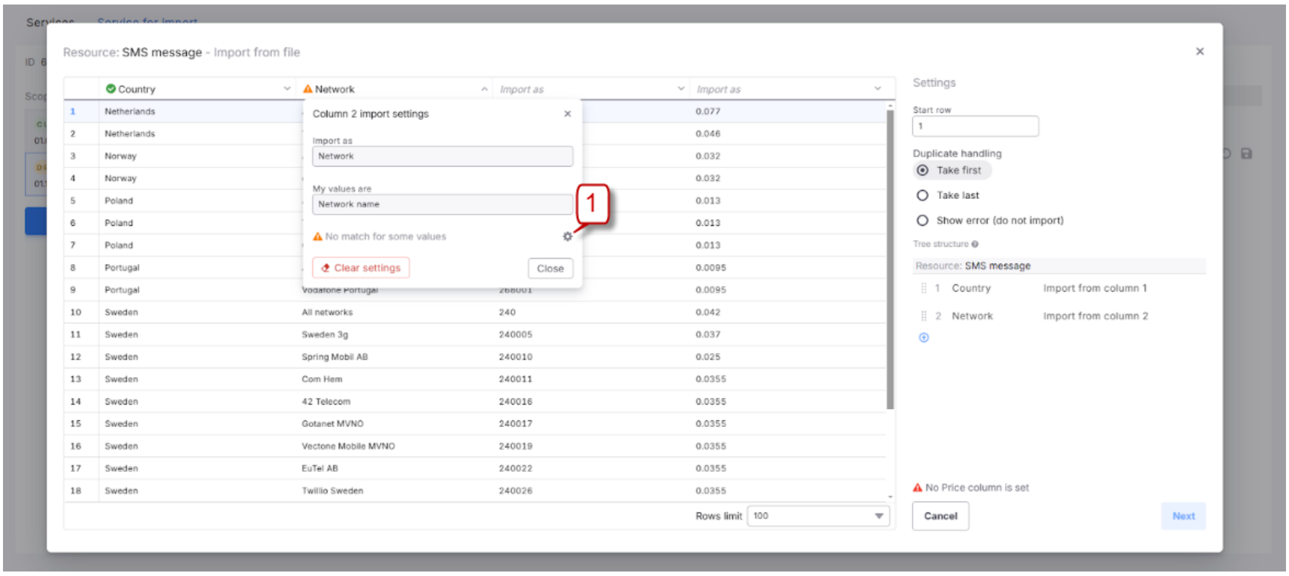
If mapping for a column with a resource attribute is successful, no further actions with the column are required:



Successful mapping of column values

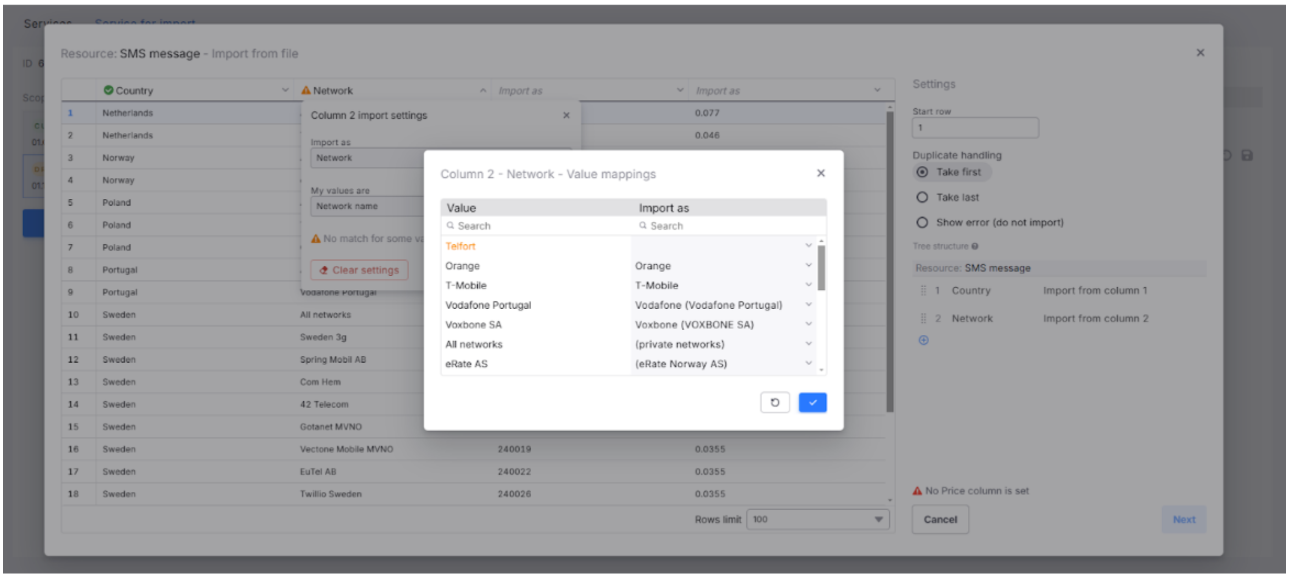
If no match was found for any of the column values in the dictionary with which the current resource attribute is associated, manual mapping can be performed for the unmapped values.

To change the column mapping settings, click on the control (1 in the figure below) to the right of the *No match for some values* notification:



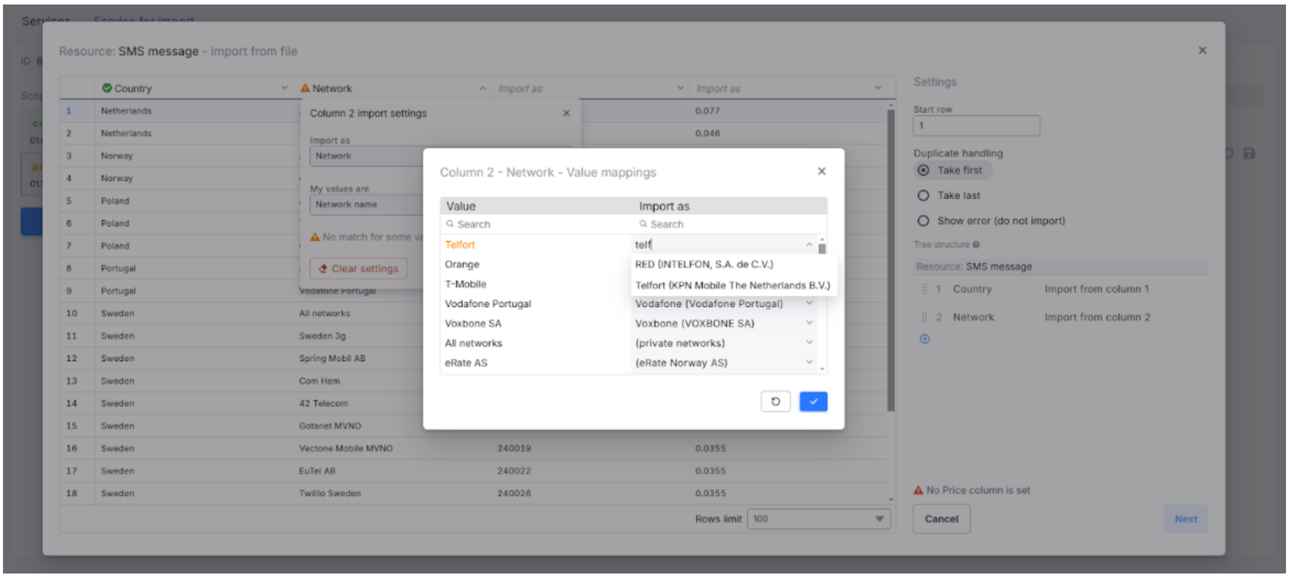
Automatic mapping found unmapped values

The mapping settings tab displays the correspondence of the column values to the dictionary values. Each value for which no match was found in the dictionary is highlighted in orange.



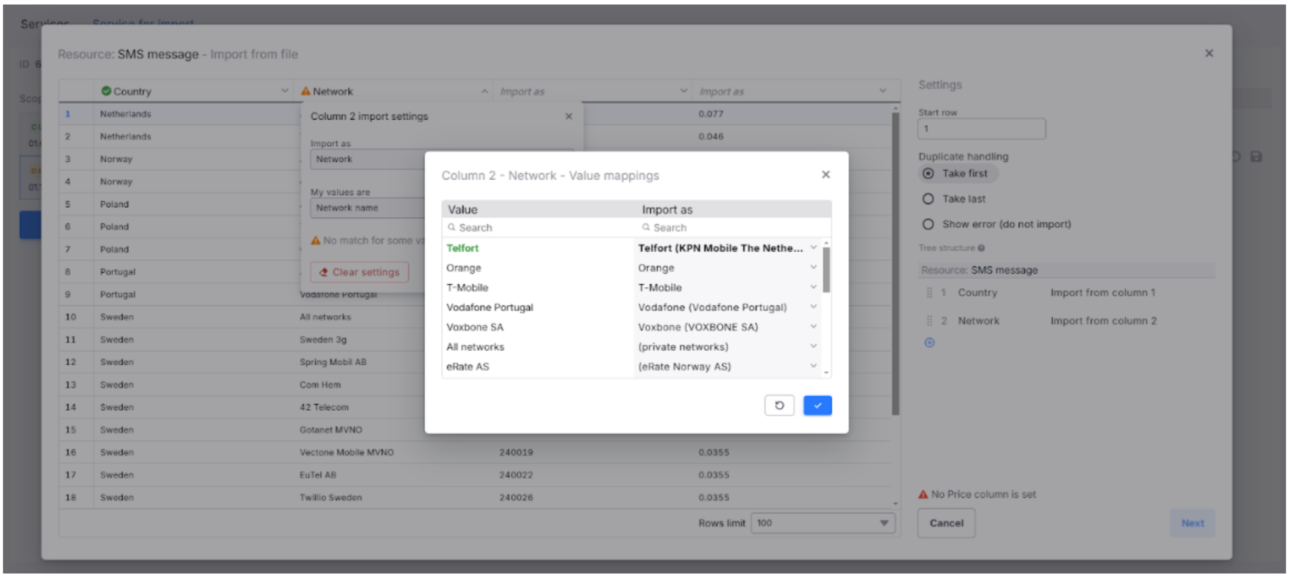
Manual mapping (1)

To perform manual mapping, specify which dictionary value corresponds to the given column value. For user convenience, search by incomplete matching is available.



Manual mapping (2)

The value matched as a result of manual mapping is highlighted in green.



Manual mapping (3)

After all unmatched values have been manually mapped, click  to save the changes.

NOTE: In case the System has incorrectly specified the match for any of the column values during the automatic mapping, it is possible to specify the correct match manually (perform manual mapping). The procedure is similar to that of manual mapping for the nonmapped values (as detailed above).

7.3.2.2.2.4 Normalizing MCCMNC column values

TBD

7.3.2.2.2.5 Matching features

There are two types of matching:

- Full match - by equality (full match);

- Best match - by the best match. The value from the cell is compared with the dictionary values and the one that is most similar to the original value is selected.

Matching is performed as follows:

- If matching is performed in the dictionary keys, the search is always performed by the dictionary keys to the full match;
- If matching is performed by a dictionary attribute, the search is performed among the values in the corresponding definitions column depending on the equality feature:
  - If more than one match is found during the full match search, the record with the smallest dictionary key value is taken;
  - If a best match search is specified, the system tries to find a full match first, if no match is found, the best match is searched;
    - If more than one match is found, the record with the smallest word key value is taken.

7.3.2.2.2.6 Rate property mapping

Automatic mapping is always performed for rate properties. The matching algorithm differs depending on the specified rate property.

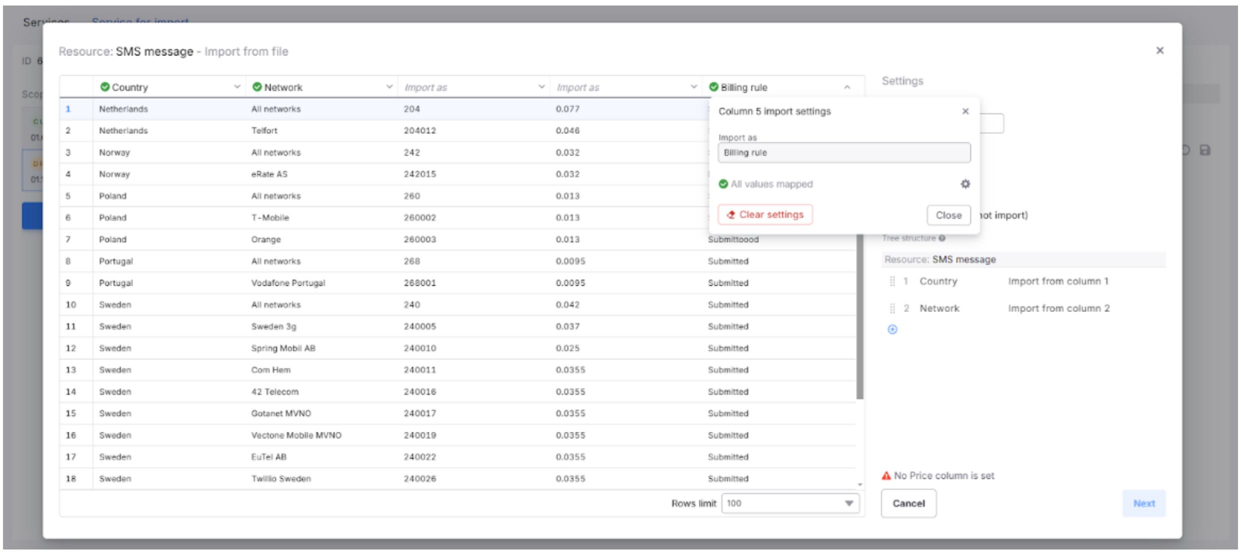
The best match search is applied for the *Billing rule* and *Quantity rule* properties: first the System tries to find a full match, if no match is found, the best match is searched.

Specify the following values in the cells of the *Billing rule* column:

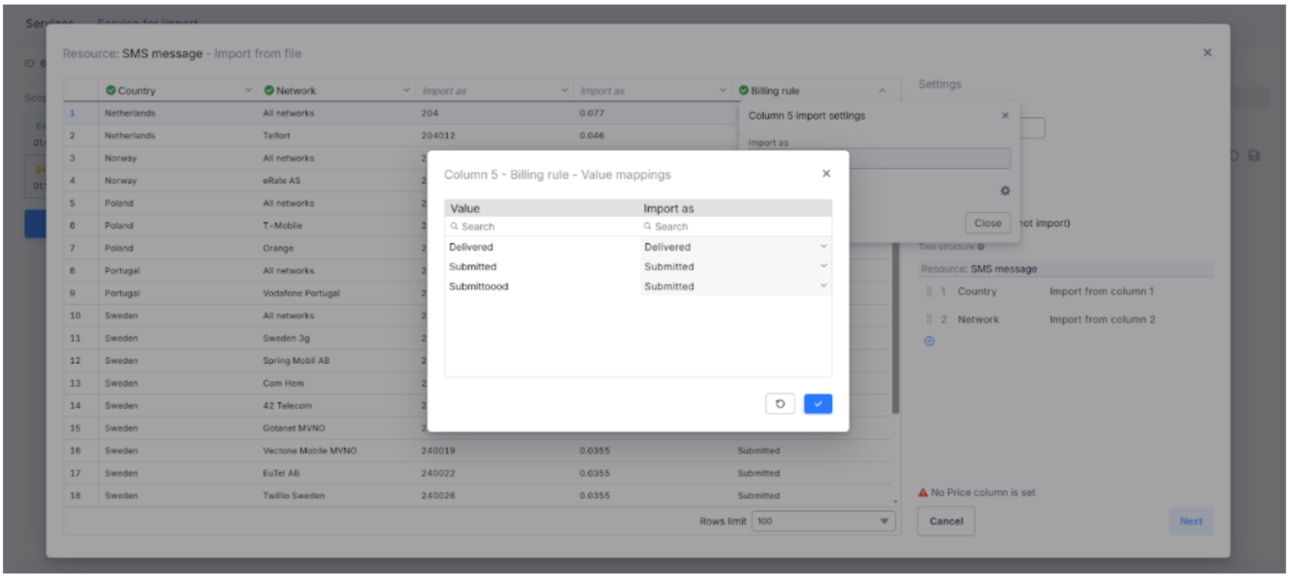
- Submitted;
- Delivered.

Specify the following values in the cells of the *Quantity rule* column:

- Messages;
- Segments.



Automatic mapping for the Billing rule rate property (1)



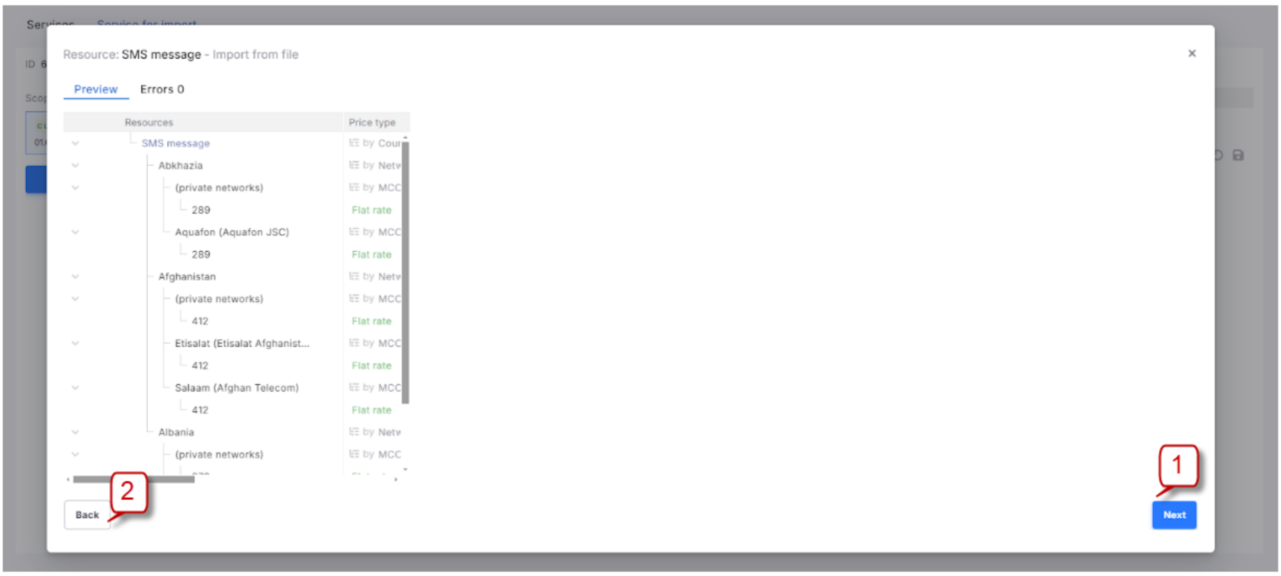
Automatic mapping for the Billing rule rate property (2)

No mapping is performed for the *Price* rate property. The task of automatic mapping for price is to identify all values that cannot be perceived as price, so that users can define mappings for them manually. Negative values are automatically converted to positive values.

7.3.2.3 Import and error list preview

After configuring the import settings and assigning the table columns, preview the rate tree created with the specified settings and the errors that were found during the creation.

The window consists of two tabs: *Preview* that serves to view the created rate tree and *Errors* that serves to view the errors found.

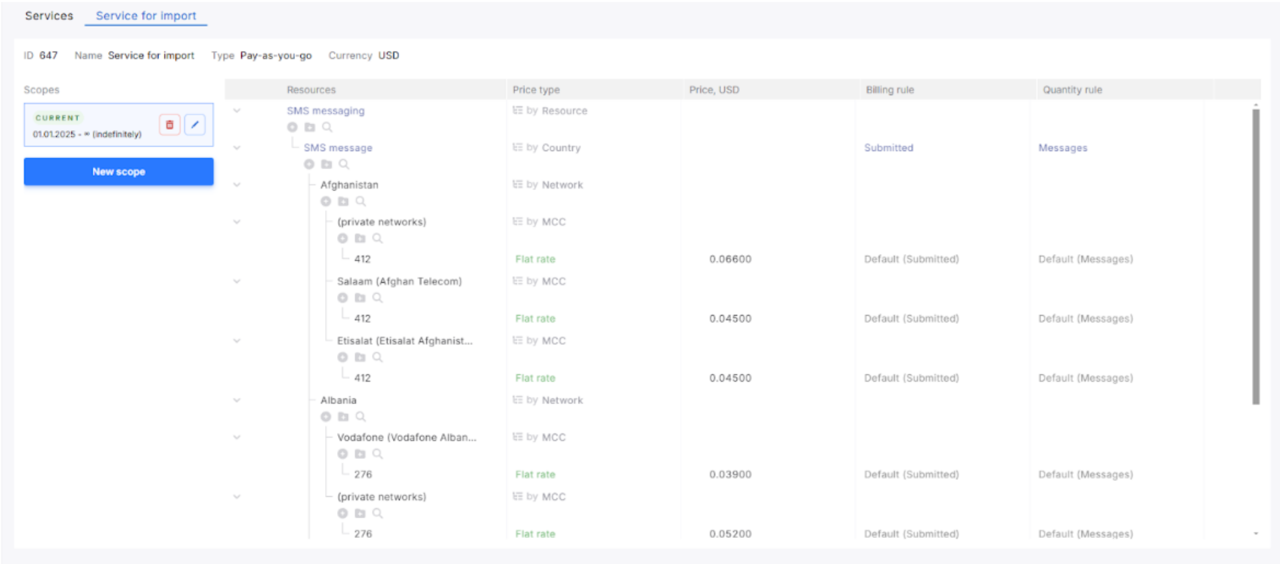


Import preview

1. Click *Next* to confirm import;
2. Click *Back* to go one step back to make changes in import settings or table column parameters.

7.3.2.4 Import confirmation

If import confirmation was selected at the preview stage, the current import task is completed successfully and the generated rate tree is embedded into the corresponding node of the existing service rate tree.



Import confirmed

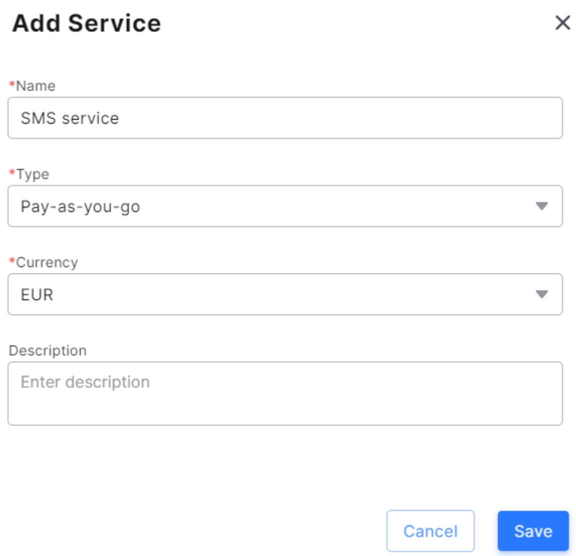
7.3.3 Example 1. SMS service

Suppose we need to create an SMS service with the following parameters:

- must include MT and MO rates by country and network
- MO is free of charge
- MT is charged for
- Vodafone Spain: flat rate at 0.04 EUR. Sender ID usage fee: 10 EUR
- DIGI mobil (Best Spain Telecom): scale 0 - 1,000 SMS at 0.005 EUR, over 1,000 SMS at 0.004 EUR. Sender ID usage fee: 15 EUR, Sender ID setup fee: 50 EUR.
- Rest of Spain: flat rate at 0.08 EUR.
- Rest of the world: scale 0 - 10,000 SMS at 0,05 EUR, 10,001 - 50,000 SMS at 0,04 EUR and over 50,000 SMS at 0,03 EUR.

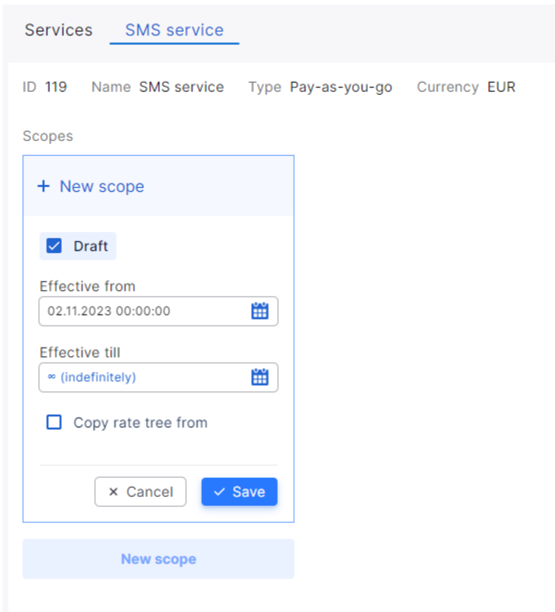
Proceed as follows:

1. Click *Add service* and create a service with the parameters as illustrated in the figure below.



Add SMS service

2. Configure the service scope. You may leave it in the *Draft* status to define the validity period later. Click *Save* to open the Resources tree.



Create scope

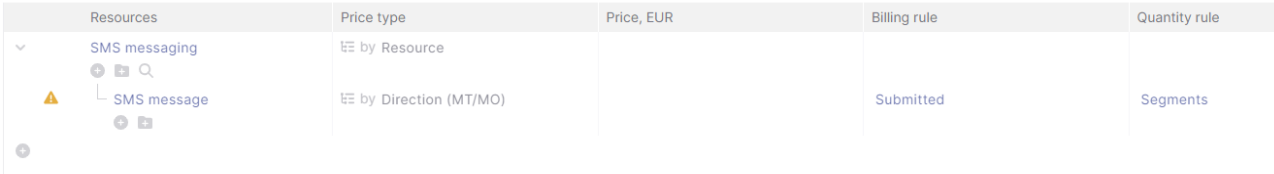
3. Select *Service domain*: *SMS messaging.* Click to save the record (save each record before proceeding to the next one):

   a. Select *Attribute*: *SMS message*

   b. Define *Price type*: *Depends on Direction (MT/MO)*.

   c. Select *Billing rule*: *Submitted.*

   d. Select *Quantity rule*: *Segments*.



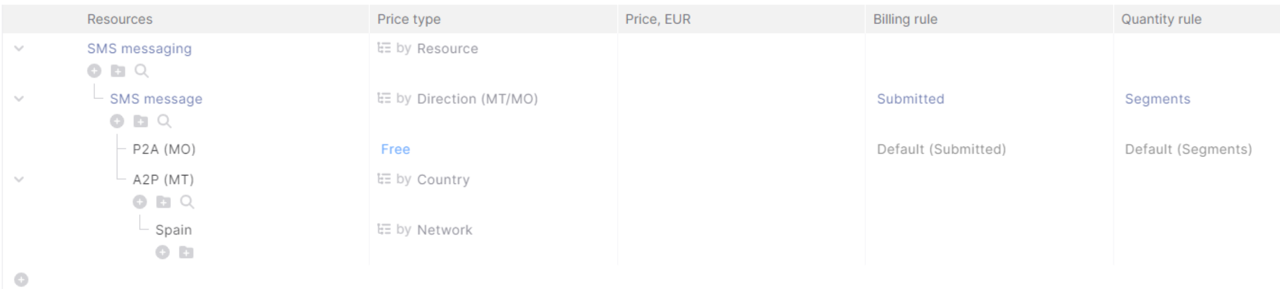
Select Service domain

4. Configure traffic direction and country:

   a. Click under *SMS message* and select *Attribute*: *P2A (MO)*. Select *Price type*: *Free.*

   b. Click under *SMS message* and select *Attribute*: *A2P (MT)*. Select *Price type*: *Depends on Country.*

   c. Click under *A2P (MT)* and select *Attribute*: *Spain.* Select *Price type*: *Depends on Network.*



Configure traffic direction and country

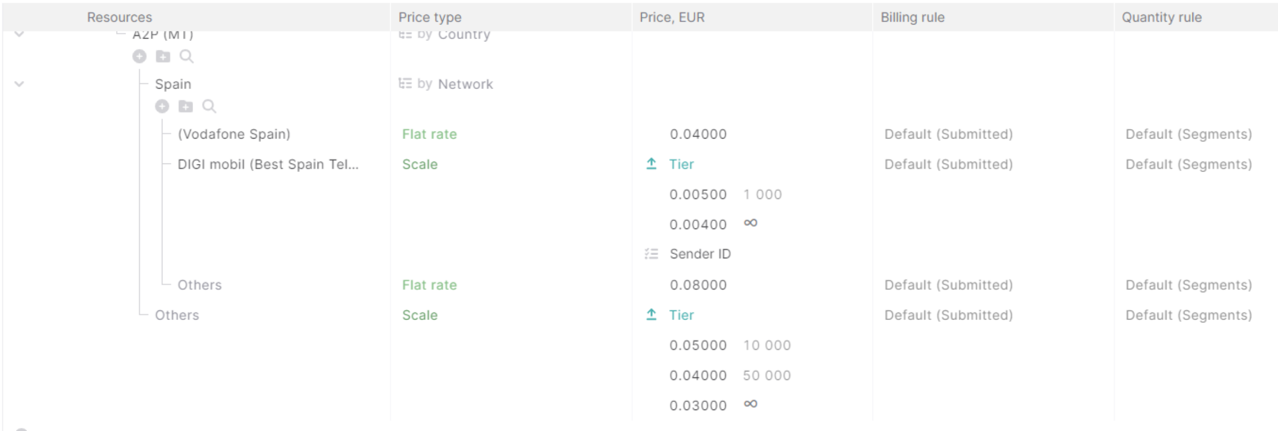
5. Configure destinations and rates:

   a. Click under *Spain* and select *Attribute*: *Vodafone Spain.* Select *Price type*: *Flat rate*, *Price*: *0.04*, leave *Billing rule* and *Quantity rule* fields as they are.

   b. Click under *Spain* and select *Attribute*: *DIGI mobil (Best Spain Telecom).* Select *Price type*: *Scale* and configure the scale. Select *Scale type*: *Tier*, set the price of the first tier to *0.005* and threshold to *1,000*. Set the price of the second tier to: *0.004* and leave the threshold as it is. To apply the scale to sender IDs, select *Sender ID* in the *Counter group* list as shown in the figure below.

   c. Set the rate for other operators in Spain. Click under *Spain* and select *Attribute*: *Others.* Select *Price type*: *Flat rate* and set *Price* to *0.08*.

   d. Set the rate for rest of the world. Click under *A2P (MT)* and select *Attribute*: *Others.* Select *Price type*: *Scale* and configure the scale. Select *Scale type*: *Tier*, set the price of the first tier to *0.05* and threshold to *10,000*. Set the price of the second tier to: *0.04* and threshold to *50,000.* Set price of the third tier to: *0.03* and leave the threshold as it is. To apply the scale to all traffic, leave the *Counter group* field as it is.



Configure destinations and rates

6. Configure other payments:

   a. Sender ID setup fee:

      i. click under SMS messaging and select *Attribute*: *Sender ID setup fee.* Define *Price type*: *Depends on MNO*. Set *Billing rule* and *Quantity rule* to *Default*.

      ii. Click under *Sender ID setup fee* and select *Attribute*: *Vodafone Spain.* In the *Price type* field select *Flat rate*, and in the *Price* field enter 50. Set *Billing rule* and *Quantity rule* to *Default*.

   b. Sender ID usage fee:

      i. Click under SMS messaging and select *Attribute*: *Sender ID usage fee.* Define *Price type*: *Depends on MNO*. Set *Billing rule* to *Default* and *Quantity rule* to *Full period*.

      ii. Click under *Sender ID usage fee* and select *Attribute*: *Vodafone Spain.* In the *Price type* field select *Flat rate*, and in the *Price field* enter 10. Set *Billing rule* to *Default* and *Quantity rule* to *Default (Full period)*.

      iii. Click under *Sender ID usage fee* and select *Attribute*: *DIGI mobil (Best Spain Telecom).* In the *Price type* field select *Flat rate*, and in the *Price field* enter 15. Set *Billing rule* to *Default* and *Quantity rule* to *Default (Full period)*.

Resources	Price type	Price, EUR	Billing rule	Quantity rule
A2P (MT)	by Country			
Spain	by Network			
(Vodafone Spain)	Flat rate	0.04000	Default (Submitted)	Default (Segments)
DIGI mobil (Best Spain Tel...	Scale	Tier	Default (Submitted)	Default (Segments)
		0.00500 1 000		
		0.00400 ∞		
		Sender ID		
Others	Flat rate	0.08000	Default (Submitted)	Default (Segments)
Others	Scale	Tier	Default (Submitted)	Default (Segments)
		0.05000 10 000		
		0.04000 50 000		
		0.03000 ∞		
Sender ID setup fee	by MNO		Default	Default
Vodafone Spain	Flat rate	50.00000	Default	Default
Sender ID usage fee	by MNO		Default	Full period
Vodafone Spain	Flat rate	10.00000	Default (Default)	Default (Full period)
DIGI mobil	Flat rate	15.00000	Default (Default)	Default (Full period)

Configure other payments

7.3.4 Example 2. WhatsApp service

WhatsApp message pricing is based on the message category, region and volume. Please, note that volume tiers and category definition are determined solely by Meta. Therefore, message charging in the System occurs only after the message status has been received from the Meta platform.

WhatsApp messages have the following unique attributes:

- *WhatsApp region*: the region where the message is sent. Prices may vary depending on the message destination.
- *Pricing category*: categories of messages, the price is charged depending on the category:
    - *Authentication*: indicates an authentication template message.
    - *Authentication international*: indicates an authentication template message sent to a WhatsApp user in a country or region that has authentication-international rates.
    - *Marketing*: indicates a marketing template message.
    - *Marketing lite*: indicates a marketing template sent via Marketing Messages Lite API.
    - *Utility*: indicates a utility template message.
    - *Service*: indicates a non-template message.
    - *Referral conversion*: indicates the message is part of a free entry point conversation.
- *Pricing type*:
    - *Regular*: indicates the message is billable.
    - *Free customer service*: indicates the message is free because it was either a utility template message or non-template message sent within a customer service window.
    - *Free entry point*: indicates the message is free because it is part of a free-entry point conversation.

Suppose we need to create a WhatsApp service with the following parameters:

- Message rates for Argentina are as follows:
  - For the Utility Category:
    - From 0 to 100,000 messages: $0.0289;
    - From 100,001 to 1,000,000: $0.0275;
    - From 1,000,001 to 4,500,000: $0.0260;
    - From 4,500,001 to 15,000,000: $0.0246;
    - From 15,000,001 to 30,000,000: $0.0231;
    - over 30,000,001: $0.0217.
  - For the Authentication Category:
    - From 0 to 120,000 messages: $0.0289;
    - From 120,001 to 400,000: $0.0275;
    - From 400 001 to 1 000 000: $0.0260;
    - From 1,000,001 to 5,000,000: $0.0246;
    - From 5,000,001 to 10,000,000: $0.0231;
    - over 10,000,001: $0.0217.
  - For the Authentication international Category:
    - Single price is $0.0280;
  - For the Marketing Category:
    - Fixed price is $0.0618.
  - For the Service category:
    - Free.

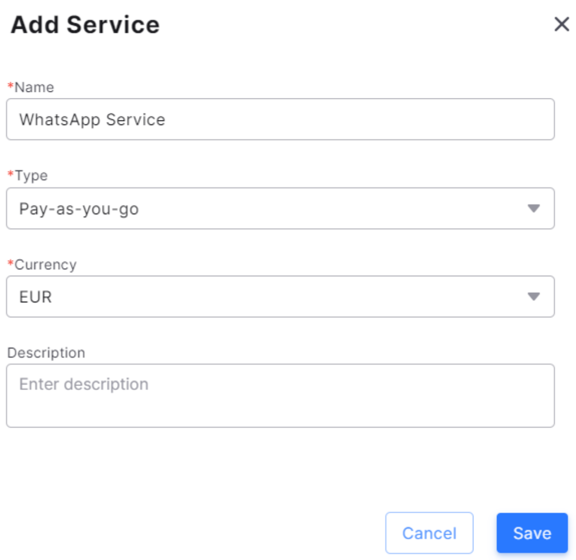
Message rates for Egypt are as follows:

  - For the Utility Category:
    - from 0 to 100,000 messages: $0.0052;
    - from 100,001 to 1,000,000: $0.0049;
    - from 1,000,001 to 4,500,000: $0.0047;
    - from 4,500,001 to 40,000,000: $0.0044;
    - from 40,000,001 to 80,000,000: $0.00421;
    - over 80,000,001: $0.0039.
  - For the Authentication Category:
    - from 0 to 300,000 messages: $0.0052;
    - from 300,001 to 2,000,000: $0.0049;
    - from 2,000,001 to 10,000,000: $0.0047;

  - from 10,000,001 to 20,000,000: $0.0044;
  - from 20,000,001 to 40,000,000: $0.0042;
  - over 40,000,001: $0.0039.
- For the Authentication international Category:
  - from 0 to 300,000 messages: $0.0650;
  - from 300,001 to 2,000,000: $0.0618 $;
  - from 2,000,001 to 10,000,000: $0.0585;
  - from 10,000,001 to 20,000,000: $0.0553;
  - from 20,000,001 to 40,000,000: $0.0520;
  - over 40,000,001: $0.0488.
- For the Marketing Category:
  - Fixed price is $0.1073.
- For the Service category:
  - Free.

Proceed as follows:

1. Click *Add service* and create a service with the parameters as illustrated in the figure below.



Add WhatsApp service

2. Configure the service scope as detailed in Creating a service 96. You may leave it in the *Draft* status to define the validity period later. Click *Save* to open the Resources tree.

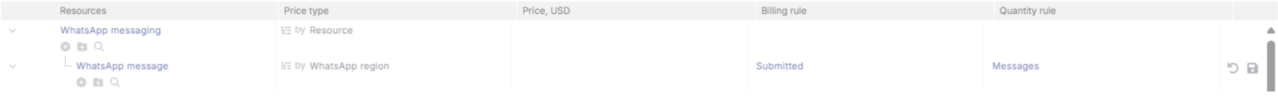
3. Select *Service domain*: *WhatsApp messaging* and click to save the value:

   a. Click under *WhatsApp messaging* and select *Attribute*: *WhatsApp message*.

   b. Define *Price type*: *Depends on...*. Select *WhatsApp region* in the drop-down list.

c. Set *Billing rule* to *Submitted* and *Quantity rule* to *Messages*.

d. Click to save the configurations.



Select Service domain and configure WhatsApp messages

4. Click under *WhatsApp message* and select *Attribute*: *Argentina*. Select *Price type*: *Depends on Pricing category.*

5. Configure WhatsApp message types:

   a. Click under *Argentina* and select *Attribute*: *Authentication*. Select *Price type*: *Depends on Pricing type*. Click under *Regular* and select *Price type*: *Scale*. Select *Scale type*: *Tier*. Configure message volumes:

      i. Price: 0.0289, Tier #1: 120 000;

      ii. Price: 0.0275, Tier #2: 400 000;

      iii. Price: 0.0260, Tier #3: 1 000 000;

      iv. Price: 0.0246, Tier #4: 5 000 000;

      v. Price: 0.0231, Tier #5: 10 000 000;

      vi. Price: 0.0217, Tier #6: ∞.

      Set the *Billing rule* and *Quantity rule* fields to *Default*.

   b. Click under *Argentina* and select *Attribute*: *Utility*. Select *Price type*: *Depends on Pricing type.* Click under *Regular* and select *Price type*: *Scale*. Select *Scale type*: *Tier*. Configure message volumes:

      i. Price: 0.0289, Tier #1: 100 000;

      ii. Price: 0.0275, Tier #2: 1 000 000;

      iii. Price: 0.0260, Tier #3: 4 500 000;

      iv. Price: 0.0246, Tier #4: 15 000 000;

      v. Price: 0.0231, Tier #5: 30 000 000;

      vi. Price: 0.0217, Tier #6: ∞.

      Set the *Billing rule* and *Quantity rule* fields to *Default*.

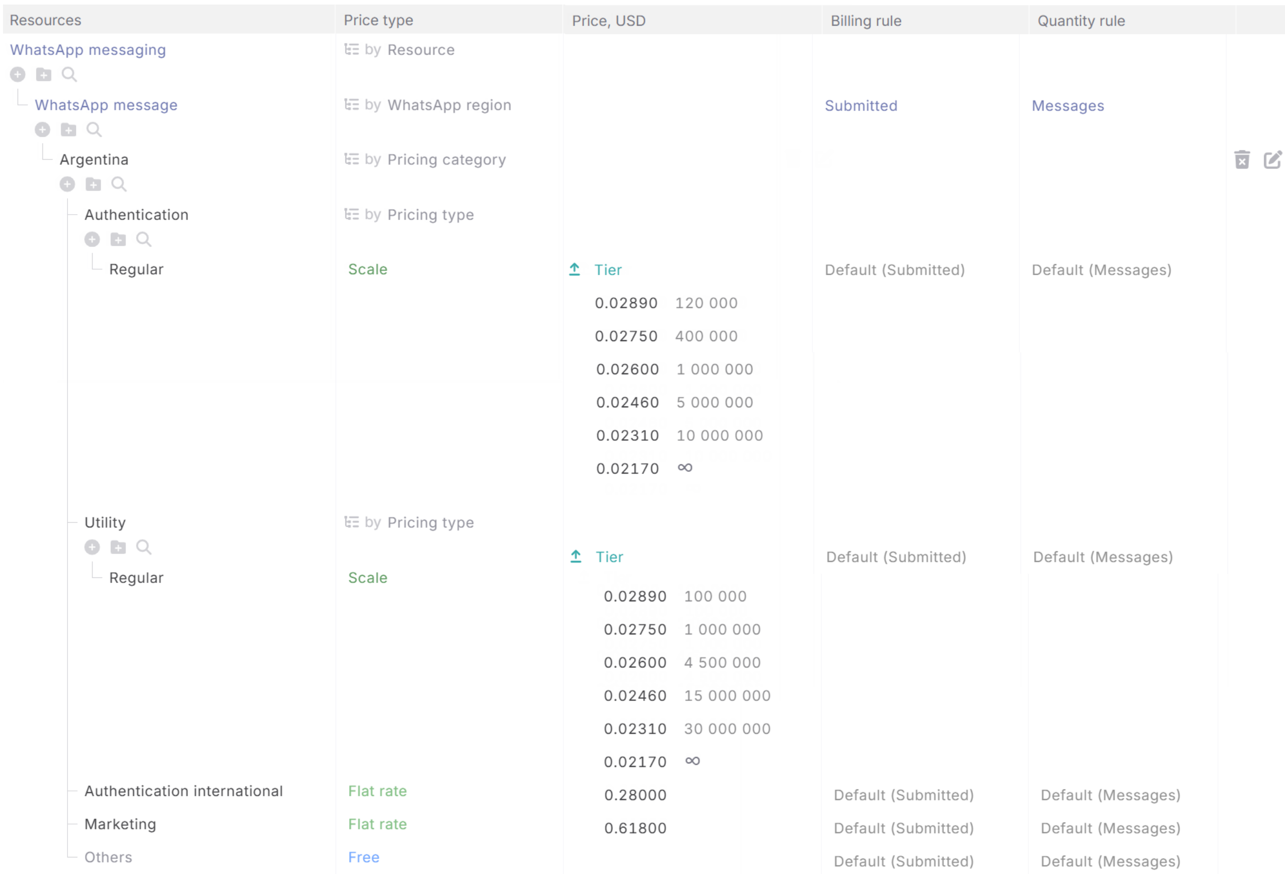
   c. Click under *Argentina* and select *Attribute*: *Authentication international*. Select *Price type*: *Depends on Pricing type.* Click under *Regular* and select *Price type*: *Flat rate* and set *Price* to 0.0280. Set the *Billing rule* and *Quantity rule* fields to *Default.*

d. Click under *Argentina* and select *Attribute*: *Marketing*. Select *Price type*: *Depends on Pricing type.* Click under *Regular* and select *Price type*: *Flat rate* and set *Price* to 0.0618. Set the *Billing rule* and *Quantity rule* fields to *Default*.

e. Click under *Argentina* and select *Attribute*: *Service.* Select *Price type*: *Free*. Set the *Billing rule* and *Quantity rule* fields to *Default*.

f. Click under *Argentina* and select *Attribute*: *Others.* Select *Price type*: *Free*. Set the *Billing rule* and *Quantity rule* fields to *Default*.

NOTE: The *Pricing* category is determined instantly if the message is sent from the System. When sending a message via omni-API, the message will only be assigned a category after receiving status from Meta. To avoid pricing issues, it is essential that a rate is assigned for the *Others* category. Any value can be set for this category; it will not affect the balance until the message category is received from Meta.



Configure WhatsApp service for Argentina

6. Click under *WhatsApp message* and select *Attribute*: *Egypt*. Select *Price type*: *Depends on Pricing category.*

7. Configure WhatsApp message types:

a. Click under *Egypt* and select *Attribute*: *Authentication*. Select *Price type*: *Depends on Pricing type*. Click under *Regular* and select *Price type*: *Scale*. Select *Scale type*: *Tier*. Configure message volumes:

i. Price: 0.0052, Tier #1: 300 000;

ii. Price: 0.0049, Tier #2: 2 000 000;

iii. Price: 0.0047, Tier #3: 10 000 000;

iv. Price: 0.0044, Tier #4: 20 000 000;

v. Price: 0.0042, Tier #5: 40 000 000;

vi. Price: 0.0039, Tier #6: ∞.

Set the *Billing rule* and *Quantity rule* fields to *Default*.

b. Click under *Egypt* and select *Attribute*: *Utility*. Select *Price type*: *Depends on Pricing type.* Click under *Regular* and select *Price type*: *Scale*. Select *Scale type*: *Tier*. Configure message volumes:

i. Price: 0.0052, Tier #1: 100 000

ii. Price: 0.0049, Tier #2: 1 000 000

iii. Price: 0.0047, Tier #3: 4 500 000

iv. Price: 0.0044, Tier #4: 40 000 000

v. Price: 0.0042, Tier #5: 80 000 000

vi. Price: 0.0039, Tier #6: ∞.

Set the *Billing rule* and *Quantity rule* fields to *Default*.

c. Click under *Egypt* and select *Attribute*: *Authentication international*. Select *Price type*: *Depends on Pricing type.* Click under *Regular* and select *Price type*: *Scale*. Select Scale *type*: *Tier.* Configure message volumes:

i. Price: 0.0650, Tier #1: 300 000;

ii. Price: 0.0618, Tier #2: 2 000 000;

iii. Price: 0.0585, Tier #3: 10 000 000;

iv. Price: 0.0553, Tier #4: 20 000 000;

v. Price: 0.0520, Tier #5: 40 000 000;

vi. Price: 0.0488, Tier #6: ∞.

Set the *Billing rule* and *Quantity rule* fields to *Default*.

d. Click under *Egypt* and select *Attribute*: *Marketing*. Select *Price type*: *Depends on Pricing type.* Click under *Regular* and select *Price type*: *Flat rate* and set *Price* to 0.1073. Set the *Billing rule* and *Quantity rule* fields to *Default*.

e. Click under *Egypt* and select *Attribute*: *Service.* Select *Price type*: *Free*. Set the *Billing rule* and *Quantity rule* fields to *Default*.

f. Click under *Egypt* and select *Attribute*: *Others.* Select *Price type*: *Free*. Set the *Billing rule* and *Quantity rule* fields to *Default*.

Resources	Price type	Price, USD	Billing rule	Quantity rule
WhatsApp messaging	by Resource			
WhatsApp message	by WhatsApp region		Submitted	Messages
Argentina	by Pricing category			
Authentication	by Pricing type			
Regular	Scale	Tier	Default (Submitted)	Default (Messages)
		0.02890 120 000		
		0.02750 400 000		
		0.02600 1 000 000		
		0.02460 5 000 000		
		0.02310 10 000 000		
		0.02170 ∞		
Utility	by Pricing type			
Regular	Scale	Tier	Default (Submitted)	Default (Messages)
		0.02890 100 000		
		0.02750 1 000 000		
		0.02600 4 500 000		
		0.02460 15 000 000		
		0.02310 30 000 000		
		0.02170 ∞		
Authentication international	Flat rate	0.28000	Default (Submitted)	Default (Messages)
Marketing	Flat rate	0.61800	Default (Submitted)	Default (Messages)
Others	Free		Default (Submitted)	Default (Messages)
Egypt	by Pricing category			
Authentication	by Pricing type			
Regular	Scale	Tier	Default (Submitted)	Default (Messages)
		0.00520 10 000		
		0.00490 2 000 000		
		0.00470 10 000 000		
		0.00440 20 000 000		
		0.00420 40 000 000		
		0.00390 ∞		
Utility	Scale	Tier	Default (Submitted)	Default (Messages)
		0.00520 100 000		
		0.00490 1 000 000		
		0.00470 4 500 000		
		0.00440 40 000 000		
		0.00420 80 000 000		
		0.00390 ∞		
Authentication international	Scale	Tier	Default (Submitted)	Default (Messages)
		0.06500 300 000		
		0.06180 2 000 000		
		0.05850 10 000 000		
		0.05530 20 000 000		
		0.05200 40 000 000		
		0.04880 ∞		
Marketing	Flat rate	0.10730	Default (Submitted)	Default (Messages)
Service	Free		Default (Submitted)	Default (Messages)
Others	Free		Default (Submitted)	Default (Messages)

Configure WhatsApp service for Argentina and Egypt

7.3.5 Example 3. Creating a RCS service

A RCS service has the following attributes:

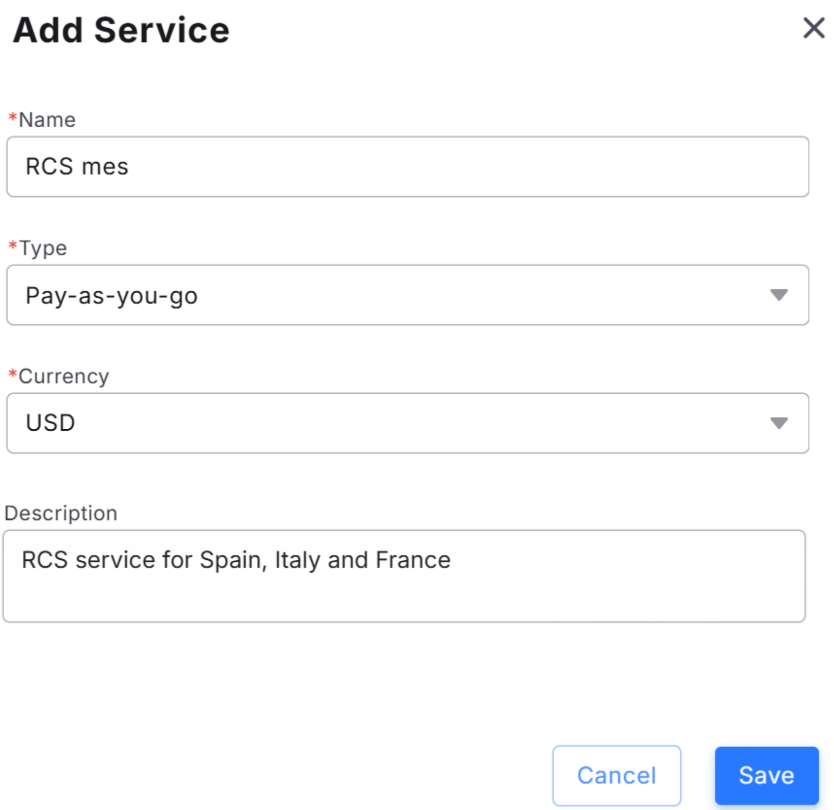
1. Message Type:
   a. *Basic*: text messages containing no more than 240 characters.
   b. *Conversations*: RCS session active for 24 hours
   c. *Single*: message containing media/buttons/reach cards/text of more than 240 characters.

Suppose we need to create an RCS service with the following parameters:

- includes three types of MT rates by country;
- MT basic message is charged for:
  - Spain: flat rate at 0.04 EUR;
  - Italy: 0.05 EUR;
  - France: 0.034 EUR.
- MT conversation is charged for:
  - Spain: flat rate at 0.08 EUR;
  - Italy: flat rate at 0.088 EUR;
  - France: flat rate at 0.09 EUR.
- MT single message is charged for:
  - Spain: flat rate at 0.93 EUR;
  - Italy: flat rate at 0.089 EUR;
  - France: flat rate at 1 EUR.

Proceed as follows:

1. Click *Add service* and create a service with the parameters as illustrated in the figure below.



Add RCS service

2. Configure the service scope as detailed in Creating a service 96. You may leave it in the *Draft* status to define the validity period later. Click *Save* to open the Resources tree.

3. Select *Service domain*: *RCS messaging* and click to save the value:

   a. Click under *RCS messaging* and select *Attribute*: *RCS message*.

   b. Define *Price type*: *Depends on…*. Select *Billing event* in the drop-down list.

   c. Set *Billing rule* to *Delivered* and *Quantity rule* to *Messages*.

   d. Click to save the configurations.

4. Configure *RCS message* attributes:

   a. Click under *RCS message* and select *Attribute*: *Basic*. Select *Price type*: *Depends on Country*.

      - Click under *Basic* and select *Attribute*: *Spain*. Select *Price type*: *Flat rate*. Specify the respective value. Set the *Billing rule* and *Quantity rule* fields to *Default*. Click to save the configurations.

      - Click under *Spain* and select *Attribute*: *Italy*. Select *Price type*: *Flat rate*. Enter the respective value. Set the *Billing rule* and *Quantity rule* fields to *Default*. Click to save the configurations.

- Click under *Italy* and select *Attribute*: *France*. Select *Price type*: *Flat rate*. Enter the respective value. Set the *Billing rule* and *Quantity rule* fields to *Default*. Click to save the configurations.

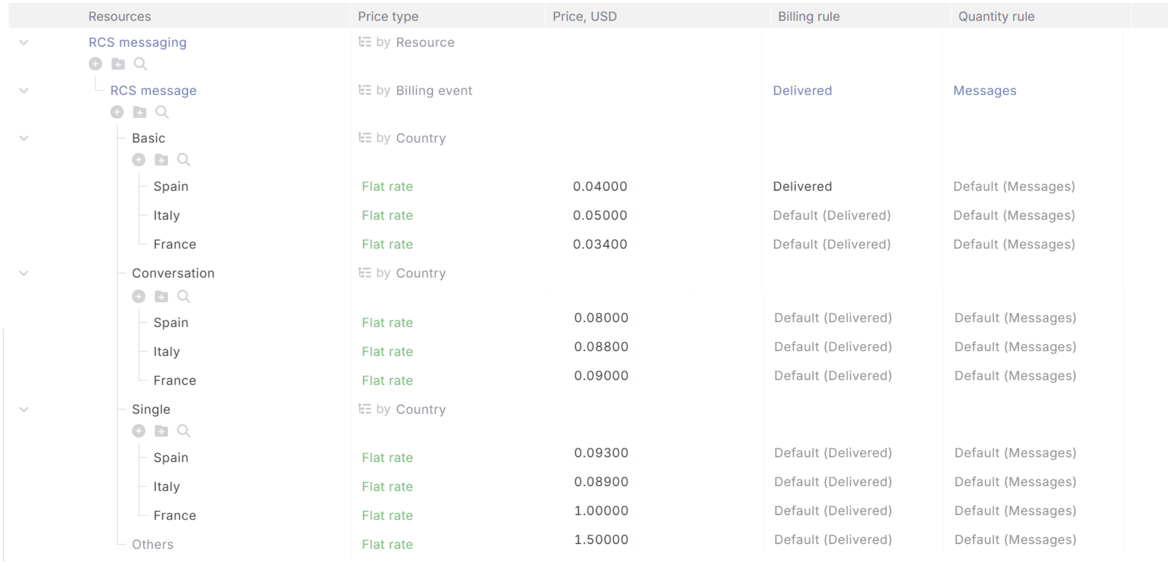
b. Click under *RCS message* and select *Attribute*: *Conversation*. Select *Price type*: *Depends on Country*.

- Click under *Conversation* and select *Attribute*: *Spain*. Select *Price type*: *Flat rate*. Specify the respective value. Set the *Billing rule* and *Quantity rule* fields to *Default*. Click to save the configurations.
- Click under *Spain* and select *Attribute*: *Italy*. Select *Price type*: *Flat rate*. Enter the respective value. Set the *Billing rule* and *Quantity rule* fields to *Default*. Click to save the configurations.
- Click under *Italy* and select *Attribute*: *France*. Select *Price type*: *Flat rate*. Enter the respective value. Set the *Billing rule* and *Quantity rule* fields to *Default*. Click to save the configurations.

c. Click under *RCS message* and select *Attribute*: *Single*. Select *Price type*: *Depends on Country*.

- Click under *Single* and select *Attribute*: *Spain*. Select *Price type*: *Flat rate*. Specify the respective value. Set the *Billing rule* and *Quantity rule* fields to *Default*. Click to save the configurations.
- Click under *Spain* and select *Attribute*: *Italy*. Select *Price type*: *Flat rate*. Enter the respective value. Set the *Billing rule* and *Quantity rule* fields to *Default*. Click to save the configurations.
- Click under *Italy* and select *Attribute*: *France*. Select *Price type*: *Flat rate*. Enter the respective value. Set the *Billing rule* and *Quantity rule* fields to *Default*. Click to save the configurations.

d. Click under *RCS message* and select *Attribute*: *Others.* Select *Price type*: *Flat rate*. Enter the respective value. Set the *Billing rule* and *Quantity rule* fields to *Default*. Click to save the configurations.



Resources	Price type	Price, USD	Billing rule	Quantity rule
RCS messaging	by Resource			
RCS message	by Billing event		Delivered	Messages
Basic	by Country			
Spain	Flat rate	0.04000	Delivered	Default (Messages)
Italy	Flat rate	0.05000	Default (Delivered)	Default (Messages)
France	Flat rate	0.03400	Default (Delivered)	Default (Messages)
Conversation	by Country			
Spain	Flat rate	0.08000	Default (Delivered)	Default (Messages)
Italy	Flat rate	0.08800	Default (Delivered)	Default (Messages)
France	Flat rate	0.09000	Default (Delivered)	Default (Messages)
Single	by Country			
Spain	Flat rate	0.09300	Default (Delivered)	Default (Messages)
Italy	Flat rate	0.08900	Default (Delivered)	Default (Messages)
France	Flat rate	1.00000	Default (Delivered)	Default (Messages)
Others	Flat rate	1.50000	Default (Delivered)	Default (Messages)

Configure RCS service

7.3.6 Example 4. Creating a pack

Suppose we need to create a message pack for SMS and WhatsApp channels.

Suppose the rate will have the following parameters:

- Channels: SMS and WhatsApp;
- Number of messages: 1,000;
- Cost of pack: 10 EUR;
- Destination: USA.

The procedure involves the following three steps:

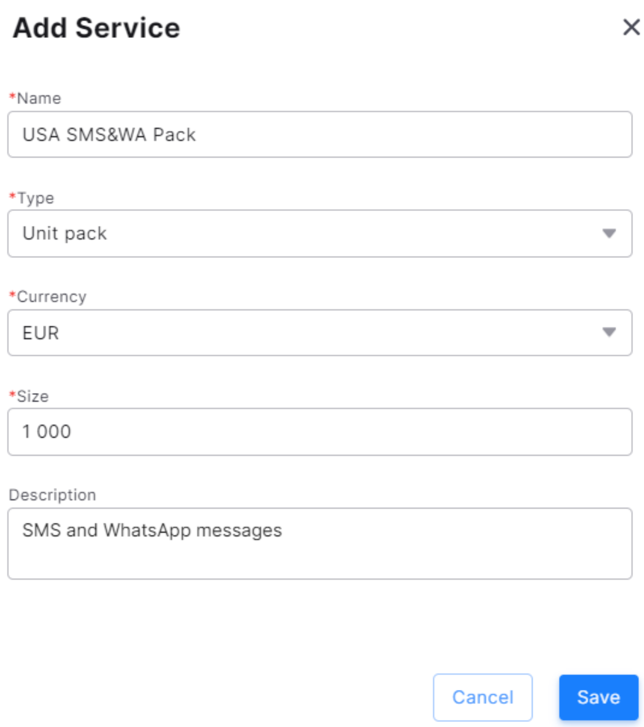
I. Create the pack service itself (no rate is added at this point).

II. Create a pay-as-you go service that contains the rate for the pack. The user can create one such service for all packs in the same currency.

III. Associate the pack from step 1 with the relevant agreement.

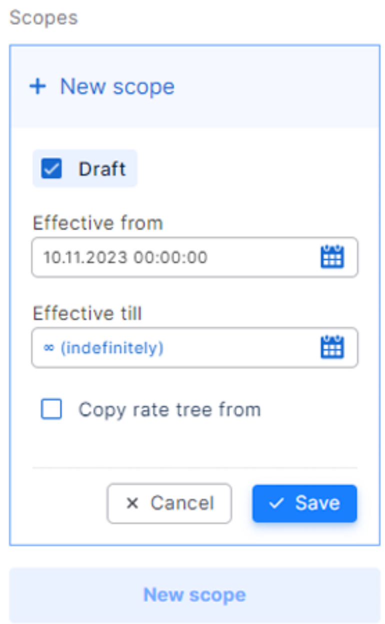
I. Create a pack service:

1. Click *Add service* and create a service with the parameters as illustrated in the figure below. Set *Type* to *Unit pack*.



Add pack

2. Configure the service scope. You may leave it in the *Draft* status to define the validity period later. Click *Save* to open the Resources tree.



Create scope

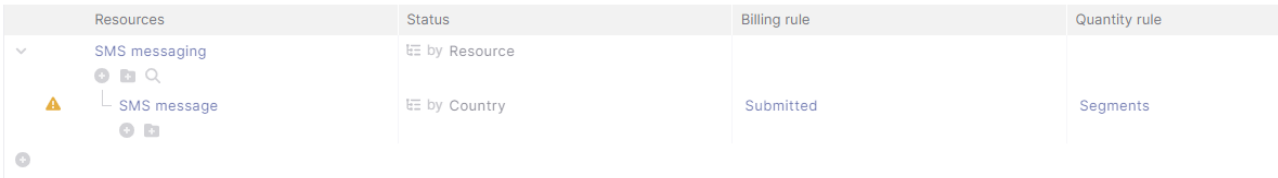
3. Select *Service domain*: *SMS messaging.* Click to save the record (save each record before proceeding to the next one):

   a. Select *Attribute*: *SMS message*

b. Define *Price type*: *Depends on Country*.

c. Select *Billing rule*: *Submitted.*

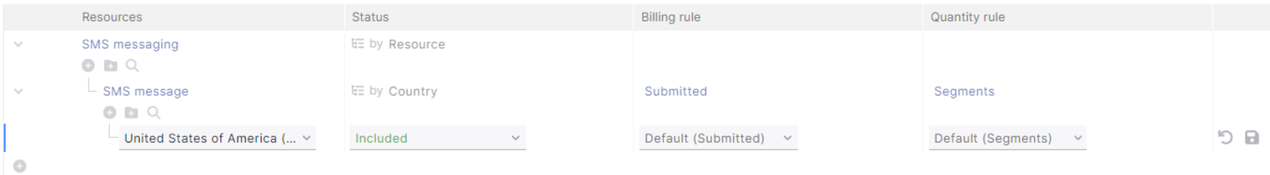
d. Select *Quantity rule*: *Segments*.



Select Service domain

4. Configure the destination country:

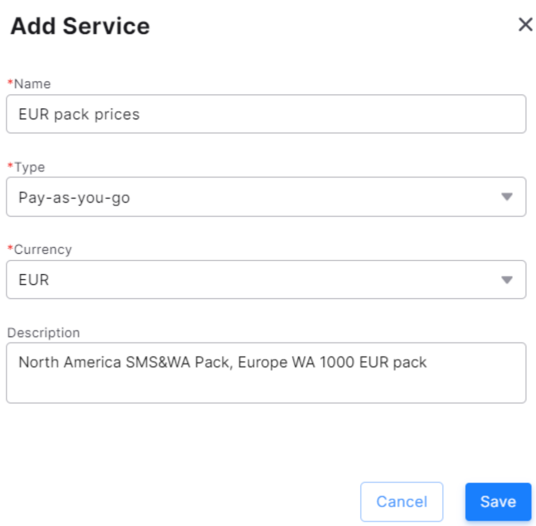
a. Click under *SMS message* and select *Attribute*: *United States of America (the)*. Select *Price type*: *Included* (it means that traffic for the pack will be sent to the USA only).



Configure destination country

II. Create a pay-as-you go service that will contain the pack price:

1. Create a service that will store prices for all unit packs in the EUR currency. For your convenience it is recommended to list the pack names the prices for which are stored in this service, in the *Description* field.



Add a pay-as-you-go service

2. Configure the service scope. You may leave it in the *Draft* status to define the validity period later. Click *Save* to open the Resources tree.

3. Select *Service domain*: *Service purchase*.

4. Click under *Service purchase* and select *Attribute*: *Unit pack*. Select *Price type*: *Depends on Pack.* Set the *Billing rule* and *Quantity rule* fields to *Default*.

5. Click under *Unit pack* and select *Attribute*: *<Name of the pack>* (in our example, *USA SMS&WA Pack*). Define *Price type*: *Flat rate* and set *Price* to *100*. Set the *Billing rule* and *Quantity rule* fields to *Default*.

Configuring the resources tree

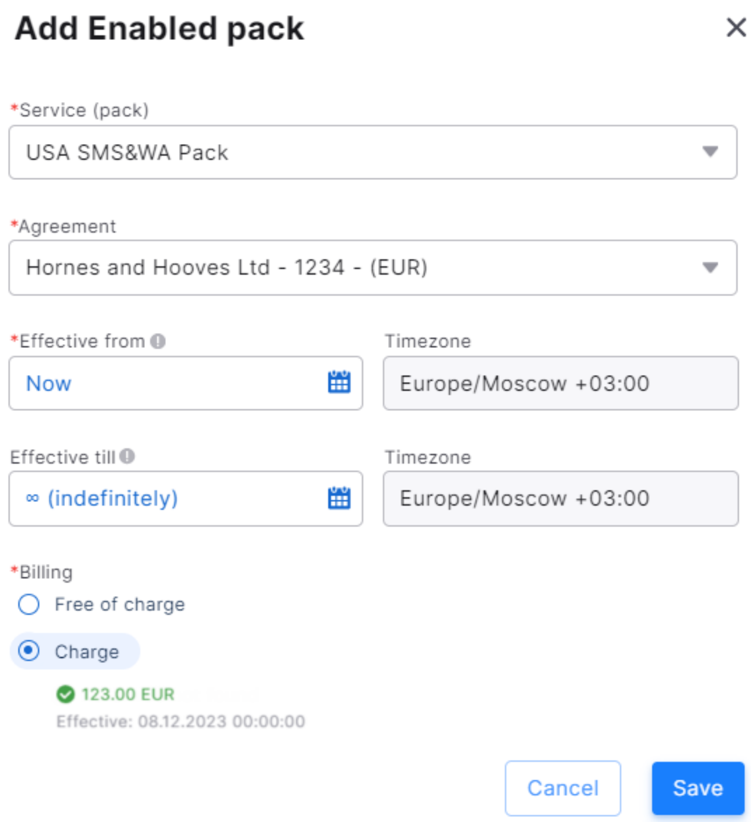
III. Associate the pack from step 1 with the relevant agreement:

1. Go to Account management\Enabled packs 34. Click *Add enabled pack*.
2. Select the pack in the *Service (pack)* field.
3. In the *Agreement* field, select the agreement with which the pack must be associated.
4. Select *Free of charge* for a free pack and *Charge* for a billable pack. If *Charge* is selected, the pack's cost will be displayed.

NOTE: The the pack's cost will be shown if a) the service Scope is not in the *Draft* status (refer to Finance\Services\Creating a service 96) b) the pack is effective as of the current date c) the pay-as-you-go service created at step II is also effective as of the current date. Otherwise, *Rate not found* will be displayed.

NOTE: When creating a free of charge pack, skip step II.

5. Click *Save* to save the changes.



Enabling a pack

7.3.7 Example 5. Creating a bundle pack

The bundle pack allows the System owner/reseller to charge an additional fee on top of the basic message rate. The bundle resource is the unique subscriber numbers that messages are sent to. When the limit of unique contacts is reached, messaging does not stop, but is charged differently with an additional cost for each new unique contact outside the limit.

Suppose the bundle pack has the following parameters:

- Channels: SMS and WhatsApp;
- Pack price: 100 EUR;
- Bundle Pack size: 1000;
- Price per message (Pay-as-you-go service): 0.2 EUR;
- Price for contact over limit: 1 EUR.

For example, a reseller sells a client a bundle pack for 100 EUR for 1,000 contacts. The cost per an SMS message according to the rate tree is 0.2 EUR. Once 1,000 contacts are reached, traffic continues to flow to new contacts, but is charged at 0.2 EUR + 1 EUR as a one-time overage fee for each new contact. Be noted that messages are charged using the PAYG service, and the bundle pack limits the number of unique contacts.

In the case of 1,200 SMS messages (one text message from each contact) from unique contacts, 1,000 SMS messages are charged according to the current rate tree (0.2 * 1,000) and the remaining 200 are billed as indicated in the Price parameter ((1 + 0.2) * 200). The client will be charged 440 EUR.

The three following entities are required for this model:

Bundle initiator: a service that determines which resources will be subject to bundle restrictions (Channels). For example, SMS messages and WA messages. If a resource is missing from this service, in our example it is RCS messages, then traffic on the RCS channel will not be affected by the bundle.

Bundle pack: a service that sets a limit on the number of contacts (Usage).

Pay-as-you-go (PAYG): a service to which all of the above services are connected. It may or may not contain a rate tree (in which case, another PAYG service associated with the same agreement will be used for billing).

The procedure of creating a bundle pack involves the following steps:

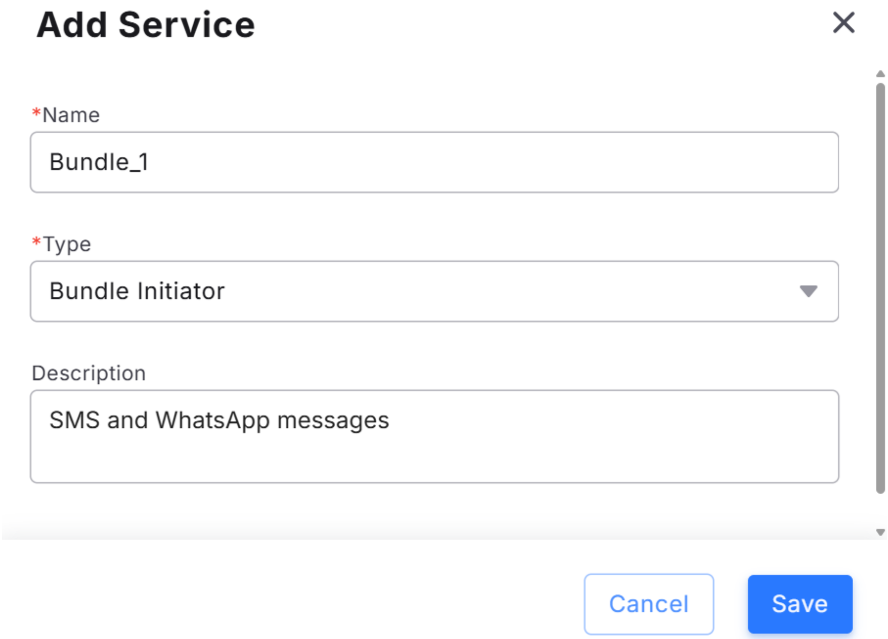
I. Create the pack service itself (no rate is added at this point).

II. Create a pay-as-you go service that contains the rate for the pack. The user can create one such service for all packs in the same currency.

III. Associate the services from step 1 with the relevant agreement.

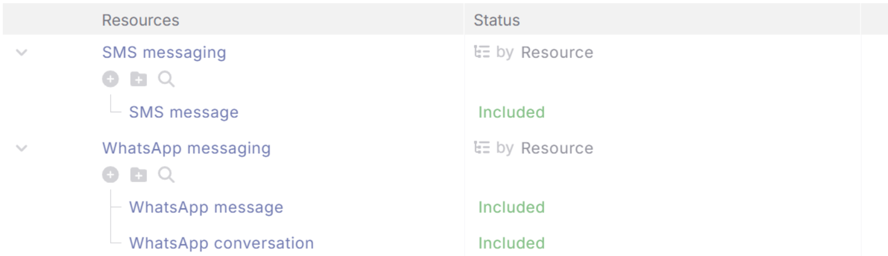
I. Create a pack service:

1. Click *Add service* and create a new *Bundle Initiator* service.



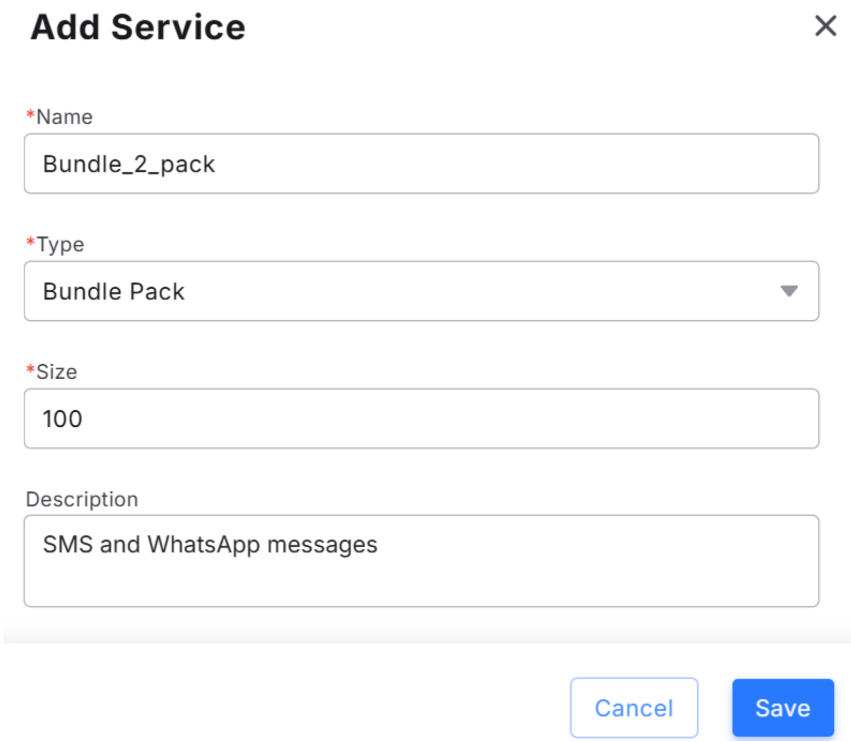
Add Bundle Initiator service

2. Configure the service resources and destinations as detailed in Creating a service 96. You may leave it in the *Draft* status to define the validity period later. Click *Save* to open the *Resources tree*.



Create scope

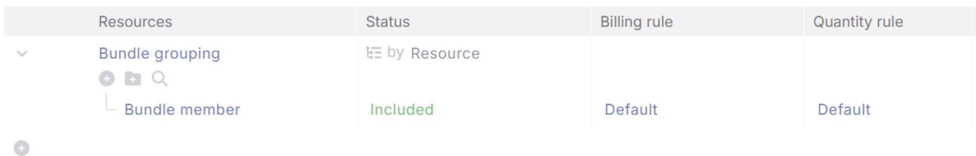
3. Create a new *Bundle pack* service.



Add Bundle Pack service

4. Configure the bundle size and bundle members that are unique users. You may leave it in the *Draft* status to define the validity period later. Click *Save* to open the *Resources tree*.

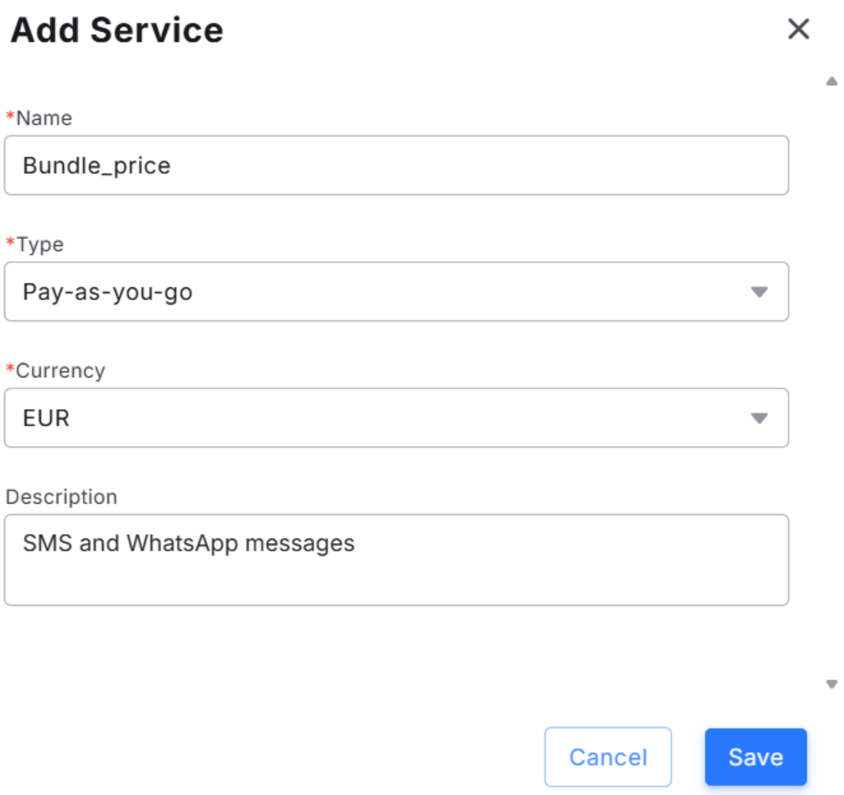
NOTE: *Flat rate* only is available for the *Bundle member* resource.



Create scope

II. Create a pay-as-you go service that will contain the bundle price:

1. Create a service that will store prices for all bundle units in the EUR currency. For your convenience it is recommended to list the pack names the prices for which are stored in this service, in the *Description* field.



Add a pay-as-you-go service

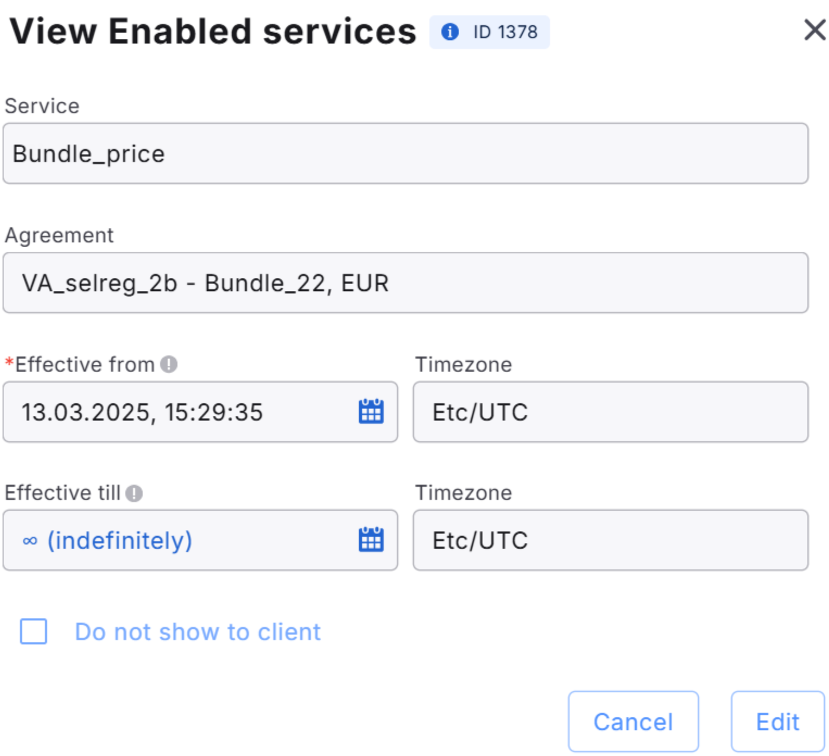
2. Configure the pack price, the price for each message that exceeds the pack and price of the events in the selected destinations, in this case SMS and WhatsApp. You may leave it in the *Draft* status to define the validity period later. Click *Save* to open the Resources tree.

Resources	Price type	Price, EUR	Billing rule
Service purchase	by Resource		
Bundle pack	by Pack		Default
Bundle_2_pack - 100	Flat rate	20.00000	Default
Bundle grouping	by Resource		
Bundle member	Flat rate	1.00000	Default
WhatsApp messaging	by Resource		
WhatsApp message	by Country		Delivered
Afghanistan	Flat rate	0.10000	Submitted
Angola	Flat rate	0.20000	Submitted
Others	Flat rate	0.50000	Submitted
WhatsApp conversation	Flat rate	0.20000	Default
SMS messaging	by Resource		
SMS message	Flat rate	0.30000	Submitted

Configuring the resources tree

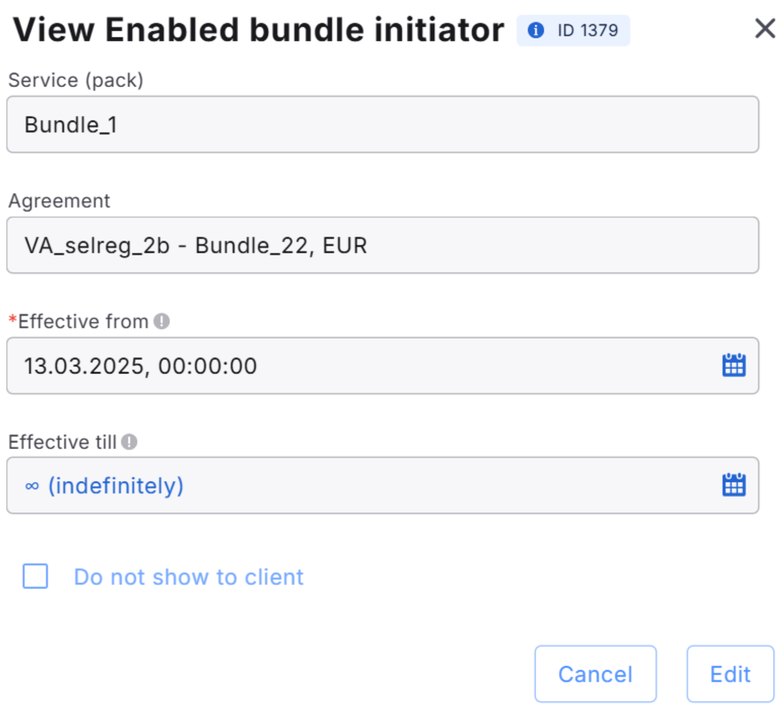
III. Associate the packs from step 1 with the relevant agreement:

1. Go to Account management\Enabled packs 34. Click *Add enabled pack*.
2. Select the pack in the *Service (pack)* field.
3. In the *Agreement* field, select the agreement with which the pack must be associated.
4. *Effective from*: specify the effective date and timezone for the association. The *Effective from* date is the date of the service purchase.
5. *Effective till*: specify the expiry date and timezone.
6. Select *Do not show to client* to hide the service from the client's interface.
7. Click *Save* to save the changes.



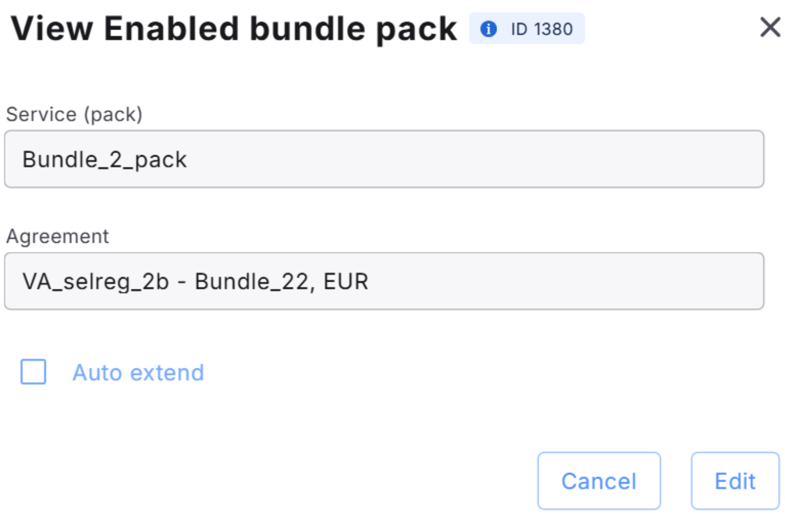
Enabling pay-as-you-go service

8. Go to Account management\Enabled bundle initiators 37. Click *Add enabled bundle initiator*.
9. Select the pack in the *Service (pack)* field.
10. In the *Agreement* field, select the agreement with which the pack must be associated.
11. *Effective from*: specify the effective date and timezone for the association. The *Effective from* date is the date of the service purchase.
12. *Effective till*: specify the expiry date and timezone.
13. Select *Do not show to client* to hide the service from the client's interface.
14. Click *Save* to save the changes.



Enabling bundle initiator

15. Go to Account management\Enabled bundle packs 39. Click *Add enabled bundle pack*.
16. Select the pack in the *Service (pack)* field.
17. In the *Agreement* field, select the agreement with which the pack must be associated.
18. Click *Save* to save the changes.

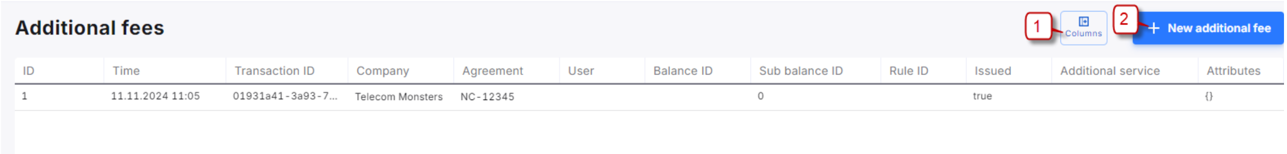


Enabling bundle pack

NOTE: The balance will be updated (the bundle price will be charged) and further billing will be performed accordingly.

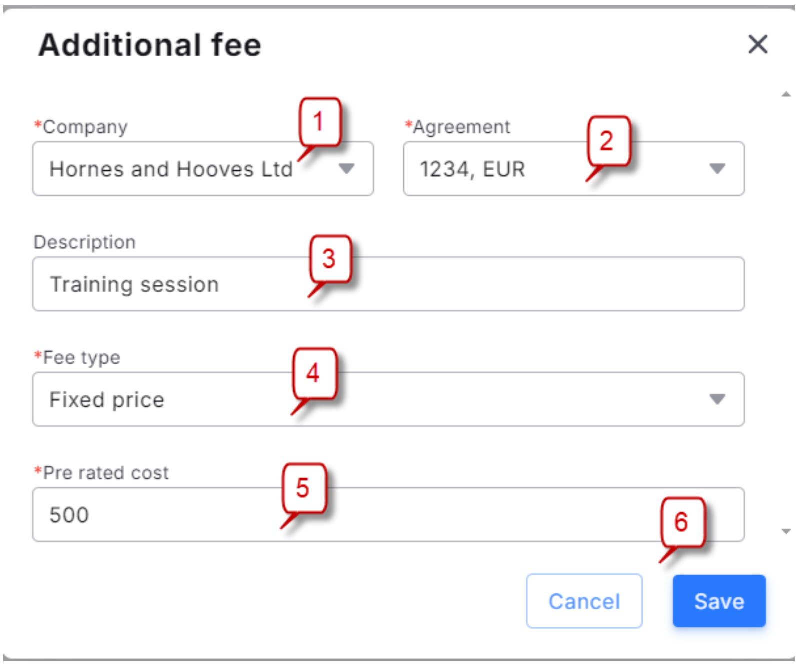
7.4 Additional fees

The *Finance\Additional fees* interface serves to view and create additional fees that may apply. Once an additional fee is added it will become a billable event and will be included in an invoice as a charge.



Additional fees

1. Click to customize the display of columns.
2. Click *New additional fee* to add a new fee.



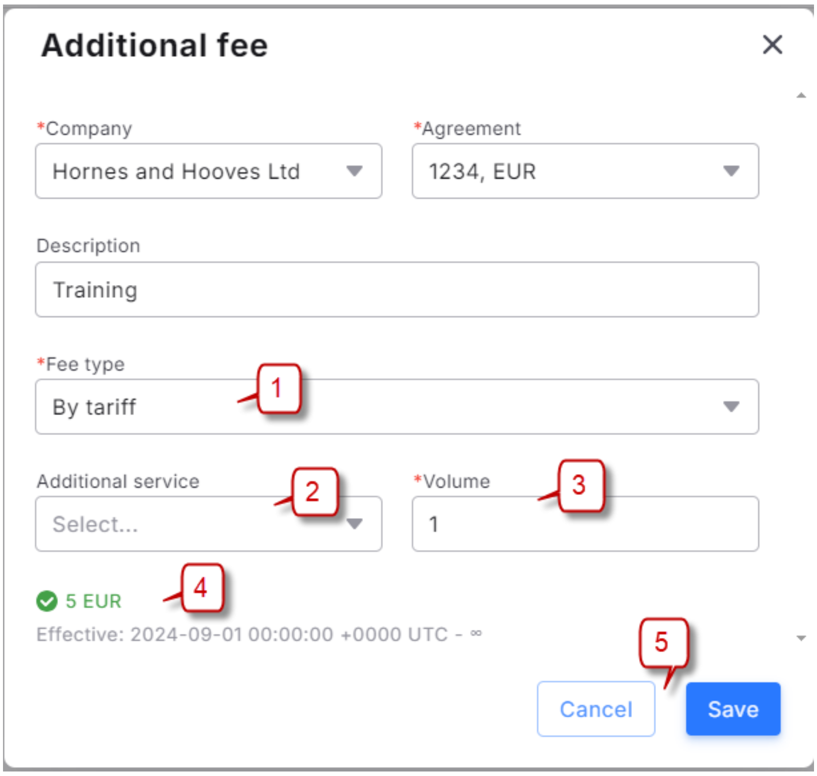
Add Additional fee (Fixed price)

To create a new additional fee, click *New additional fee* and complete the fields as explained below.

1. *Company:* select the name of the company.
2. *Agreement*: select the agreement with which the service must be associated.
3. *Description*: add a description.
4. *Fee type*: Select one of the following values:
    a. *Fixed price*: a set amount designated for a service.
    b. *By tariff*: billing will apply by rate for an available service.
5. *Pre rated cost*: the amount designated for the service.

NOTE: *Pre rated cost* applies in case *Fixed price* is selected for the *Fee type*. For the *By tariff* type see information below.

6. Click *Save* to save the changes or *Cancel* to discard the settings.



Add Additional fee (By tariff)

1. *Fee type*: *By tariff*.

NOTE: To apply the *By tariff* type you should enable *Additional services* for your Company in the Enabled services 32 interface otherwise the System will return an error.

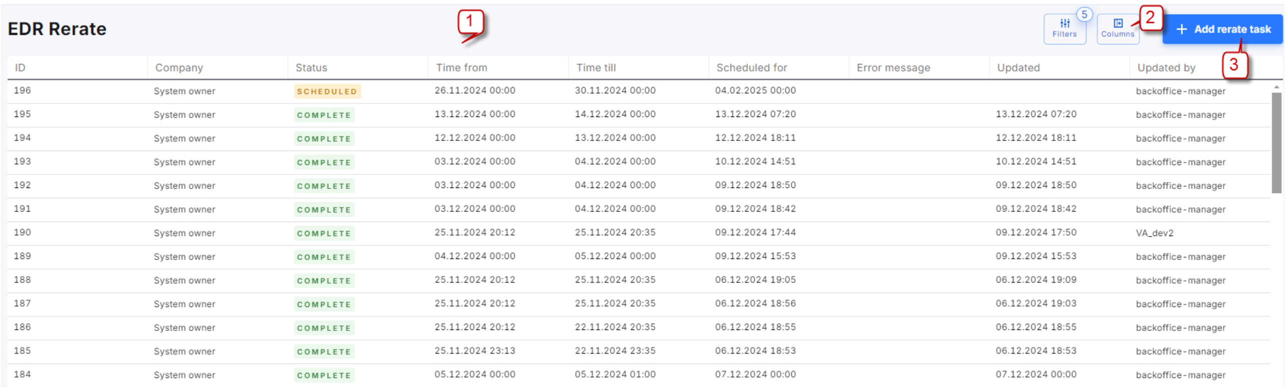
2. *Additional service*: service name (optional).
3. *Volume*: the quantity.
4. Once *Agreement* is selected the rate will appear below.
5. Click *Save* to save the changes or *Cancel* to discard the settings.

7.5 EDR Rerate

The *Finance\EDR Rerate* interface serves to update the existing EDRs after changes have been made to any entities that affect the EDRs already generated.

NOTE: EDR (Event Detail Record) is a record capturing the details of an attempt to send SMS.

NOTE: Only manual running of EDR rerating is supported, automatic rerating is not available.

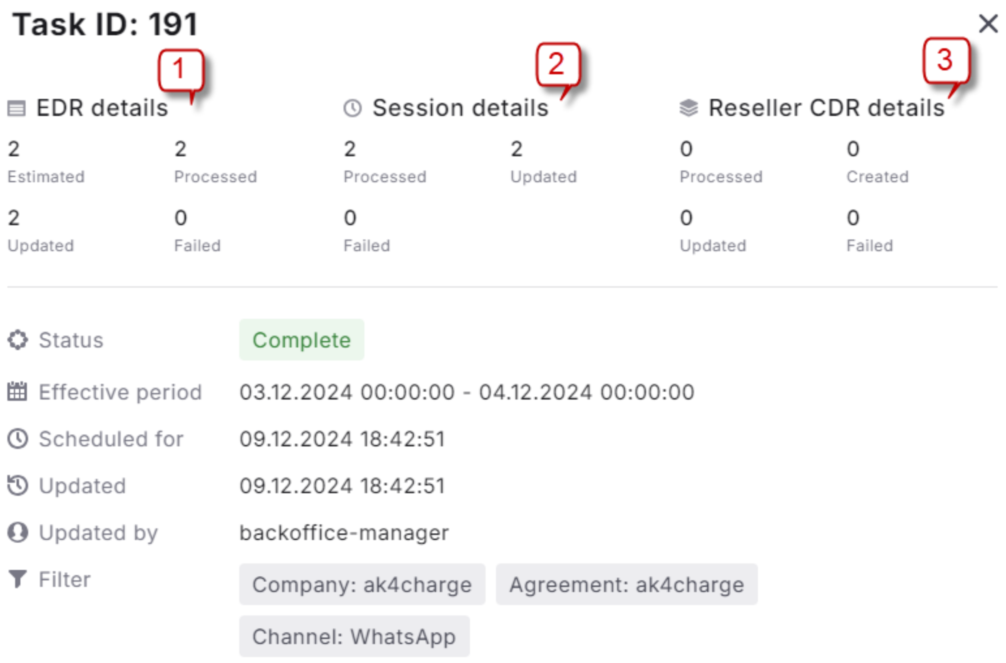


ID	Company	Status	Time from	Time till	Scheduled for	Error message	Updated	Updated by
196	System owner	SCHEDULED	26.11.2024 00:00	30.11.2024 00:00	04.02.2025 00:00			backoffice-manager
195	System owner	COMPLETE	13.12.2024 00:00	14.12.2024 00:00	13.12.2024 07:20		13.12.2024 07:20	backoffice-manager
194	System owner	COMPLETE	12.12.2024 00:00	13.12.2024 00:00	12.12.2024 18:11		12.12.2024 18:11	backoffice-manager
193	System owner	COMPLETE	03.12.2024 00:00	04.12.2024 00:00	10.12.2024 14:51		10.12.2024 14:51	backoffice-manager
192	System owner	COMPLETE	03.12.2024 00:00	04.12.2024 00:00	09.12.2024 18:50		09.12.2024 18:50	backoffice-manager
191	System owner	COMPLETE	03.12.2024 00:00	04.12.2024 00:00	09.12.2024 18:42		09.12.2024 18:42	backoffice-manager
190	System owner	COMPLETE	25.11.2024 20:12	25.11.2024 20:35	09.12.2024 17:44		09.12.2024 17:50	VA_dev2
189	System owner	COMPLETE	04.12.2024 00:00	05.12.2024 00:00	09.12.2024 15:53		09.12.2024 15:53	backoffice-manager
188	System owner	COMPLETE	25.11.2024 20:12	25.11.2024 20:35	06.12.2024 19:05		06.12.2024 19:09	backoffice-manager
187	System owner	COMPLETE	25.11.2024 20:12	25.11.2024 20:35	06.12.2024 18:56		06.12.2024 19:03	backoffice-manager
186	System owner	COMPLETE	25.11.2024 20:12	22.11.2024 20:35	06.12.2024 18:55		06.12.2024 18:55	backoffice-manager
185	System owner	COMPLETE	25.11.2024 23:13	22.11.2024 23:35	06.12.2024 18:53		06.12.2024 18:53	backoffice-manager
184	System owner	COMPLETE	05.12.2024 00:00	05.12.2024 01:00	07.12.2024 00:00		07.12.2024 00:00	backoffice-manager

EDR rerate

1. The table contains the following information:
   - *ID*;
   - *Company*;
   - *Status*: *Draft*, *Scheduled*, *Running*, *Complete*, *Canceled*, *Completed*;
   - *Time from*: the date and time when the EDR rerating period begins;
   - *Time till*: the date and time when the EDR rerating period ends;
   - *Scheduled for*: the date when a task is scheduled to begin;
   - *Error message*;
   - *Updated*: the date of the update;
   - *Updated by*.
2. Click to customize the display of columns.
3. Click *Add rerate task* to add a new task.

Click on the entry in the table to view the EDR rerate details.

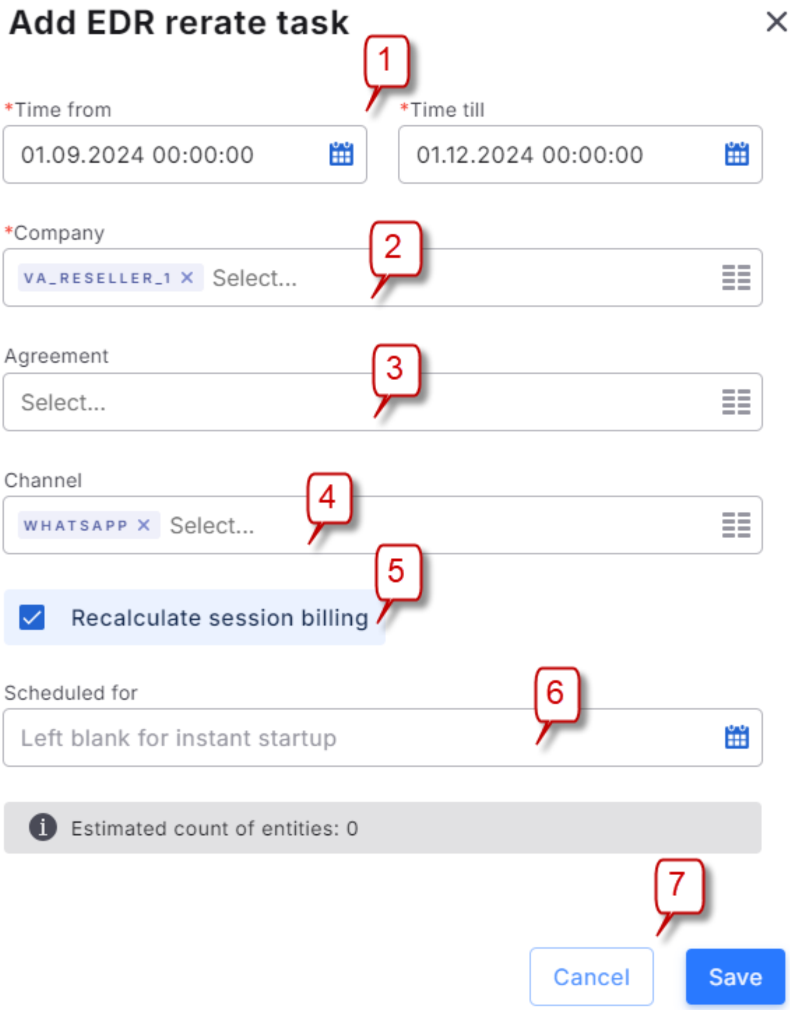


EDR rerate details

The view window displays the following information:

1. *EDR details*:
    - *Estimate*: the original estimate of the number of EDRs to be rerated.
    - *Processed*: the number of processed EDRs.
    - *Updated*: the number of processed EDRs that were rerated successfully.
    - *Failed*: the number of EDRs processed with an error.
2. *Session details*:
    - *Processed*: the number of processed sessions (WhatsApp sessions only).
    - *Updated*: the number of processed sessions that were rerated successfully.
    - *Failed*: the number of sessions processed with an error.
3. *Reseller CDR details*:
    - *Processed*: the number of processed Reseller CDRs.
    - *Created*: the number of created Reseller CDRs.
    - *Updated*: the number of rerated Reseller CDRs.
    - *Failed*: the number of Reseller CDRs processed with an error in ocs.

To create a new EDR rerate task, click *Add EDR rerate task* and complete the fields as explained below.



Add EDR rerate task

1. Select the EDR rerating period.
2. Select the company or companies.
3. Select the appropriate agreement.
4. Select the channel(s).
5. Select the checkbox to recalculate session billing.
6. Enter the date or leave blank to start the task instantly.
7. Click *Save* to save the changes or *Cancel* to discard the settings.

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Carrier-Neutral, Protocol-Agnostic

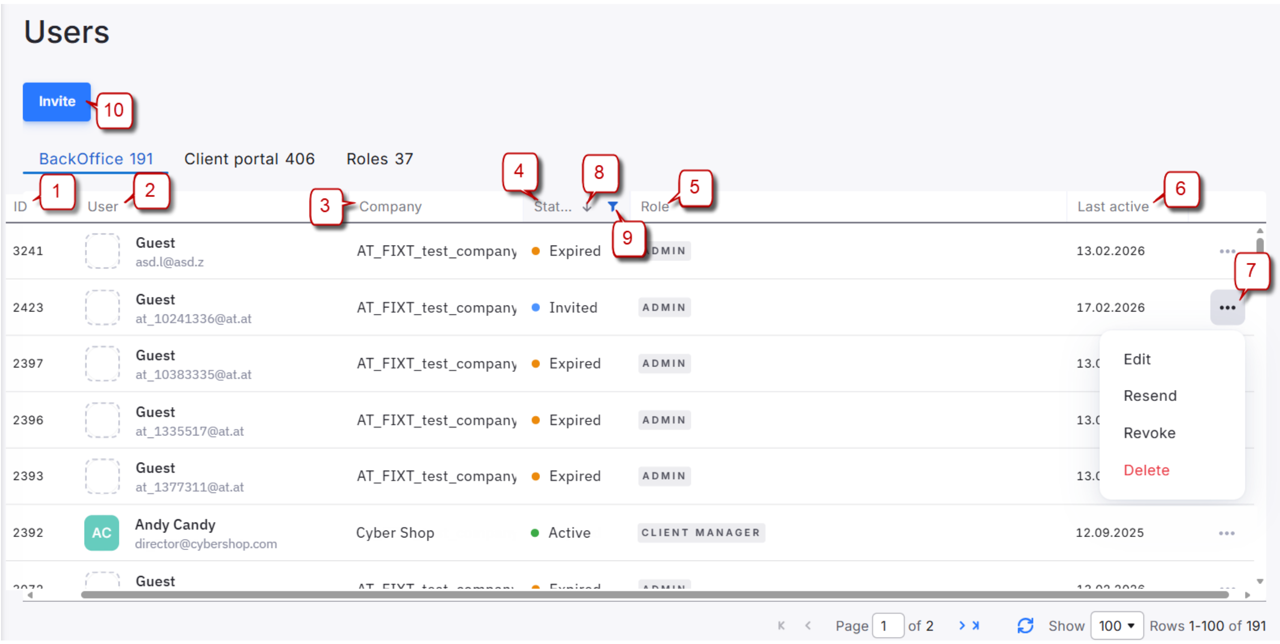
8 Users

The *Users* interface serves to send invitations to future System users, as well as to manage users after their successful registration. To create a user in the System, the admin sends them an email invitation. The email template is configured in the Notification and Mail Settings\Templates 197 interface. The email contains a link that allows the future user to access the sign up form 161. The interface consists of three tabs: BackOffice 145, Client portal 150 and Roles 156.

8.1 BackOffice

The *BackOffice* tab serves to configure BackOffice (reseller company) users. It contains a table of BackOffice users and relevant controls.

The table contains records of reseller company users. The first entries in the table are invited users: users who have received an invitation but have not yet registered in the System. These entries are sorted by email. Following the invitations are users who have already successfully registered in the System and completed their initial authorization; these entries are also sorted by email.



BackOffice tab

The table contains the following information and controls:

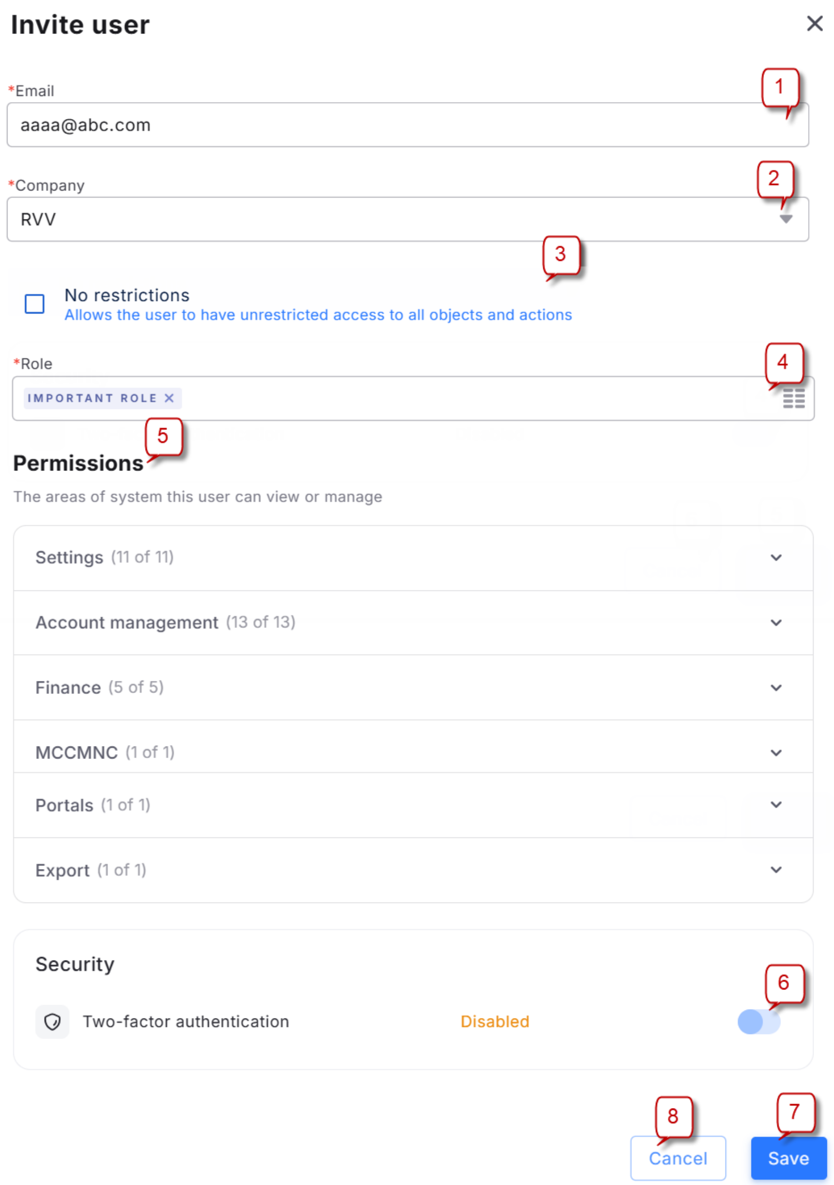
1. *ID*: user's identification number in the System.
2. *User*: user information.

NOTE: If a user is invited but has not yet registered, the word *Guest* will appear in the name field.

3. *Company*: company the user belongs to.
4. *Status*: user's status. Possible values:
   - *Invited*: user has been invited to the System, but registration is not complete;
   - *Expired*: invitation has expired;
   - *Revoked*: invitation was revoked before registration was completed.

- *Active*: user is active, registration has been completed;
- *Inactive*: user is inactive, registration has been completed.

5. *Role*: roles assigned to the user.
6. *Last active*: the date when a user was last active.
7. *Actions*: additional actions that can be performed on the entry.
   - *Edit*: click to open the *Edit user* panel with information about the user.
   - *Resend*: click to resend the invitation. When resending, the token is regenerated and the invitation expiration date is also updated.
   - *Revoke*: click to cancel the invitation. When revoked, the token is invalidated, and registration using the link in the email URL becomes unavailable.
   - *Delete*: click to delete the user.
8. Click to apply ascending or descending order (applicable to all columns except *Role* and *Actions*).
9. Click to filter the records in the table. Click ✕ to clear filters.
10. Click *Invite* to invite a new user.



Invite user

Configure the following fields in the *Invite user* panel:

1. *Email*: provide the user's email that the invitation will be sent to.
2. *Company*: select the company that the user is created for.
3. *No restrictions*: select for the user to have the *Admin* role and have unrestricted access to all objects and actions.

NOTE: If a reseller company has been selected in the *Company* control on the *General* tab, the selected checkbox assigns the BackOffice *Admin* role to the user. If a client company has been selected in the *Company* control on the *General* tab, the selected checkbox assigns the Client portal *Admin* role to the user.

4. *Role*: select a role from the drop-down list of the roles available for the company.
5. *Permissions*: permissions assigned to a user with their role. Click ˅ to expand the list of permissions associated with the role and see their status.

- *None*: permission is not granted;
- *View*: permission to view is granted;
- *Manage*: full access is granted.

NOTE: Permissions are not editable and are updated together with the *Role*.

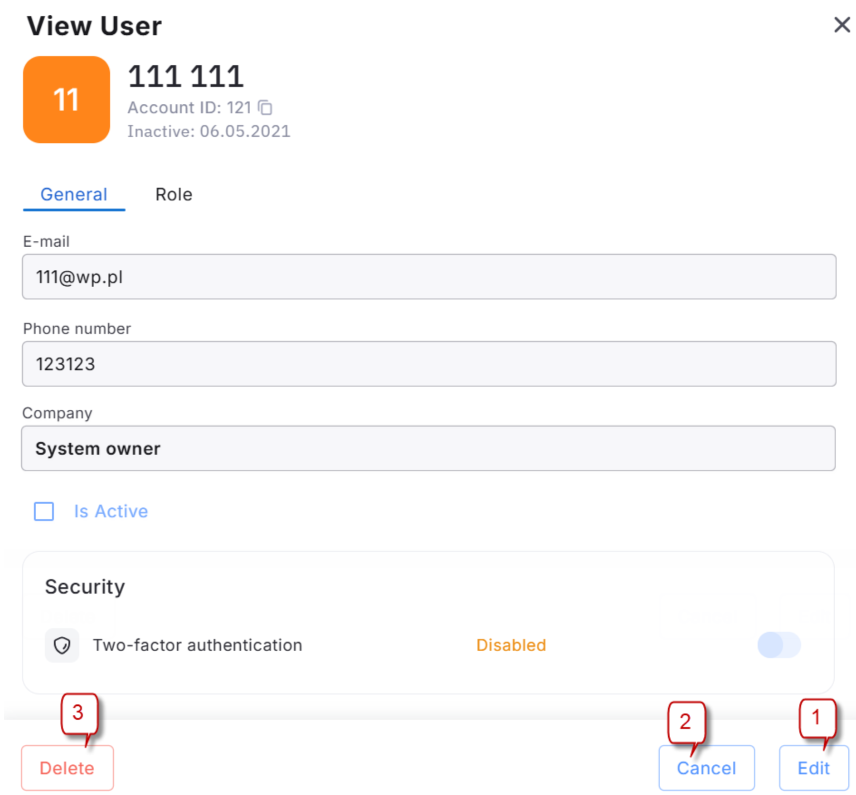
NOTE: If a reseller company was selected in the *Company* control, the permissions section displays BackOffice permissions; if the company is a client, permissions valid for the Client portal are displayed.

6. *Two-factor authentication*: select to enable two-factor authentication for the user.

NOTE: The toggle may not be available in case mandatory 2FA has been enabled for all users in the company.

7. Click *Save* to save the changes and send invitation.
8. Click *Cancel* to discard the settings.

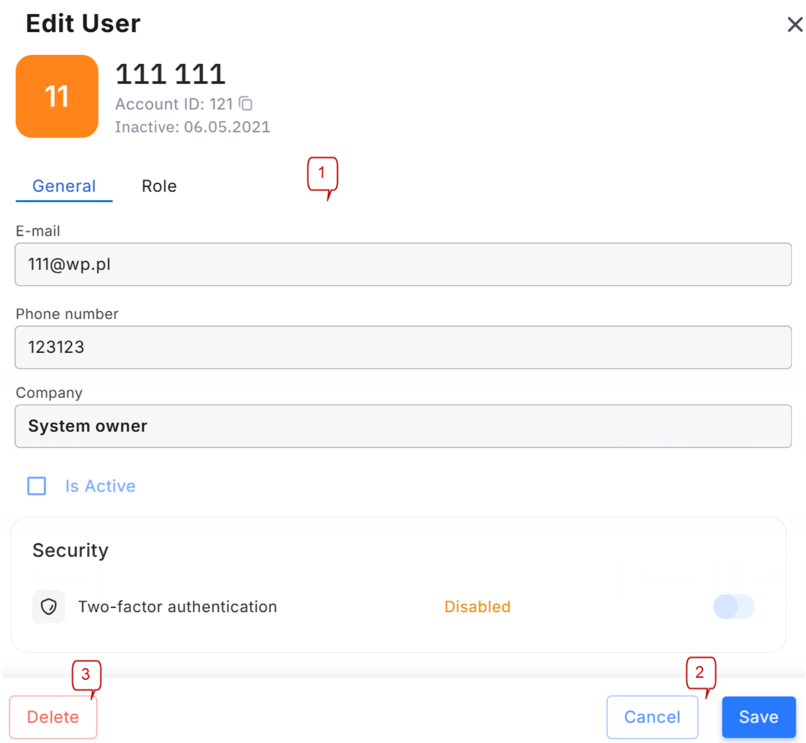
Double click on the record in the table to view user.



View User

1. Click *Edit* to start editing a user.
2. Click *Cancel* to discard the settings.
3. Click *Delete* to delete a user.

To edit a BackOffice user select *Edit* in the *Actions* menu or click *Edit* in the *View user* form.



Edit User (General tab)

1. Edit user information as appropriate.

NOTE: The *Email* and *Phone number* controls are not editable. Proceed to My Account [12] interface to edit this information.

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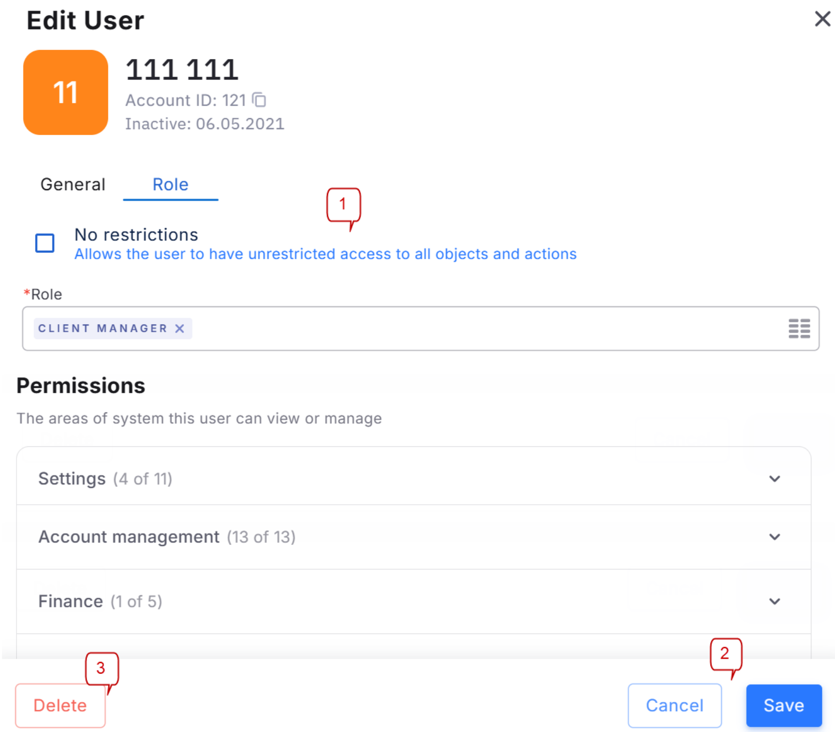
2. Click *Save* to save the record or *Cancel* to discard the settings.

3. Click *Delete* to delete a user.

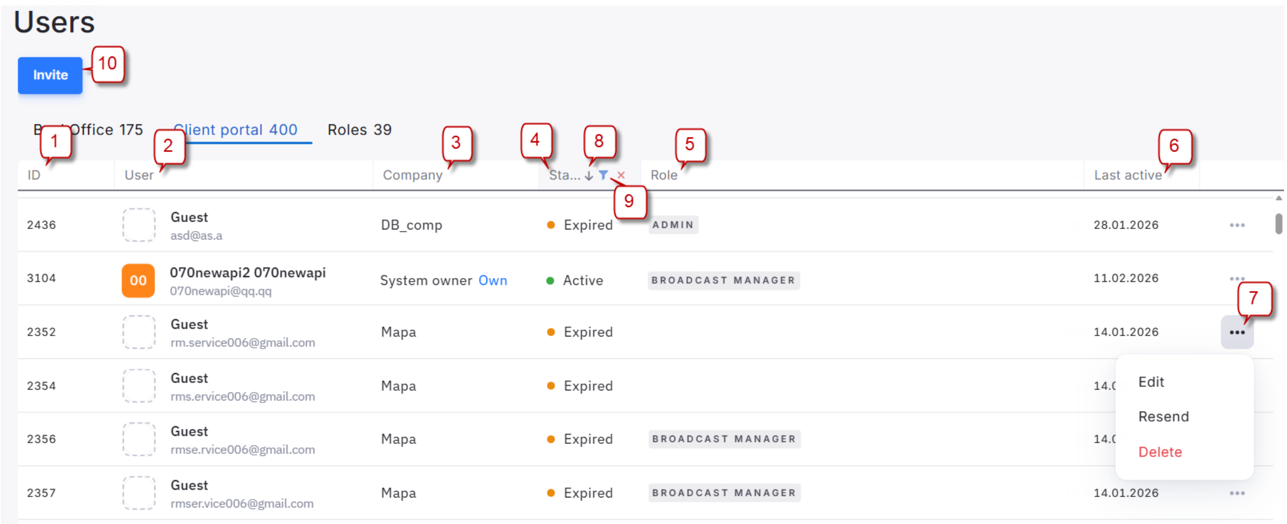


Edit User (Role tab)

1. Edit user role as appropriate.
2. Click *Save* to save the record or *Cancel* to discard the settings.
3. Click *Delete* to delete a user.

8.2 Client portal

The *Client portal* tab serves to invite and configure Client Portal users (client company users). It contains a table of Client Portal users and relevant controls. It is organized similar to the *BackOffice* tab.



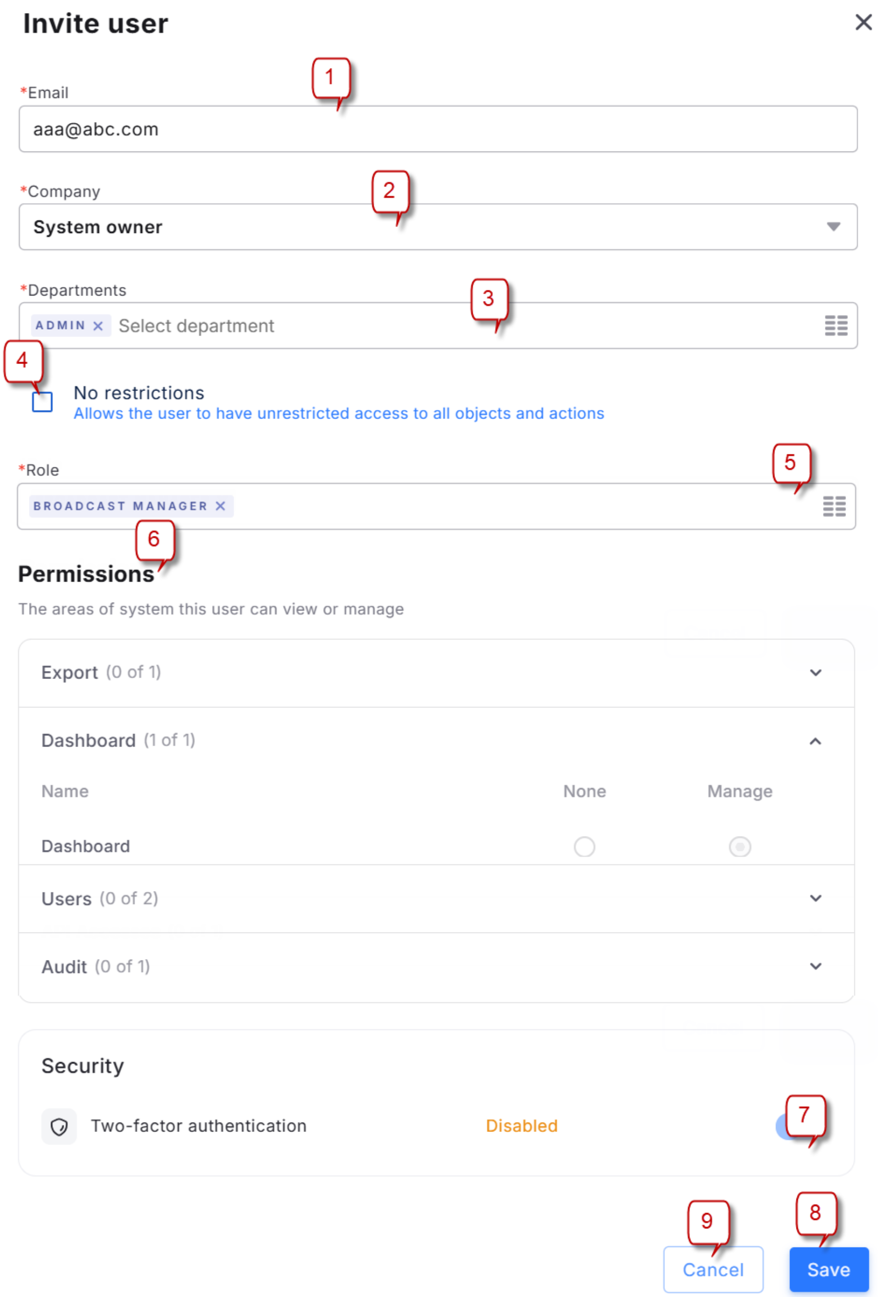
Client portal tab

The table contains the following information and controls:

1. *ID:* user's identification number in the System.
2. *User*: user information. Contains the following elements:

NOTE: If a user is invited but has not yet registered, the word *Guest* will appear in the name field.

3. *Company*: company the user belongs to.
4. *Status*: user's status. Possible values:
   - *Invited*: user has been invited to the System, but registration is not complete;
   - *Expired*: invitation has expired;
   - *Revoked*: invitation was revoked before registration was completed.
   - *Active*: user is active, registration has been completed;
   - *Inactive*: user is inactive, registration has been completed.
5. *Role*: roles assigned to the user.
6. *Last active*: the date when a user was last active.
7. *Actions*: additional actions that can be performed on the entry.
   - *Edit*: click to open the *Edit user* panel with information about the user.
   - *Resend*: click to resend the invitation. When resending, the token is regenerated and the invitation expiration date is also updated.
   - *Revoke*: click to cancel the invitation. When revoked, the token is invalidated, and registration via the link in the email URL becomes unavailable.
   - *Delete*: click to delete the user.
8. Click to apply ascending or descending order (applicable to all columns except *Role* and *Actions*).
9. Click to filter the records in the table. Click ✕ to clear filters.
10. Click *Invite* to invite a new user.



Invite user

Configure the following fields in the *Invite user* panel:

1. *Email*: provide the user's email that the invitation will be sent to.
2. *Company*: select the company that the user is created for.
3. *Departments*: company department(s) that a user is assigned to. Multiple selection of departments is available. Start typing the name of the department in the input field then press + Add to add a new department. Click opposite a department in the drop-down list to delete the department.
4. *No restrictions*: select for the user to have the *Admin* role and have unrestricted access to all objects and actions.

NOTE: If a reseller company has been selected in the *Company* control on the *General* tab, the selected checkbox assigns the BackOffice *Admin* role to the user. If a client company has been selected in the *Company* control on the *General* tab, the selected checkbox assigns the Client portal *Admin* role to the user.

5. *Role*: select a role from the drop-down list of the roles available for the company. If *Company* is not specified, the control is not active.

NOTE: The control is not available if *No restrictions* checkbox is selected.

6. *Permissions*: permissions assigned to a user with their role. Click ˅ to expand the list of permissions associated with the role and see their status.
   - *None*: permission is not granted;
   - *View*: permission to view is granted;
   - *Manage*: full access is granted.

NOTE: Permissions are not editable and are updated together with the *Role*.

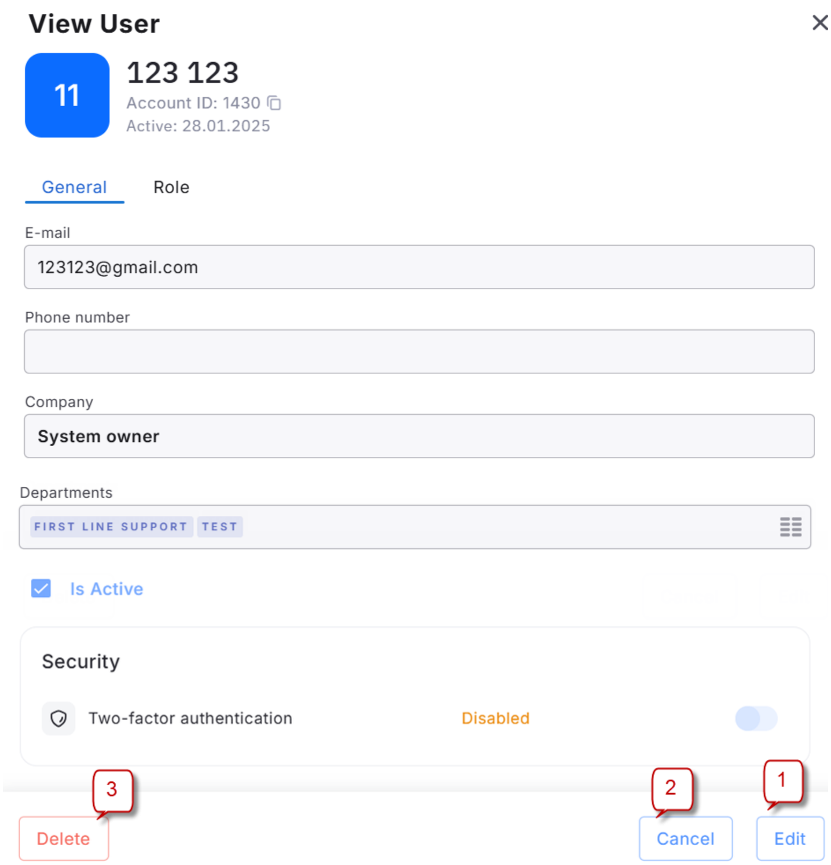
NOTE: If a reseller company was selected in the *Company* control, the permissions section displays BackOffice permissions; if the company is a client, permissions for the Client portal are displayed.

7. *Two-factor authentication*: select to enable two-factor authentication for the user.

NOTE: The toggle may not be available in case mandatory 2FA has been enabled for all users in the company.

8. Click *Save* to save the changes and send invitation.
9. Click *Cancel* to discard the settings.

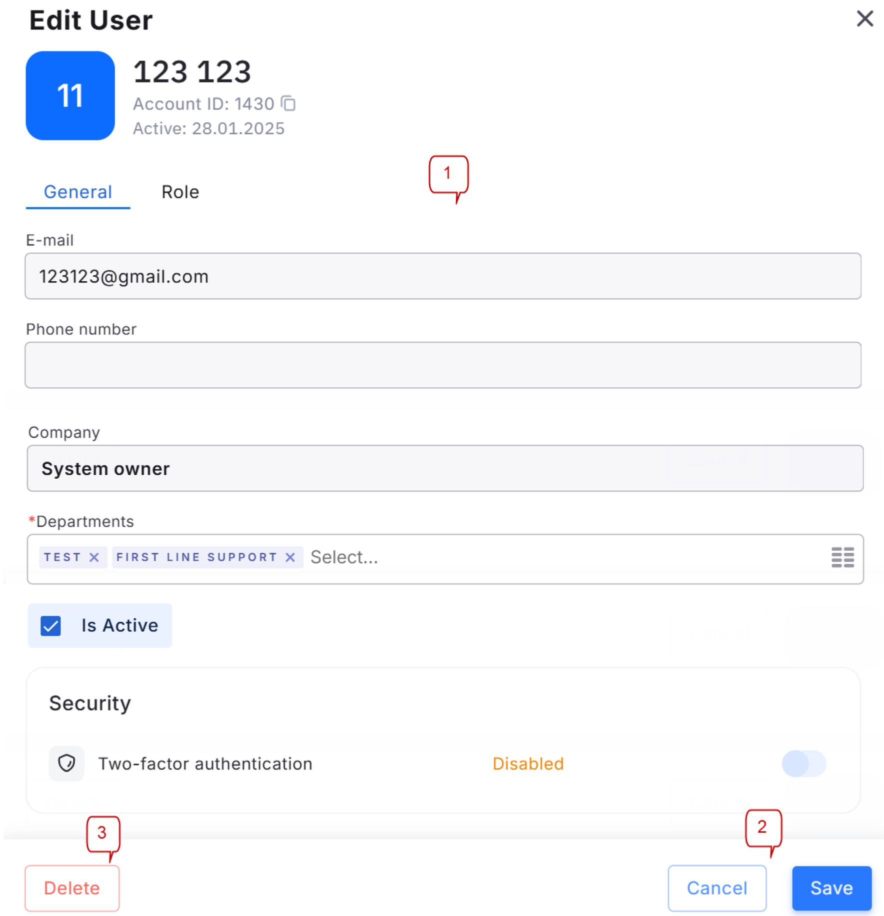
Double click on the record in the table to view user.



View User

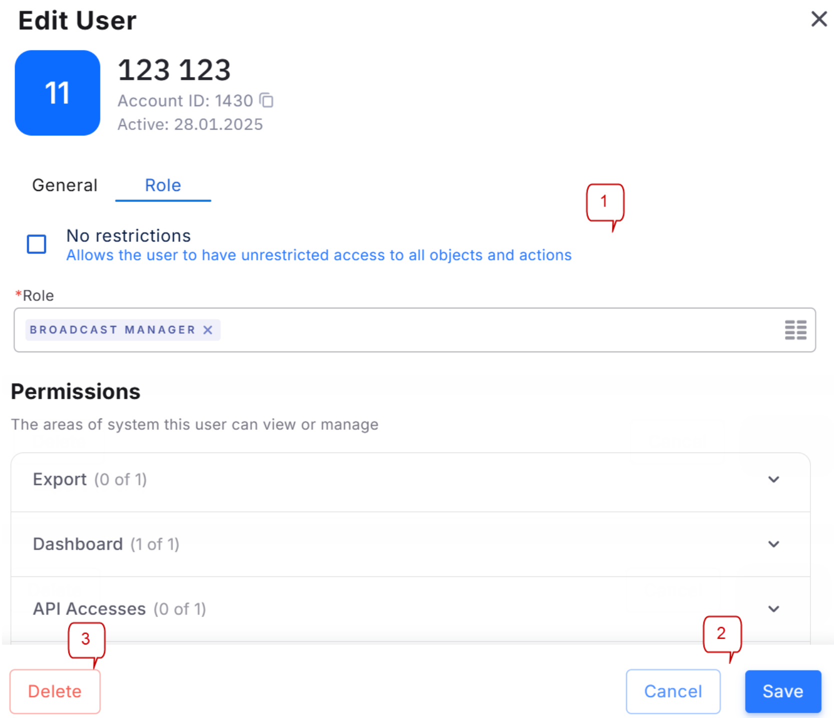
1. Click *Edit* to start editing a user.
2. Click *Cancel* to discard the settings.
3. Click *Delete* to delete a user.

To edit a Client portal user select *Edit* in the *Actions* menu or click *Edit* in the *View user* form.



Edit User (General tab)

1. Edit user information as appropriate.
2. Click *Save* to save the record or *Cancel* to discard the settings.
3. Click *Delete* to delete the user.

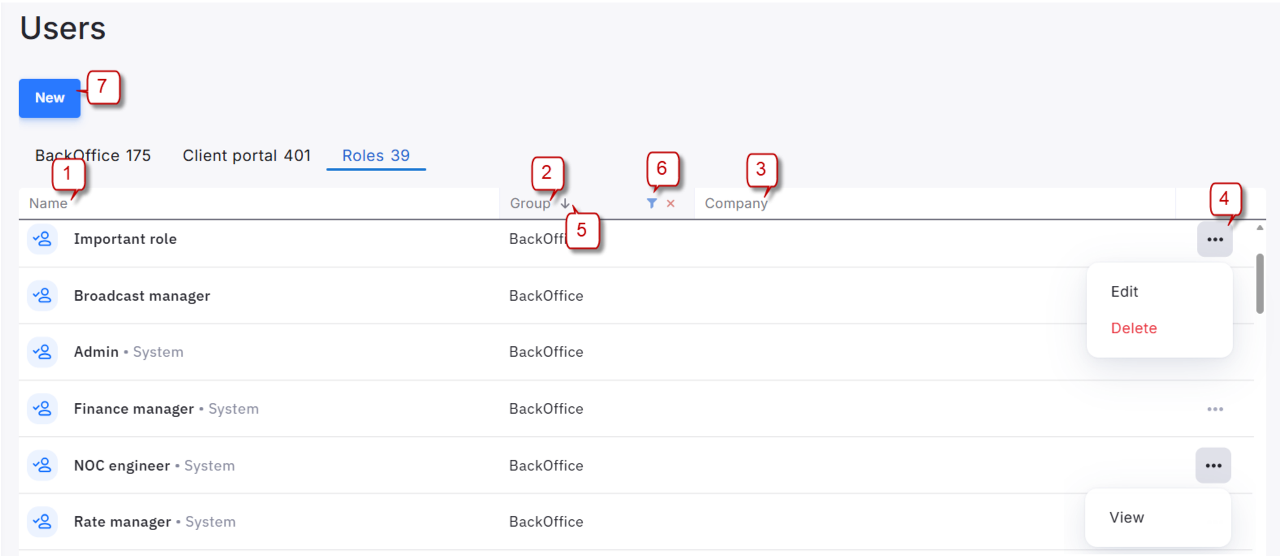


Edit User (Role tab)

1. Edit user role as appropriate.
2. Click *Save* to save the record or *Cancel* to discard the settings.
3. Click *Delete* to delete the user.

8.3 Roles

The *Roles* tab serves to view and configure user roles and permissions. The System implements a role model, which implies that each user is assigned a role or a set of roles for which certain permissions are assigned. The System allows to use System roles marked with the *System* label, as well as to create new custom roles for BackOffice and Client portal users.



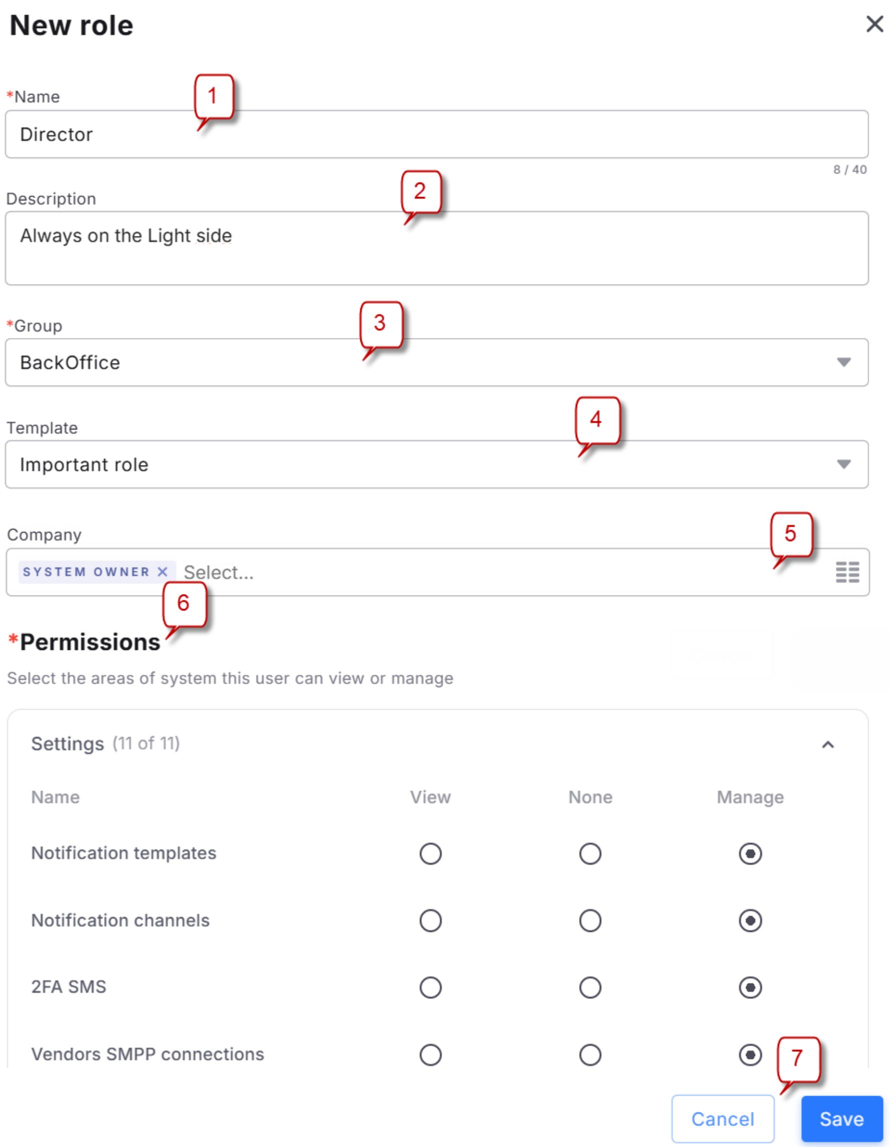
Roles tab

The table contains the following information and controls:

1. *Name*: role name. Predefined roles are marked with the *System* label.
2. *Group*: group that the role belongs to (*Client portal or BackOffice*).
3. *Company*: companies that can assign this role to their users. System roles in this column display a single value: *All* (the System role is available to all companies).
4. *Actions*: additional actions that can be performed on the entry.
    - *View*: click to open *View role* form.
    - *Edit*: click to open *Edit role* form.
    - *Delete*: click to delete a role.

NOTE: In case a role is assigned to one or more users it can not be deleted.

5. Click to apply ascending or descending order (applicable to all columns except *Actions*).
6. Click to filter the records in the table. Click  to clear filters.
7. Click *New* to create a new role.



New Role

1. *Name*: type in the name of the role.
2. *Description:* add role description.
3. *Group*: group the role belongs to. The following options are available:
    - *Client portal*: roles for Client portal users.
    - *BackOffice*: roles for BackOffice users.
4. *Template*: template role to be used when creating a new role. When you select a role for the template, permissions will be automatically filled in.

The following template roles are available for Client portal users:

- *Admin*: user with full access to all interfaces and System functions.
- *Broadcast manager*: a user who manages broadcasts.
- *Finance manager*: a user who manages financial transactions.

- *NOC engineer*: a user who monitors, maintains and supports the System.

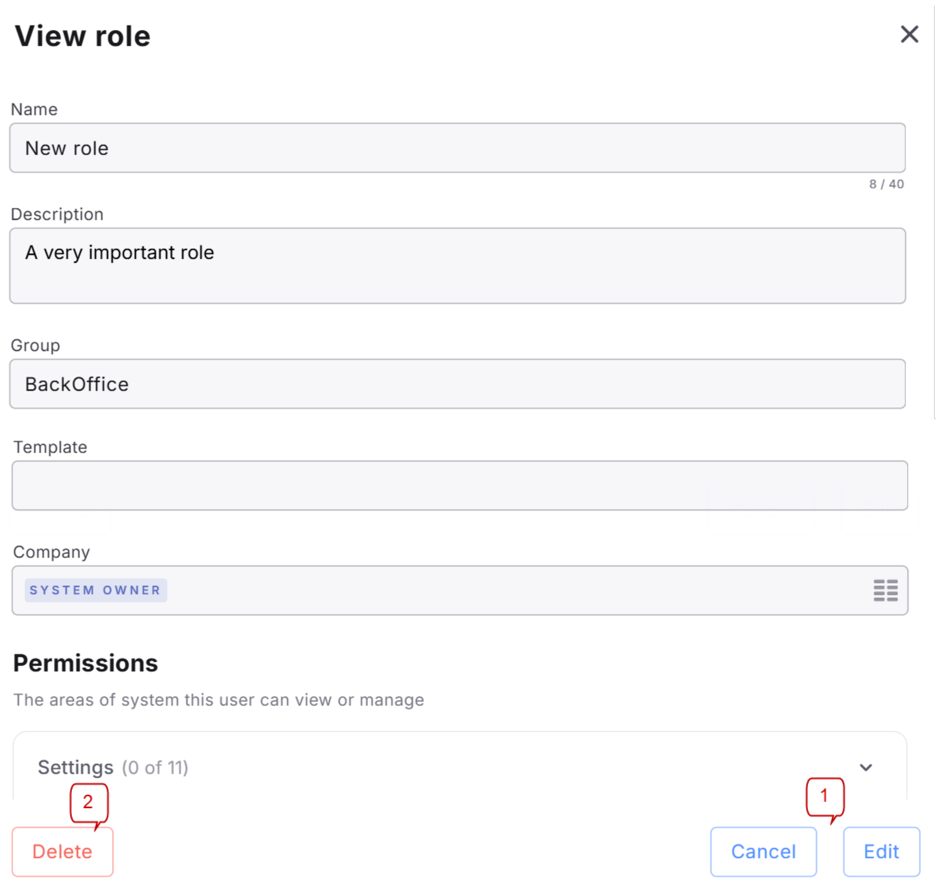
The following template System roles are available for BackOffice users:

- *Admin*: user with full access to all interfaces and System functions.
- *Client manager*: a user who manages customers, agreements and other client information.
- *Finance manager*: a user who manages financial transactions.
- *NOC engineer*: a user who monitors, maintains and supports the System.
- *Rate manager*: user who manages services and rate plans.

NOTE: After a custom role is created it will appear in the drop-down list of template roles.

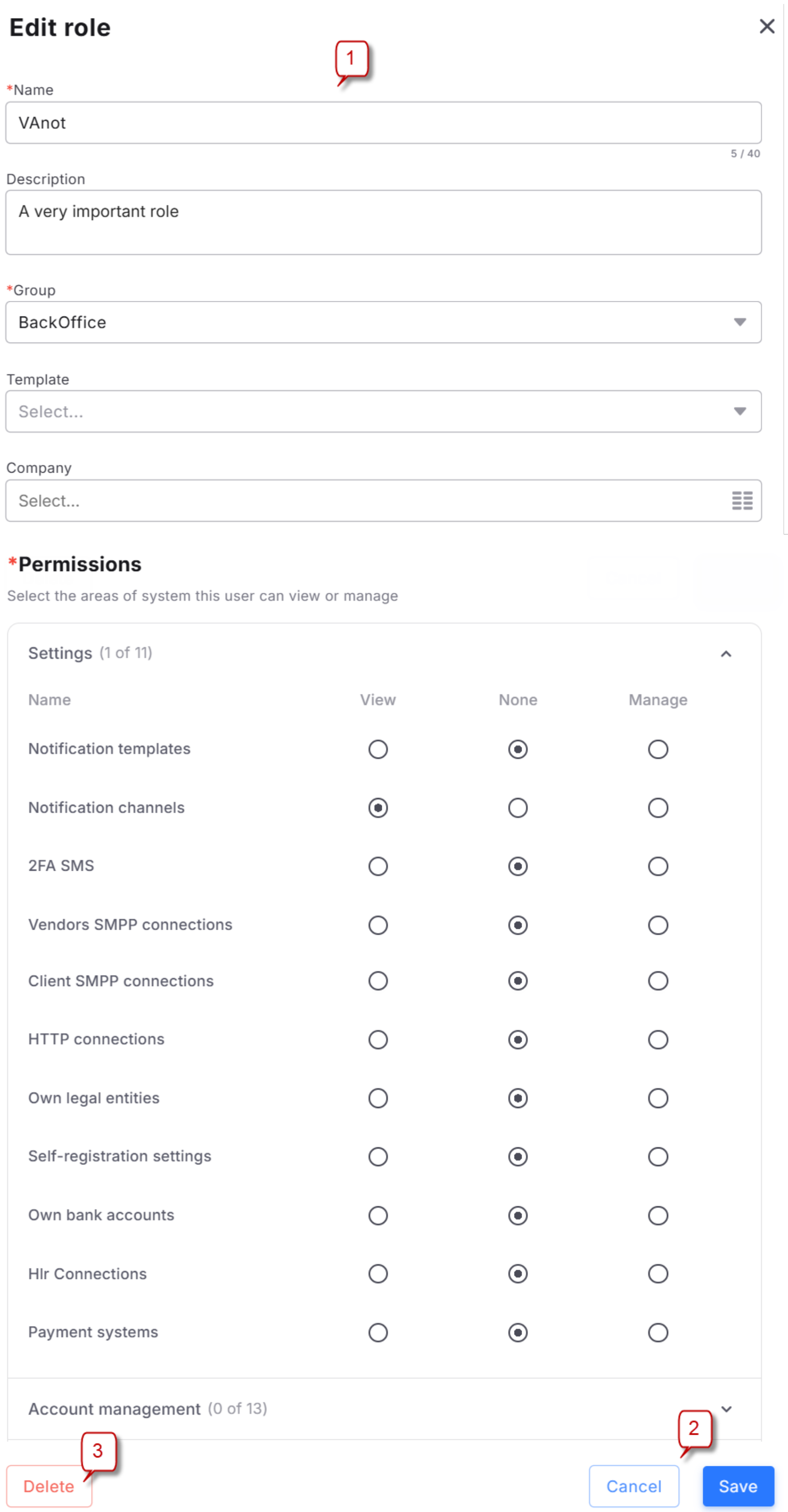
5. *Company:* company that the role is created for. Multiple choice of companies is available.
6. *Permissions:* section with the permissions that will be assigned to the user with this role.
7. Click *Save* to save the changes or *Cancel* to discard the settings.

Double click on the record in the table to view role.



View role

1. Click *Edit* to start editing the role or *Cancel* to close the form.
2. Click *Delete* to delete the role.



Edit role

1. Edit a role and permissions associated with it as appropriate.

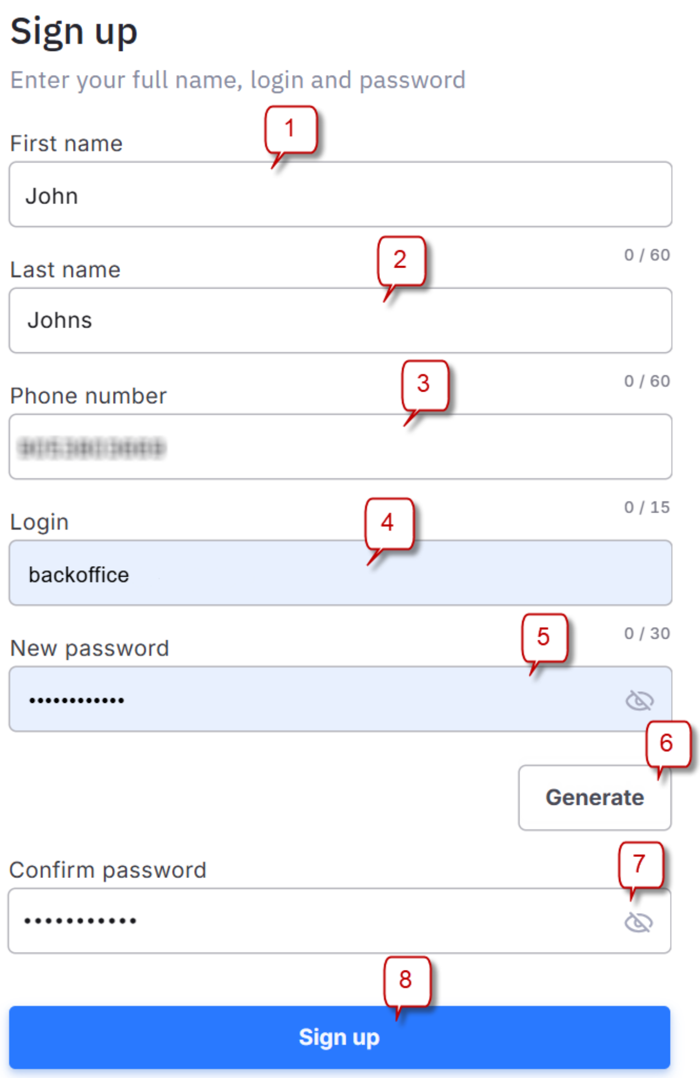
2. Click *Save* to save the record or *Cancel* to discard the settings.

3. Click *Delete* to delete the role. Confirm or cancel the action in the panel that appears.

NOTE: System roles are not editable.

8.4 Sign up form

After a user clicks an invitation link form the email, validation is initiated. If validation is successful, the sign up form appears.



Sign up form

In the sign up form that appears the user shall provide the following information:

1. *First name*: user's name.

2. *Last name*: user's family name.

3. *Phone number*: user's phone number.

4. *Login*: user's login. Login can only contain Latin letters, numbers, dots, and underscores.

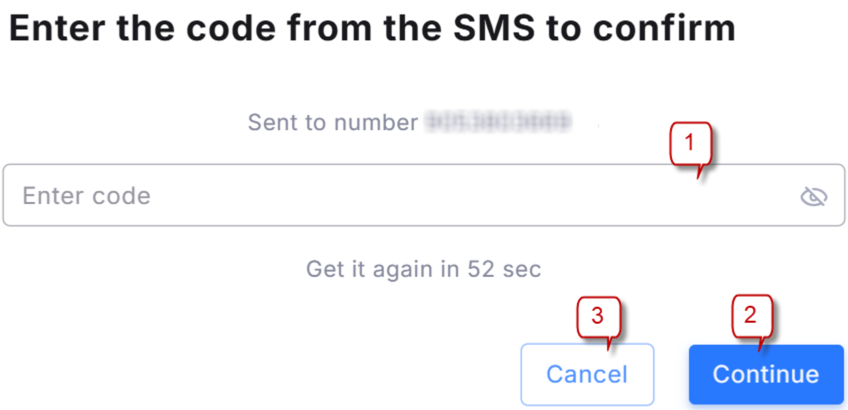
5. *Password*: user's password.

6. *Generate*: the button is used to generate a strong password according to the accepted password policy. The generated password is displayed in the *Password* and *Confirm password* controls.

7. *Confirm password*: password confirmation.

8. *Sign up*: completes the registration process.

In case two-factor authentication is enabled for a user, the sign up form is closed and a phone number confirmation panel (see figure below) is displayed. If two-factor authentication is not enabled, the user is redirected to the *Account settings* 13 interface.



Phone number confirmation panel

1. Field to enter the SMS verification code;

2. By pressing *Continue* the user confirms their phone number. If the code is correct the user is redirected to the *Account settings* 13 interface.

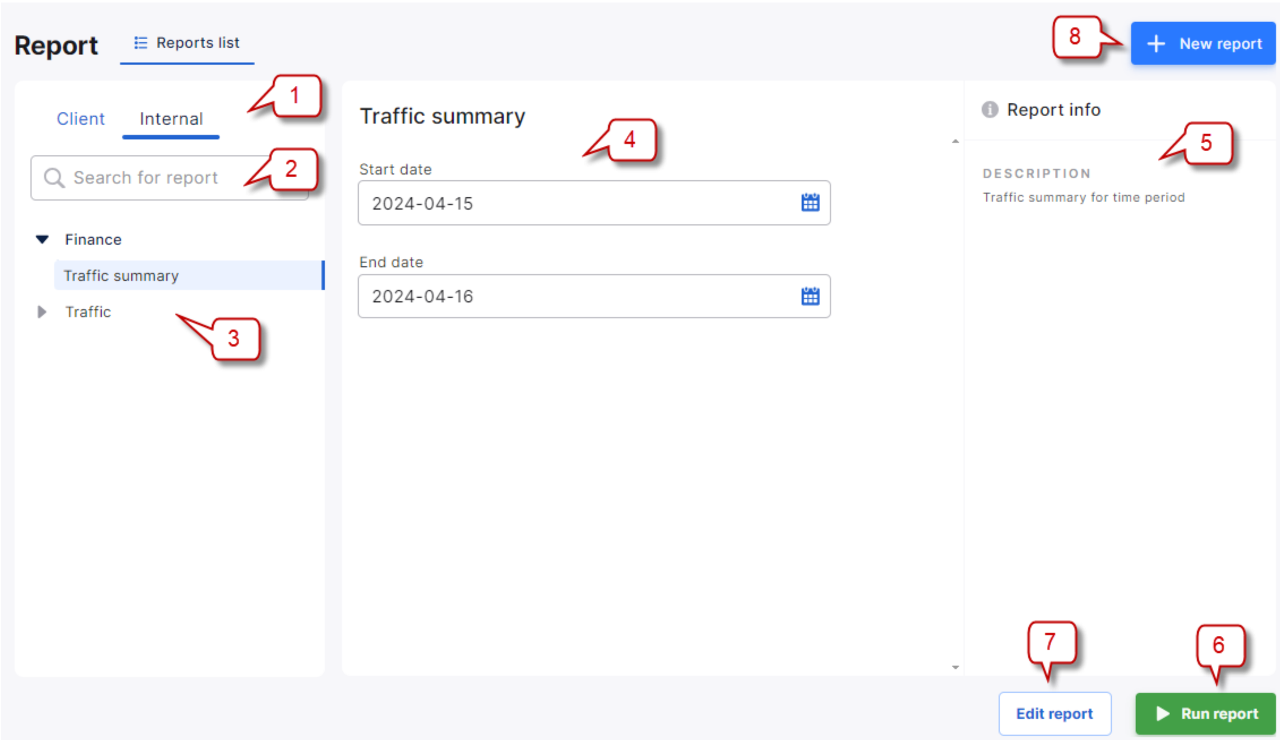
NOTE: After 3 failed attempts to enter the SMS verification code the user is given a 10-minute timeout.

3. By pressing *Cancel* the user discards the settings and closes the panel.

9 Reports and Analytics

The *Reports and Analytics* interface enables creating and editing custom report templates and then executing these reports based on user-defined parameters. The System comes with no preconfigured templates as they are created for each customer individually, in accordance with its specific requirements and needs.

The interface contains the *Report* page that displays the following elements and controls.



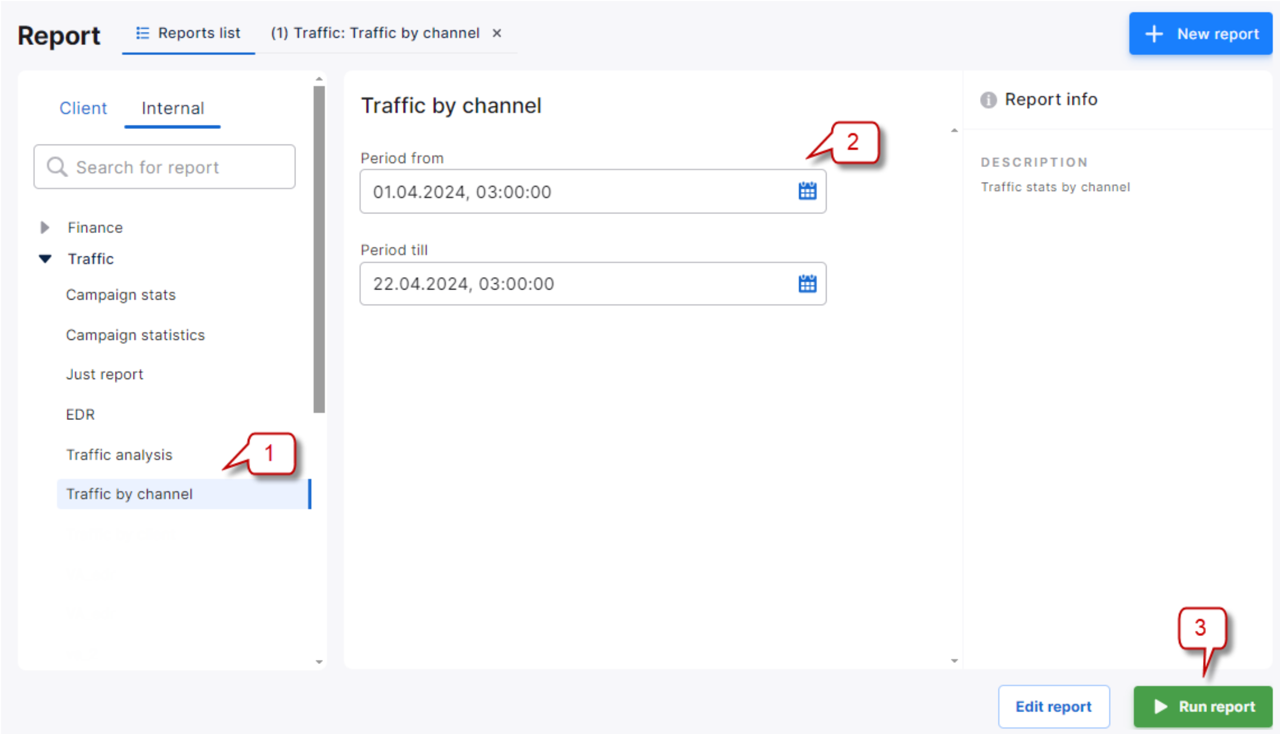
Reports page

1. Click *Internal* to view reports available in the BackOffice interface only. Click *Client* to view reports available both in the BackOffice and Client portal interfaces.
2. Use the search box to search for a report.
3. View the available report categories and reports. Click ▶ to unfold the list of reports available in the category. Select the report that you wish to run.
4. Set the parameters of the selected report.
5. *Report info*: view the report description.
6. Click *Run report* to execute the report with the parameters specified in (4).
7. Click *Edit report* to modify the report template or delete it.
8. Click *New report* to create a new report template.

NOTE: To create or edit a report, the user must be able to understand and write PostgreSQL queries.

9.1 Running a report

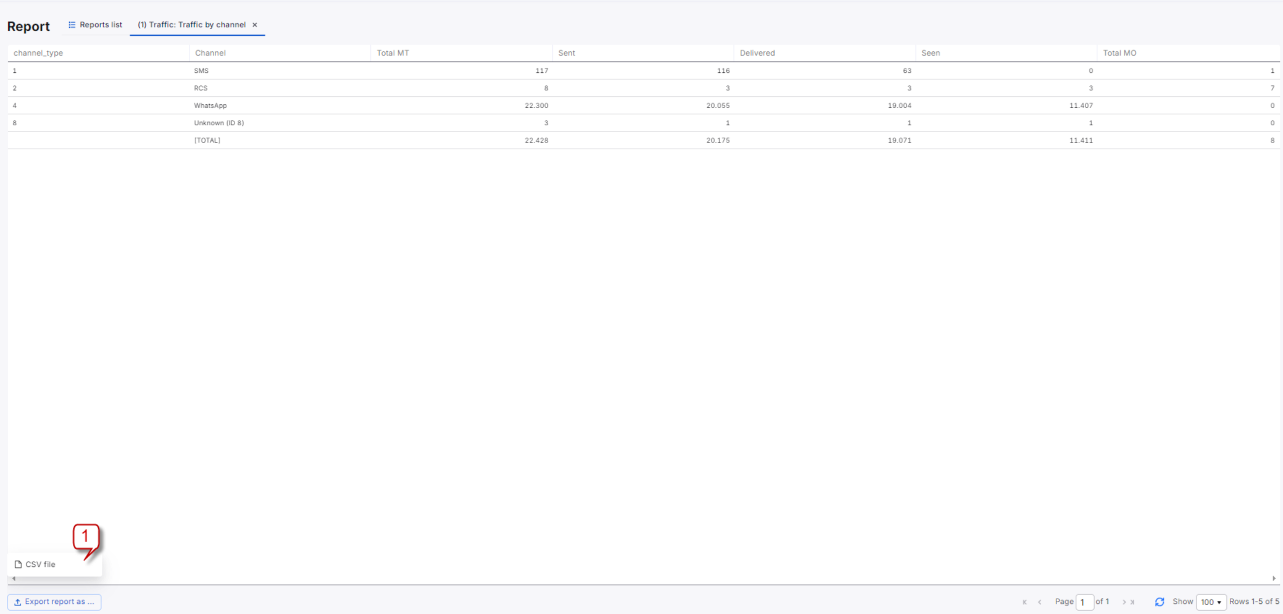
To run a report, proceed as follows.



Running a report

1. Select the report from the list.
2. Configure the report fields.
3. Click *Run report.*

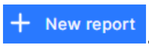
The report will open in a separate tab as illustrated below.



Report

Click *Export report as* (see (1) in the figure above) to export it in a CSV file.

9.2 Creating a new report

To create a new report, click *New report* .

Create new report

Complete the following fields:

1. *Report name*: name of the report that will be shown in the report list.
2. *Categories*: select the report category. Possible values are: *Traffic*, *Audit log* and *Finance*.
3. *Description*: provide an arbitrary description that will be shown in the *Report info* section.
4. *Available to clients*: when selected, the report is available both in BackOffice and Client portal. When deselected, it is only available in BackOffice.

5. *SQL query*: write the query that will be used to generate the report.
6. *Add new parameter to report*: click to add a new parameter that will be used in report generation, such as start and end dates, campaign name etc.
7. Configure the parameter fields:
   - *Parameter type*: select the data type in the field. Possible values include:
     - *Checkbox;*
     - *Number field*;
     - *Spinner field*: a number field with stepping that allows selecting numerical values in specified increments such as 10, 20, 30 etc.;
     - *Combobox*;
     - *Multiselect*;
     - *Text field*;
     - *Date*;
     - *Date and time*;
     - *Month and year*;
     - *Year.*
   - *Required:* set the switch to *Yes* to make the parameter required.
   - *Name*: parameter name.
   - *Bind name*: name of the variable (bind) used in the SQL query.

NOTE: Variables whose names start with x_ are replaced with plain text values; all other variables are interpreted as regular binds.

   - *Default (optional)*: default field value.
   - *Description*: an explanation that will be shown next to the parameter in the *Report* interface.

NOTE: The location of parameters on the panel affects their order in the report. Use drag-and-drop to move the parameters.

8. Click *Save* to save the changes.

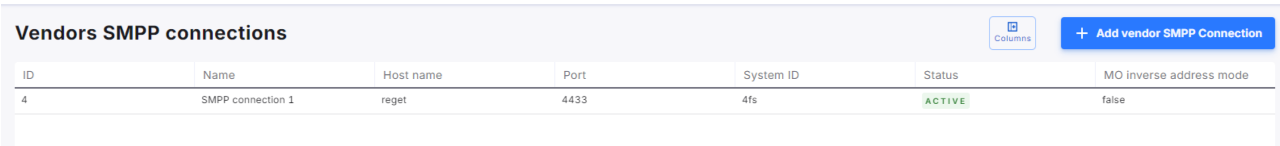
10 Settings

The *Settings* section contains the following interfaces:

1. *Vendors SMPP connections*, *Client SMPP connections*, *HTTP connections*: serve to create connections between the messenger and provider that offers access to the messenger. These connections are used when configuring Sender IDs for the respective channels (Account management\Sender IDs 40).
2. *Own legal entities*: serves to view and configure the System owner's legal entities.
3. *Notifications channels settings*: serves to configure channels for notifying users about various System events (currently only the email channel is available).
4. *2FA SMS*: serves to configure two-factor authentication services that the System owner can offer its clients (System users).
5. *Own bank accounts*: serves to display System owner's bank accounts.
6. *Payment systems*: serves to configure payment systems.

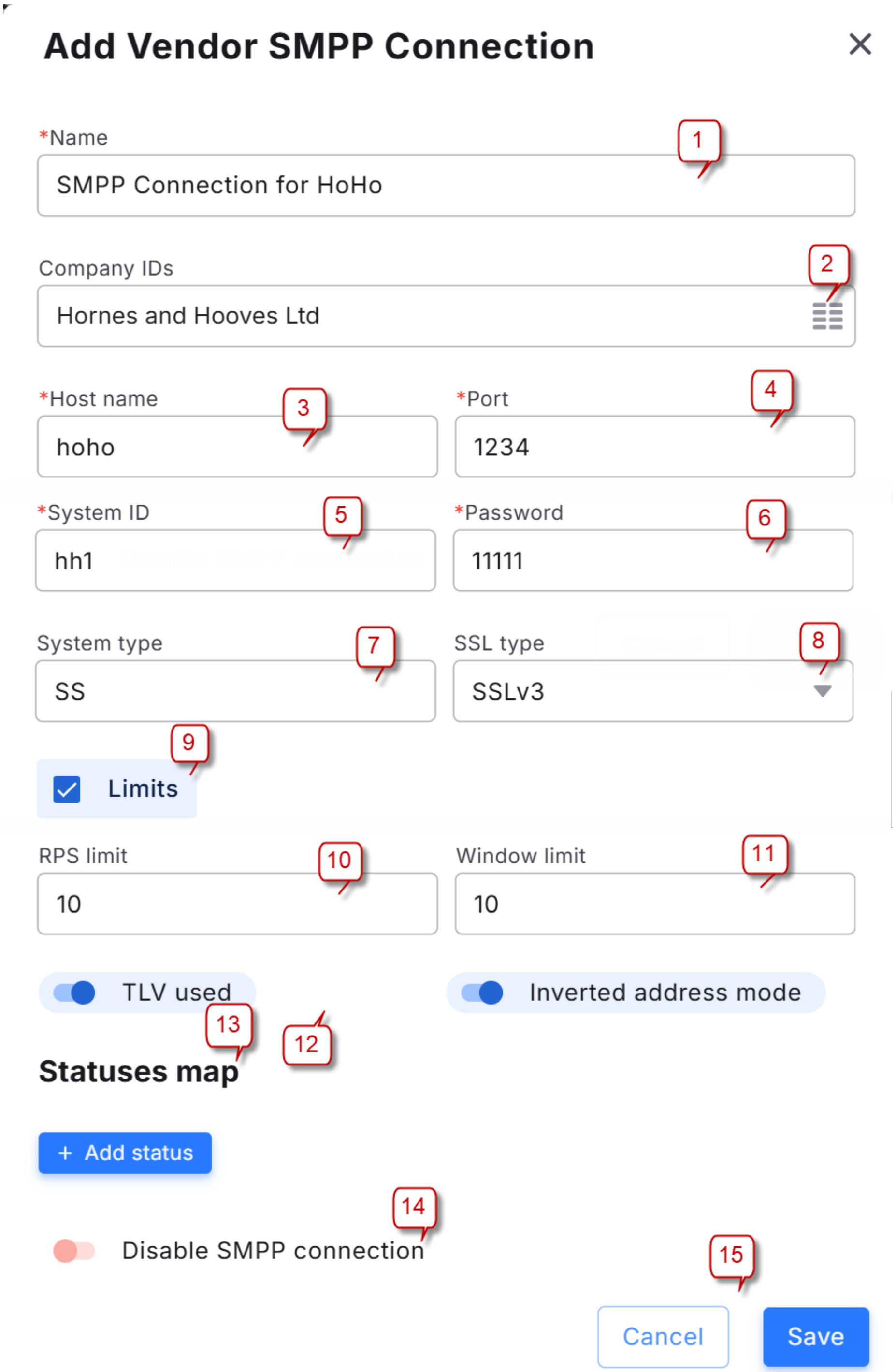
10.1 Vendors SMPP connections

The *Settings\Vendors SMPP connections* interface serves to configure Vendor SMPP connections with the provider for sending SMS messages.



Vendors SMPP connections

Click *Add Vendor SMPP Connection* to add a new vendor connection. Proceed as detailed below.



Add Vendor SMPP Connection

1. *Name*: add an arbitrary connection name.
2. *Company IDs*: select the company ID(s) from the drop-down list.
3. *Host name:* supply the hostname as given by the provider.
4. *Port*: supply the port as given by the provider.
5. *System ID:* supply the login for the SMPP connection as given by the provider.
6. *Password*: supply the password for the SMPP connection as given by the provider.

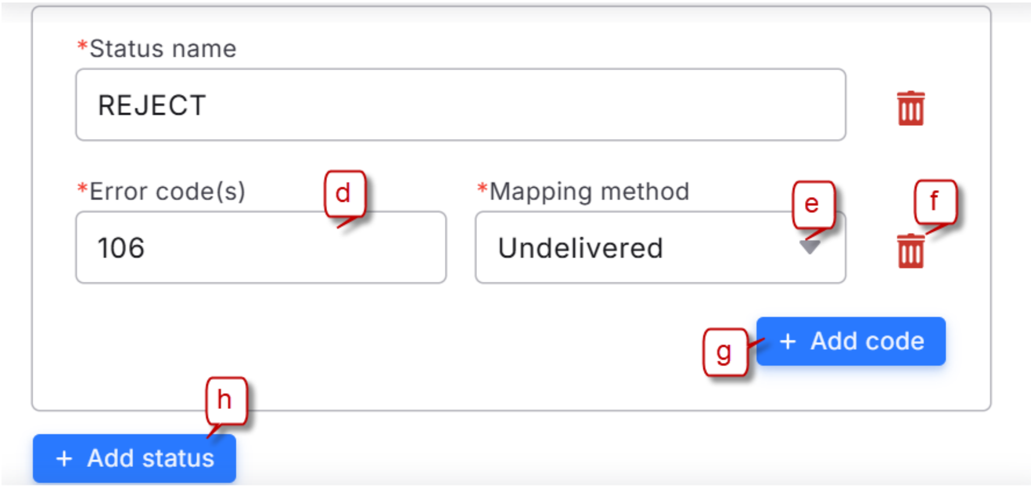
7. *System type:* provided by the SMPP vendor.
8. *SSL type*: provided by the SMPP vendor.
9. *Limits*: select the checkbox to specify connection limits.
10. *RPS limit*: Requests per Second limit. Set the maximum number of requests/sessions per second-to limit the load on each connection for each Sender ID of the respective channel.

NOTE: The actual RPS value at the time of sending can be viewed in the *RPS by broadcast* and *RPS timeline for broadcast* reports.

11. *Window limit*: the limit of the message processing pool. The recommended value for this field should not exceed 100.
12. *Use TLV*, *Inverse address mode*: set the values as provided by the SMPP vendor.
13. *Statuses map*: serves for correct message charging. This block of settings is used to set the System response to the message status received from the vendor. Click *Add status* to configure the System behavior to the message status received from the vendor.

Statuses map

a. *Status name*: status received from the vendor.
b. Click *Add code* to add error code and mapping method.
c. Click to delete status name.



Statuses map: Add code

d. *Error code(s)*: error code corresponding to the status.

e. *Mapping method*: the desired processing method to be applied in case of receiving the above status and error code from the vendor. Available options: *Unsent*, *Undelivered*.

f. Click to delete error code.

g. Click *Add code* to add another code.

NOTE: Multiple error codes and mapping methods can be specified for a status name.

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h. Click *Add status* to add another status.

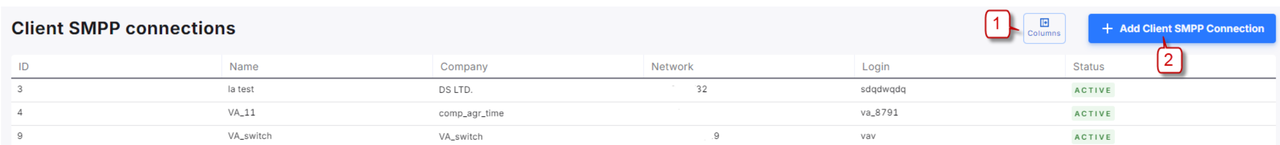
14. *Disable SMPP connection*: select to disable the connection.

15. Click *Save* to save the record or *Cancel* to discard the settings.

10.2 Client SMPP connections

The *Settings\Client SMPP connections* interface serves to configure the connections to the Client Message Centres (MCs). These connections are required for sending MO messages to the Client webhook.

NOTE: For detailed instructions on how to handle incoming SMPP traffic, please contact our technical support team.

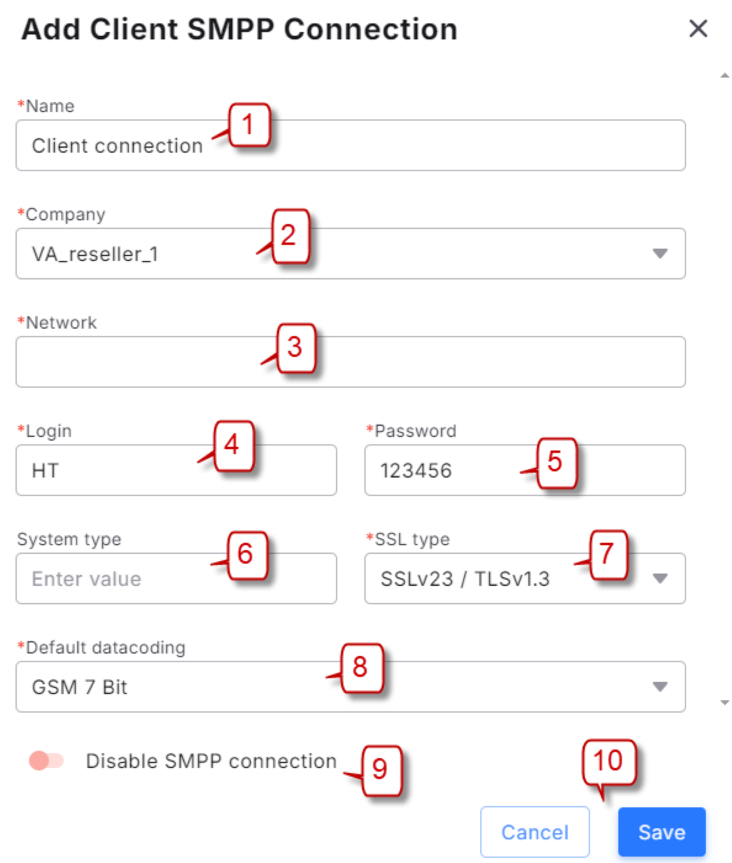


Client SMPP connections

1. Click to customize the display of columns.

2. Click *Add Client SMPP Connection* to add a new client connection.

Proceed as detailed below.



Add Client SMPP Connection

1. *Name*: add an arbitrary connection name.
2. *Company*: select the name of the company.
3. *Network*: supply the Client SMSC IP address.
4. *Login*: supply the login for the SMPP connection as given by the provider.
5. *Password*: supply the password for the SMPP connection as given by the provider.
6. *System type*: technical details provided by the SMPP client.
7. *SSL type*: technical details provided by the SMPP client.
8. *Default datacoding*: select datacoding from the drop-down list.
9. *Disable SMPP connection*: select to disable the connection.
10. Click *Save* to save the record or *Cancel* to discard the settings.

10.3 HTTP connections

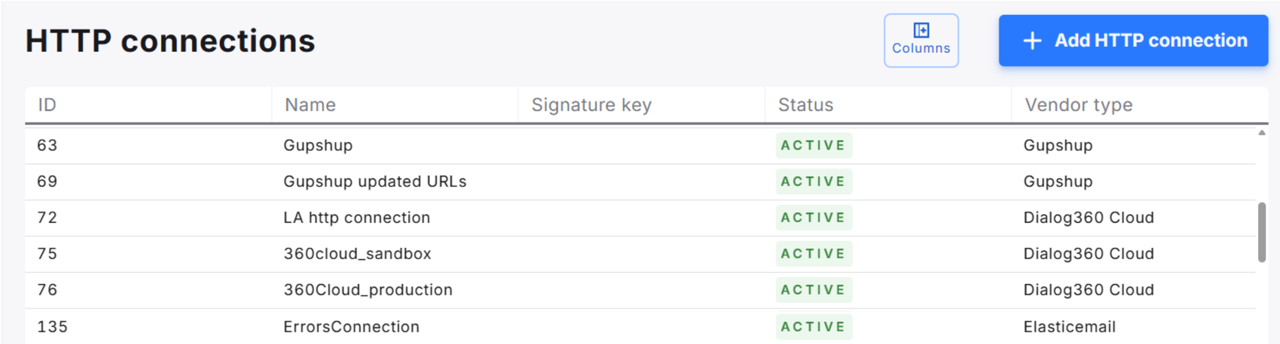
The *Settings\HTTP connections* interface serves to configure HTTP connections to the providers for the channels available over HTTP.

Starting from version 1.16.0 to add a new connection:

1. Create a vendor connection in the HTTP Connections interface.

NOTE: HTTP connections configured prior to the 1.16.0 release are automatically migrated and are marked as *Default*.

2. Associate the created connection to a Sender ID in the Account management\Sender IDs 40 interface.

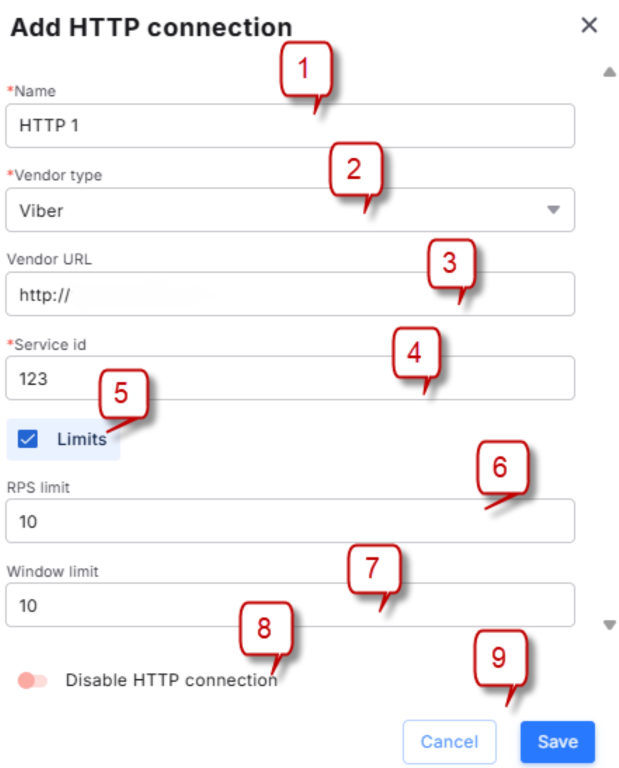


HTTP connections

Click *Add HTTP Connection* to add a new connection. Proceed as detailed below.

NOTE: The fields differ based on the selected provider. For this reason, the connection settings may be different even within a single communication channel. Along with the HTTP connections in Backoffice, appropriate configurations must be made on the provider's side.

10.3.1 Viber



Viber connection

1. *Name*: add an arbitrary connection name.
2. *Vendor type*: Viber.
3. *Vendor URL*: the URL supplied by the provider.

4. *Service ID*: value obtained via Viber Business Messaging account settings, required.

5. *Limits*: select the checkbox to specify connection limits.

6. *RPS limit*: Requests per Second limit. Set the maximum number of requests/sessions per second-to limit the load on each connection for each Sender ID of the respective channel.

NOTE: The actual RPS value at the time of sending can be viewed in the *RPS by broadcast* and *RPS timeline for broadcast* reports.

7. *Window limit*: the limit of the message processing pool. The recommended value for this field should not exceed 100.

8. *Disable HTTP connection*: select to disable the connection.

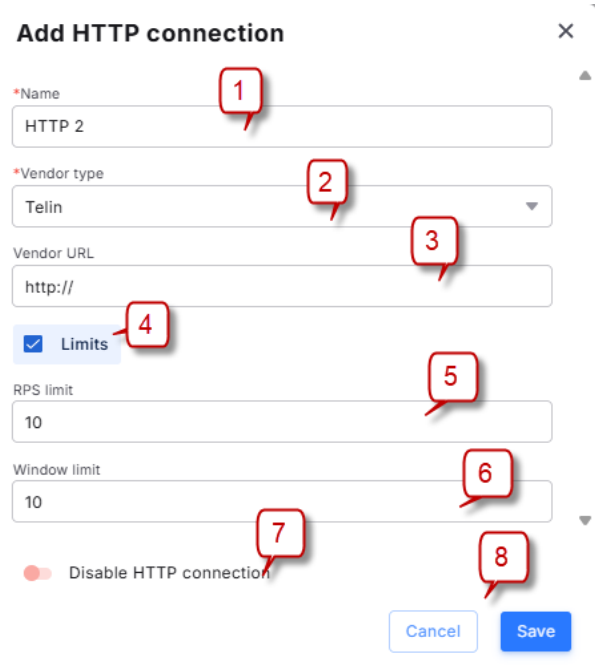
9. Click *Save* to save the record or *Cancel* to discard the settings.

NOTE: In the Viber Business Messaging it will be required to specify authorized IP addresses, Callback URL and Message URL. Please, proceed according to the following directions:

- Authorized IP addresses: please, contact the support to obtain this value. Note that a value obtained once may be reused for each new interconnection requiring third party whitelisting, not limited to Viber particularly.

- Callback URL and Message URL: use the following URL format for both https://<domain of Client portal>/api/v1/viber?bot_id=<bot ID> where bot ID matches GUID created in Account Management\Sender IDs 40.

10.3.2 Telin



Telin connection

1. *Name*: add an arbitrary connection name.

2. *Vendor type*: Telin.

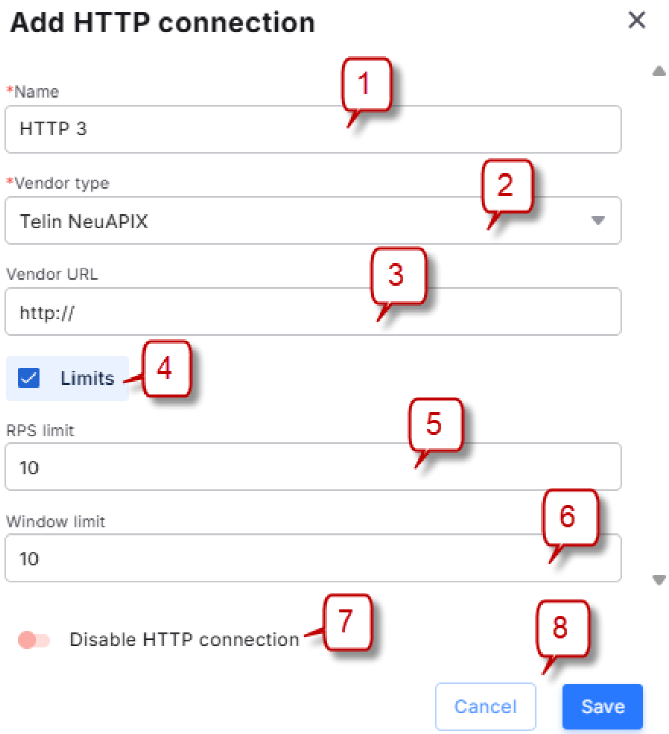
3. *Vendor URL*: the URL supplied by the provider.

4. *Limits*: select the checkbox to specify connection limits.
5. *RPS limit*: Requests per Second limit. Set the maximum number of requests/sessions per second-to limit the load on each connection for each Sender ID of the respective channel.

NOTE: The actual RPS value at the time of sending can be viewed in the *RPS by broadcast* and *RPS timeline for broadcast* reports.

6. *Window limit*: the limit of the message processing pool. The recommended value for this field should not exceed 100.
7. *Disable HTTP connection*: select to disable the connection.
8. Click *Save* to save the record or *Cancel* to discard the settings.

10.3.3 Telin NeuAPIX



Telin NeuAPIX connection

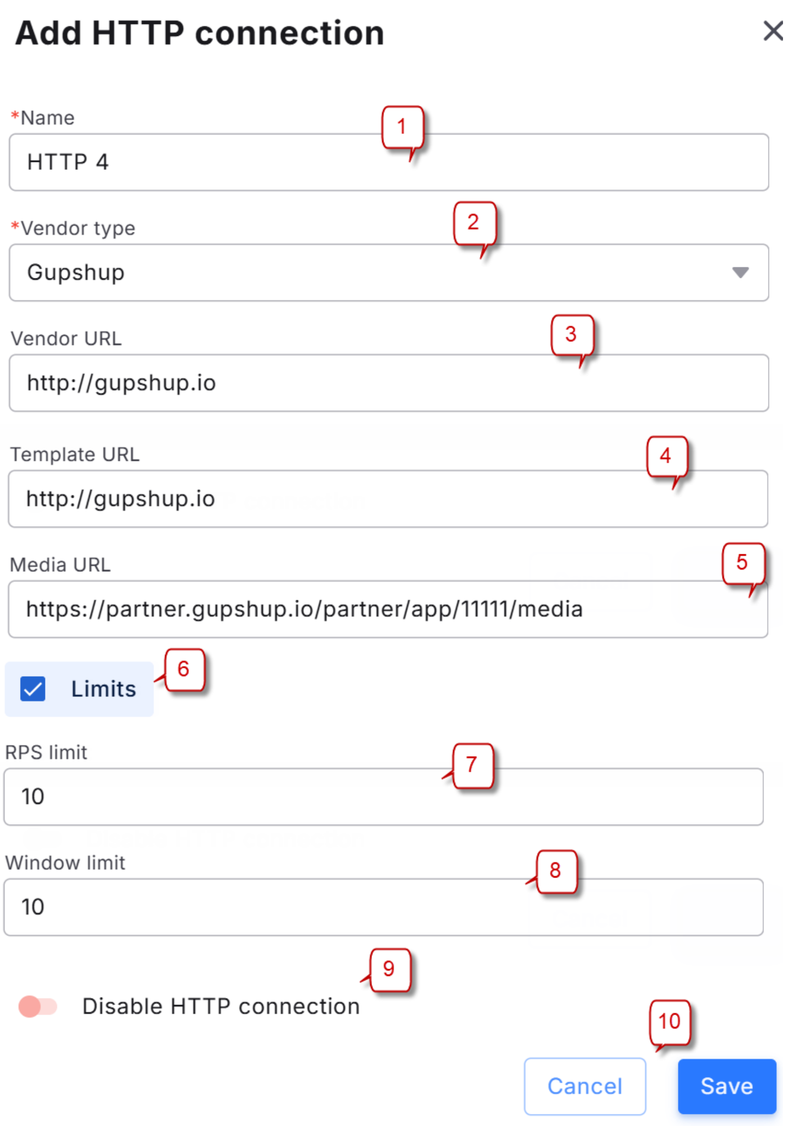
1. *Name*: add an arbitrary connection name.
2. *Vendor type*: Telin NeuAPIX.
3. *Vendor URL*: the URL supplied by the provider.
4. *Limits*: select the checkbox to specify connection limits.
5. *RPS limit*: Requests per Second limit. Set the maximum number of requests/sessions per second-to limit the load on each connection for each Sender ID of the respective channel.

NOTE: The actual RPS value at the time of sending can be viewed in the *RPS by broadcast* and *RPS timeline for broadcast* reports.

6. *Window limit*: the limit of the message processing pool. The recommended value for this field should not exceed 100.

7. *Disable HTTP connection*: select to disable the connection.
8. Click *Save* to save the record or *Cancel* to discard the settings.

10.3.4 Gupshup



Gupshup connection

1. *Name:* set the connection name.
2. *Vendor type:* Gupshup.
3. *Vendor URL*: the URL for session messages.
4. *Template URL*: the URL for template messages.
5. *Media URL*: URL for uploading media to Gupshup servers. The field shall contain a https://partner.gupshup.io/partner/app/{your_appid}/media link, where {your_appid} is replaced with a valid application ID from your Gupshup account.
6. *Limits*: select the checkbox to specify connection limits.

7. *RPS limit*: Requests per Second limit. Set the maximum number of requests/sessions per second-to limit the load on each connection for each Sender ID of the respective channel.

NOTE: The actual RPS value at the time of sending can be viewed in the *RPS by broadcast* and *RPS timeline for broadcast* reports.

---

8. *Window limit*: the limit of the message processing pool. The recommended value for this field should not exceed 100.

9. *Disable HTTP connection*: select to disable the connection.

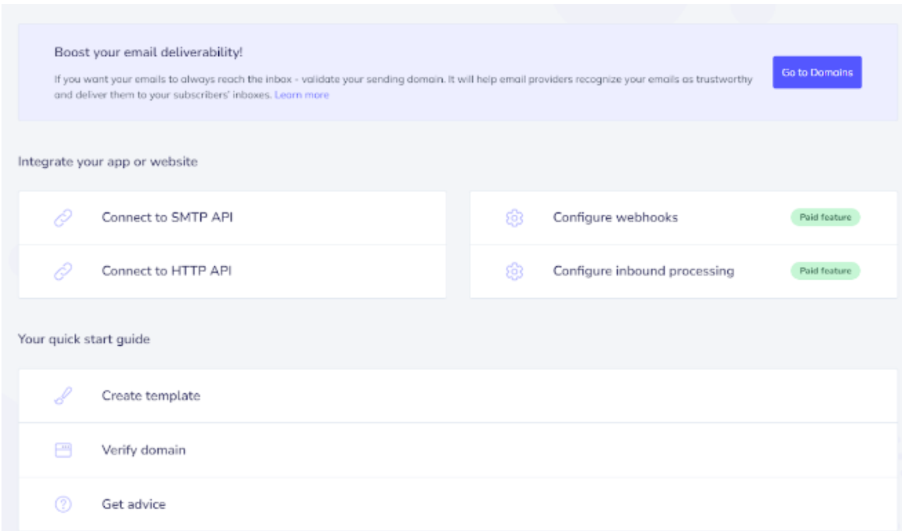
10. Click *Save* to save the record or *Cancel* to discard the settings.

10.3.5 Elasticemail

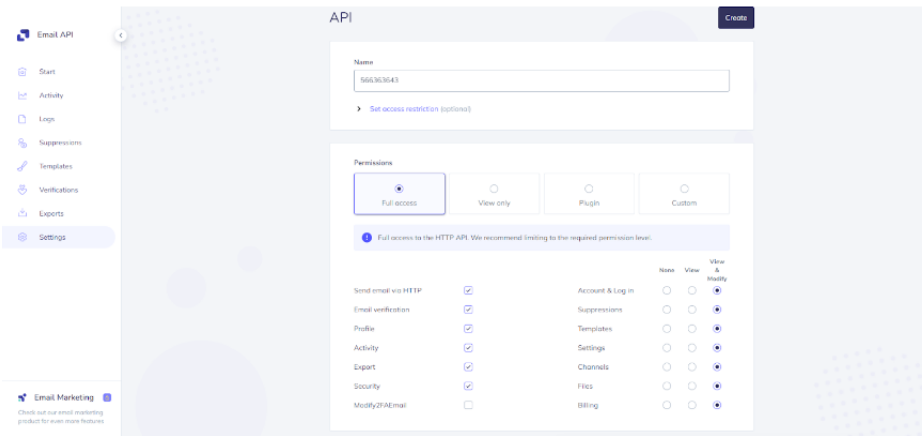
The platform provides an opportunity to configure connection via API with Elasticemail vendor, which is a convenient transactional email delivery service. To complete the integration, kindly perform the steps described below.

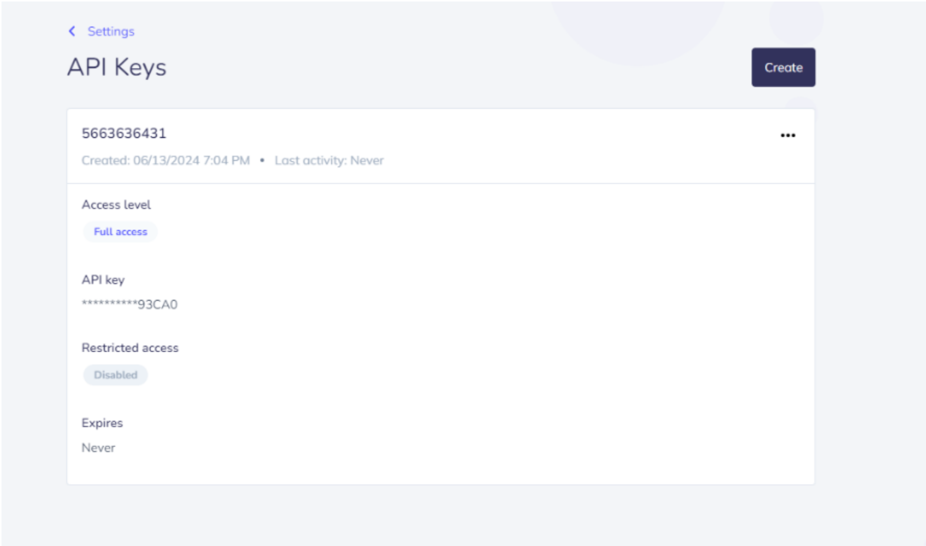
To create a connection with Elasticemail vendor:

1. Create an account with the Elasticemail service. Log in and choose to connect to HTTP API as shown below:

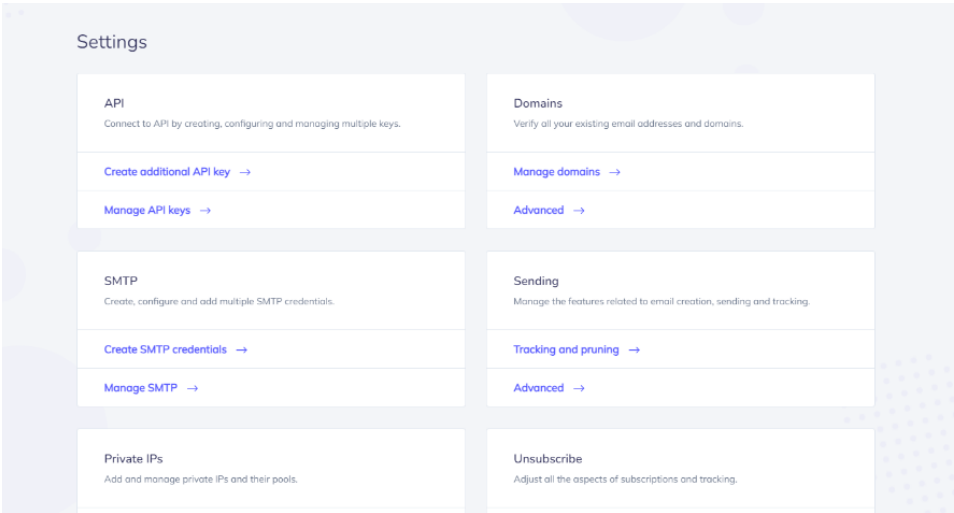


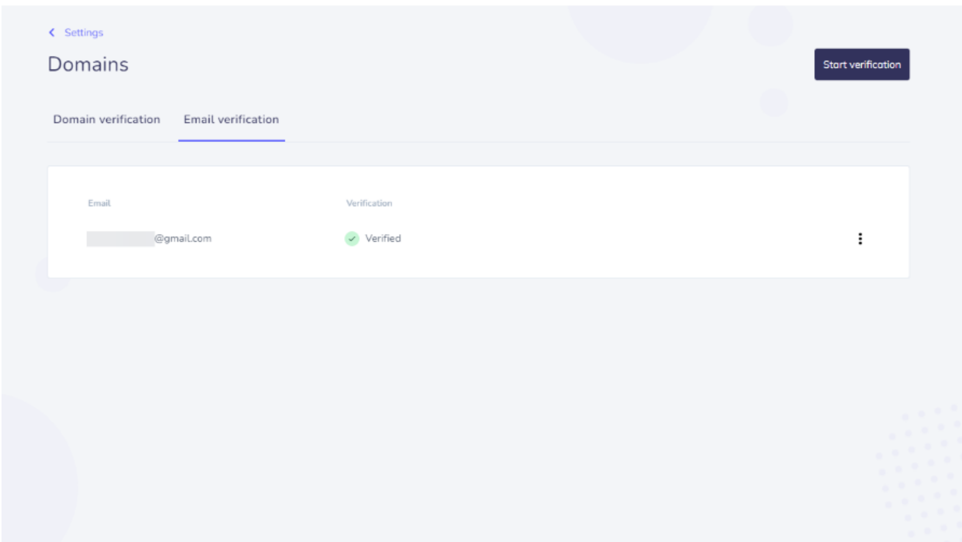
2. Create your API key with customized access:





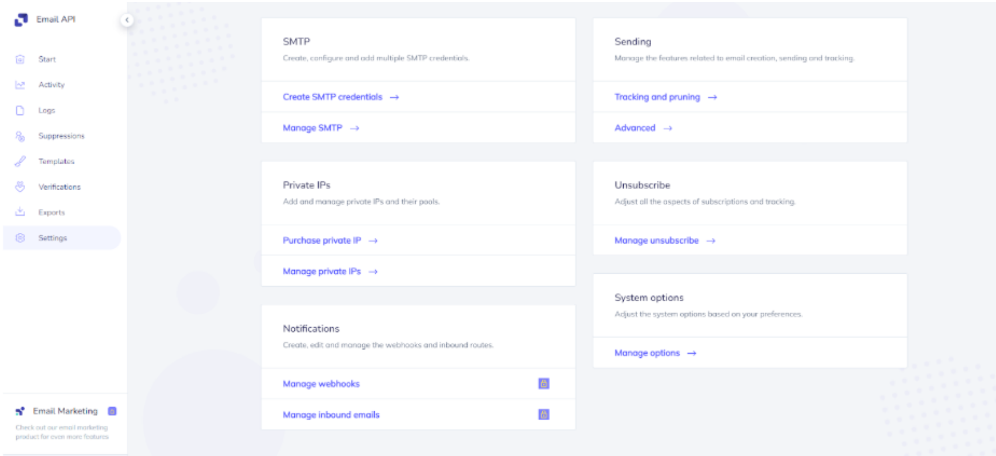
3. Add and verify your email account in Domains\Email verification page. You will receive a verification letter from Elasticemail to your inbox. Once your email is verified, it is possible to perform broadcasts.





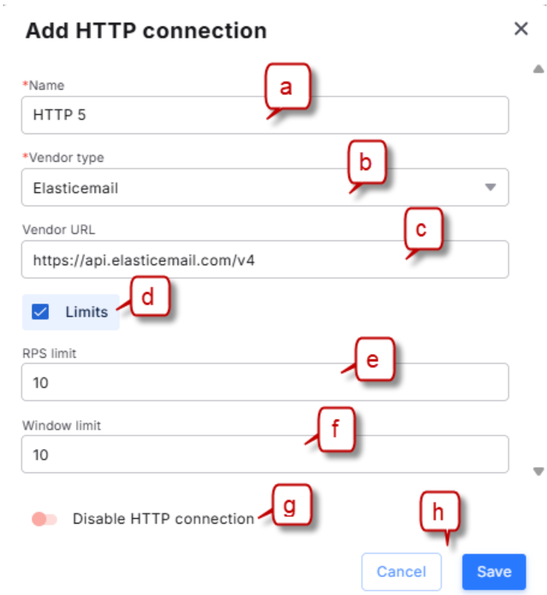
4. After sending a successful email with API, available channels will be shown in Activity>Channels page.

5. Set up Webhook to receive message status update in Notification\Webhooks:



NOTE: In order to successfully receive callbacks and update Broadcast message sending statuses, the webhook URL which is set on Elastic Email side should be the following: https://domainname/webhook/elasticemail?bot_id=<bot_id>, where *bot_id* is the Webhook GUID set for the Sender.

6. Set up the HTTP connection for Elasticemail vendor from the System side:



Elasticemail connection

a. *Name*: set the connection name.

b. *Vendor type*: Elasticemail

c. *Vendor URL*: the URL provided in the vendor's API (currently https://api.elasticemail.com/v4).

d. *Limits*: select the checkbox to specify connection limits.

e. *RPS limit*: Requests per Second limit. Set the maximum number of requests/sessions per second-to limit the load on each connection for each Sender ID of the respective channel.

NOTE: The actual RPS value at the time of sending can be viewed in the *RPS by broadcast* and *RPS timeline for broadcast* reports.

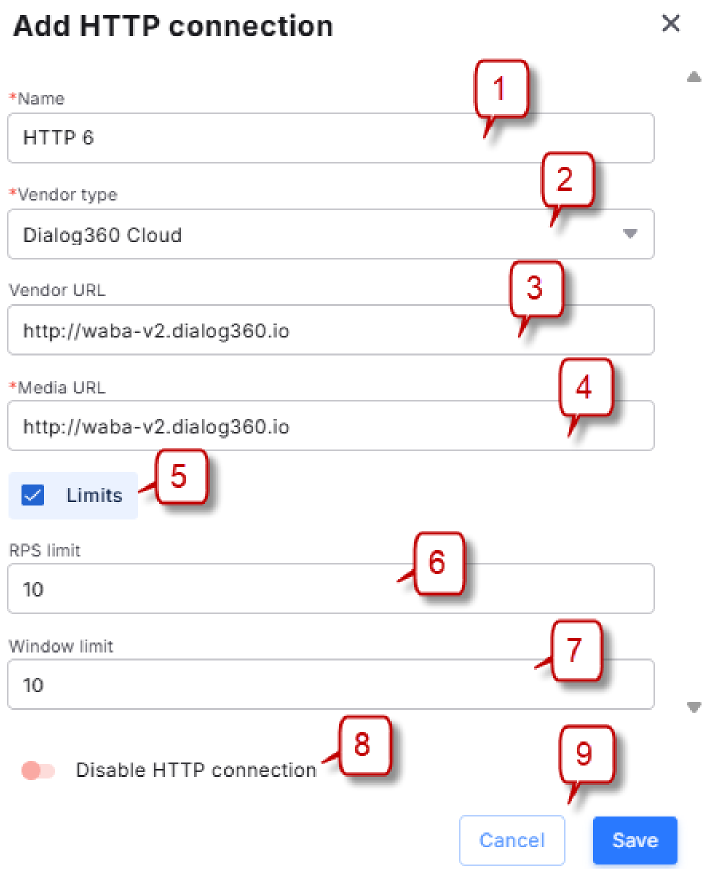
   f. *Window limit*: the limit of the message processing pool. The recommended value for this field should not exceed 100.

   g. *Disable HTTP connection*: select to disable the connection.

   h. Click *Save* to save the record or *Cancel* to discard the settings.

7. To complete the settings for the Elasticemail connection from your side, create a corresponding Sender ID as described in Account Management\Sender IDs\Email Sender IDs 69.

10.3.6 Dialog360 Cloud



Dialog360 Cloud connection

1. *Name*: add an arbitrary connection name.

2. *Vendor type*: Dialog360 Cloud.

3. *Vendor URL*: the URL supplied by the provider.

4. *Media URL*: an HTTP(S) link from which vendor will download the media.

5. *Limits*: select the checkbox to specify connection limits.

6. *RPS limit*: Requests per Second limit. Set the maximum number of requests/sessions per second-to limit the load on each connection for each Sender ID of the respective channel.

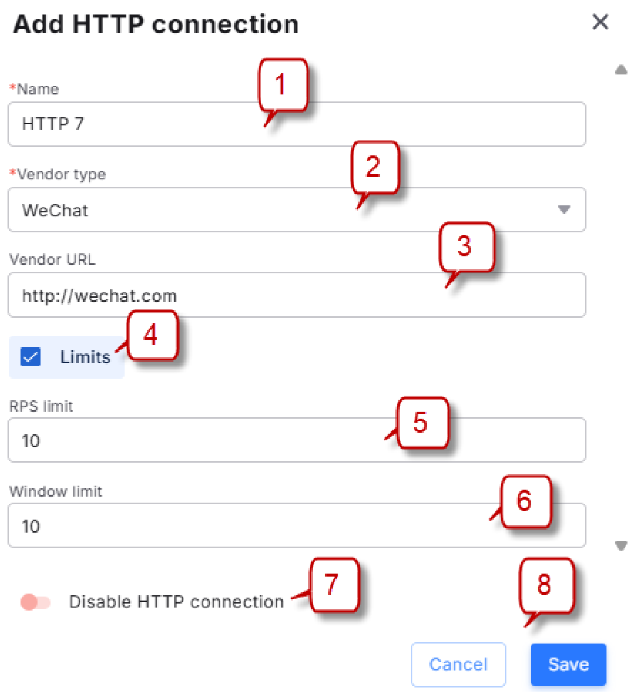
NOTE: The actual RPS value at the time of sending can be viewed in the *RPS by broadcast* and *RPS timeline for broadcast* reports.

7. *Window limit*: the limit of the message processing pool. The recommended value for this field should not exceed 100.

8. *Disable HTTP connection*: select to disable the connection.

9. Click *Save* to save the record or *Cancel* to discard the settings.

10.3.7 WeChat



WeChat connection

1. *Name*: add an arbitrary connection name.

2. *Vendor type*: WeChat.

3. *Vendor URL*: the URL supplied by the provider.

4. *Limits*: select the checkbox to specify connection limits.

5. *RPS limit*: Requests per Second limit. Set the maximum number of requests/sessions per second-to limit the load on each connection for each Sender ID of the respective channel.

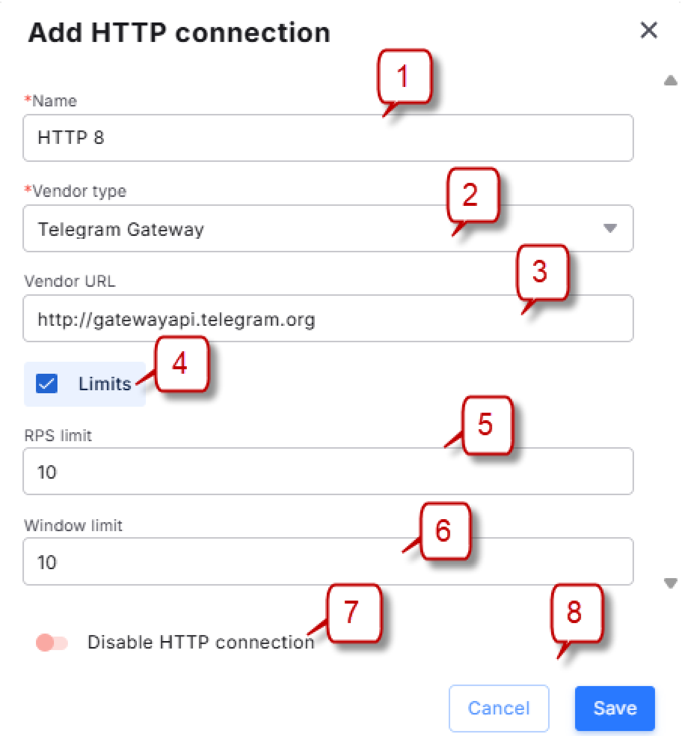
NOTE: The actual RPS value at the time of sending can be viewed in the *RPS by broadcast* and *RPS timeline for broadcast* reports.

6. *Window limit*: the limit of the message processing pool. The recommended value for this field should not exceed 100.

7. *Disable HTTP connection*: select to disable the connection.

8. Click *Save* to save the record or *Cancel* to discard the settings.

10.3.8 Telegram Gateway



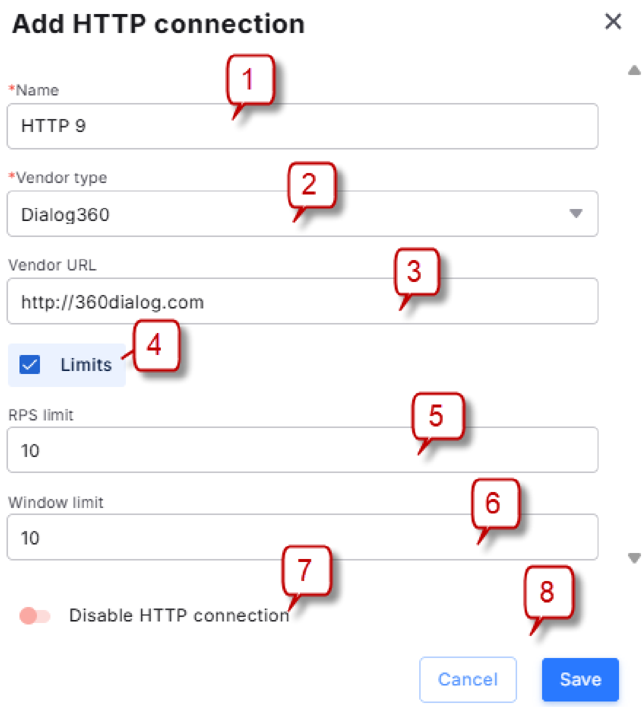
Telegram Gateway connection

1. *Name*: add an arbitrary connection name.
2. *Vendor type*: Telegram Gateway.
3. *Vendor URL*: the URL supplied by the provider.
4. *Limits*: select the checkbox to specify connection limits.
5. *RPS limit*: Requests per Second limit. Set the maximum number of requests/sessions per second-to limit the load on each connection for each Sender ID of the respective channel.

NOTE: The actual RPS value at the time of sending can be viewed in the *RPS by broadcast* and *RPS timeline for broadcast* reports.

6. *Window limit*: the limit of the message processing pool. The recommended value for this field should not exceed 100.
7. *Disable HTTP connection*: select to disable the connection.
8. Click *Save* to save the record or *Cancel* to discard the settings.

10.3.9 Dialog360



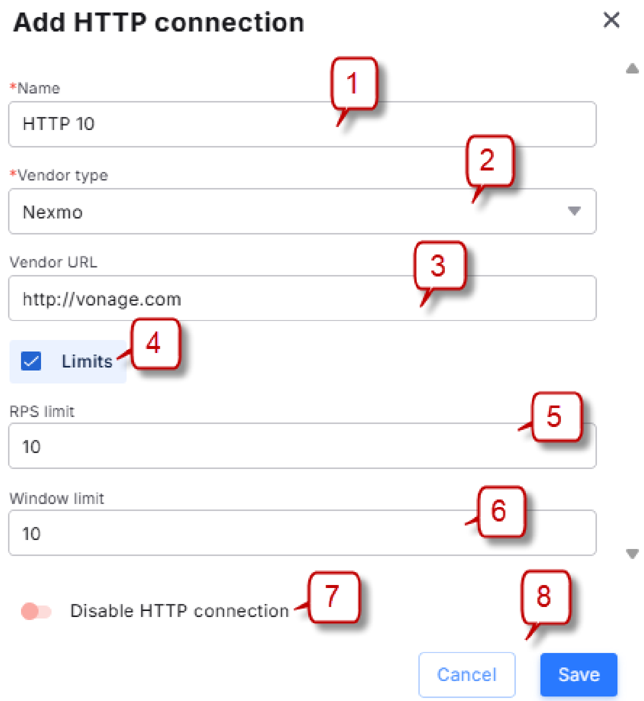
Dialog360 connection

1. *Name*: add an arbitrary connection name.
2. *Vendor type*: Dialog360.
3. *Vendor URL*: the URL supplied by the provider.
4. *Limits*: select the checkbox to specify connection limits.
5. *RPS limit*: Requests per Second limit. Set the maximum number of requests/sessions per second-to limit the load on each connection for each Sender ID of the respective channel.

NOTE: The actual RPS value at the time of sending can be viewed in the *RPS by broadcast* and *RPS timeline for broadcast* reports.

6. *Window limit*: the limit of the message processing pool. The recommended value for this field should not exceed 100.
7. *Disable HTTP connection*: select to disable the connection.
8. Click *Save* to save the record or *Cancel* to discard the settings.

10.3.10 Nexmo



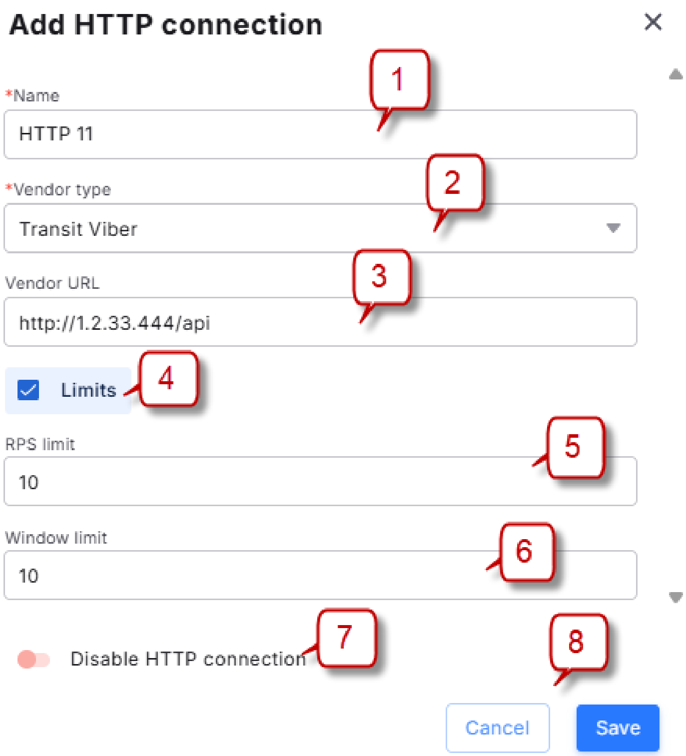
Nexmo connection

1. *Name*: add an arbitrary connection name.
2. *Vendor type*: Nexmo.
3. *Vendor URL*: the URL supplied by the provider.
4. *Limits*: select the checkbox to specify connection limits.
5. *RPS limit*: Requests per Second limit. Set the maximum number of requests/sessions per second-to limit the load on each connection for each Sender ID of the respective channel.

NOTE: The actual RPS value at the time of sending can be viewed in the *RPS by broadcast* and *RPS timeline for broadcast* reports.

6. *Window limit*: the limit of the message processing pool. The recommended value for this field should not exceed 100.
7. *Disable HTTP connection*: select to disable the connection.
8. Click *Save* to save the record or *Cancel* to discard the settings.

10.3.11 Transit Viber



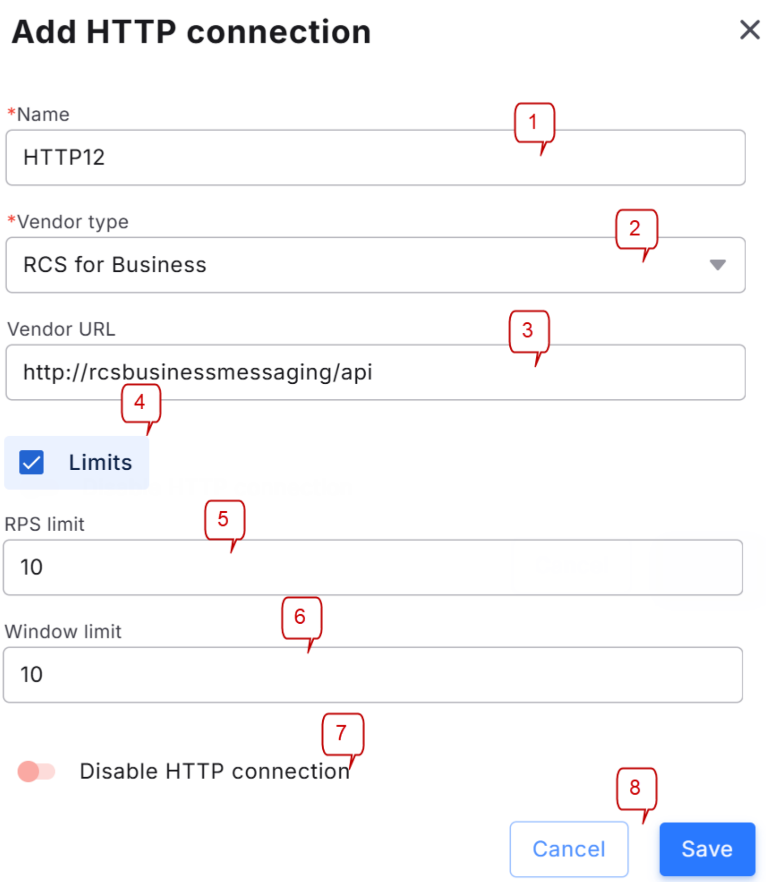
Transit Viber connection

1. *Name*: add an arbitrary connection name.
2. *Vendor type*: Transit Viber.
3. *Vendor URL*: the URL supplied by the provider.
4. *Limits*: select the checkbox to specify connection limits.
5. *RPS limit*: Requests per Second limit. Set the maximum number of requests/sessions per second-to limit the load on each connection for each Sender ID of the respective channel.

NOTE: The actual RPS value at the time of sending can be viewed in the *RPS by broadcast* and *RPS timeline for broadcast* reports.

6. *Window limit*: the limit of the message processing pool. The recommended value for this field should not exceed 100.
7. *Disable HTTP connection*: select to disable the connection.
8. Click *Save* to save the record or *Cancel* to discard the settings.

10.3.12 RCS for Business



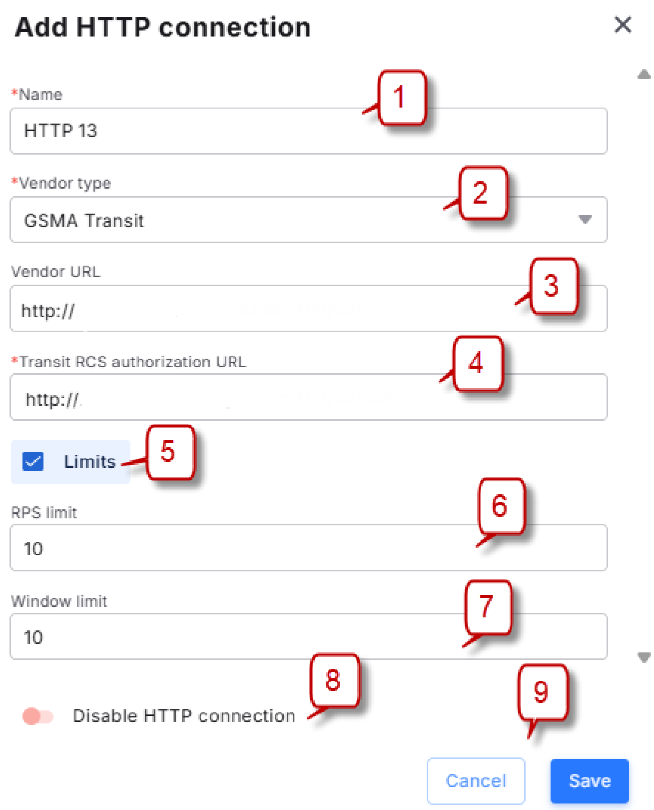
RCS for Business connection

1. *Name*: add an arbitrary connection name.
2. *Vendor type*: RCS for Business.
3. *Vendor URL*: the URL supplied by the provider.
4. *Limits*: select the checkbox to specify connection limits.
5. *RPS limit*: Requests per Second limit. Set the maximum number of requests/sessions per second-to limit the load on each connection for each Sender ID of the respective channel.

NOTE: The actual RPS value at the time of sending can be viewed in the *RPS by broadcast* and *RPS timeline for broadcast* reports.

6. *Window limit*: the limit of the message processing pool. The recommended value for this field should not exceed 100.
7. *Disable HTTP connection*: select to disable the connection.
8. Click *Save* to save the record or *Cancel* to discard the settings.

10.3.13 GSMA Transit



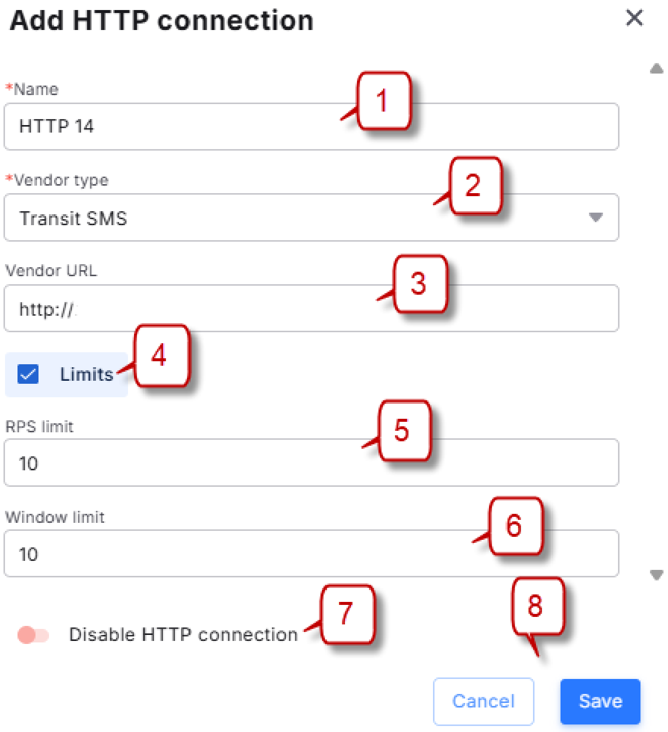
GSMA Transit connection

1. *Name*: add an arbitrary connection name.
2. *Vendor type*: GSMA Transit.
3. *Vendor URL*: the URL supplied by the provider.
4. *Transit RCS authorization URL*: the authorization URL supplied by the provider.
5. *Limits*: select the checkbox to specify connection limits.
6. *RPS limit*: Requests per Second limit. Set the maximum number of requests/sessions per second-to limit the load on each connection for each Sender ID of the respective channel.

NOTE: The actual RPS value at the time of sending can be viewed in the *RPS by broadcast* and *RPS timeline for broadcast* reports.

7. *Window limit*: the limit of the message processing pool. The recommended value for this field should not exceed 100.
8. *Disable HTTP connection*: select to disable the connection.
9. Click *Save* to save the record or *Cancel* to discard the settings.

10.3.14 Transit SMS



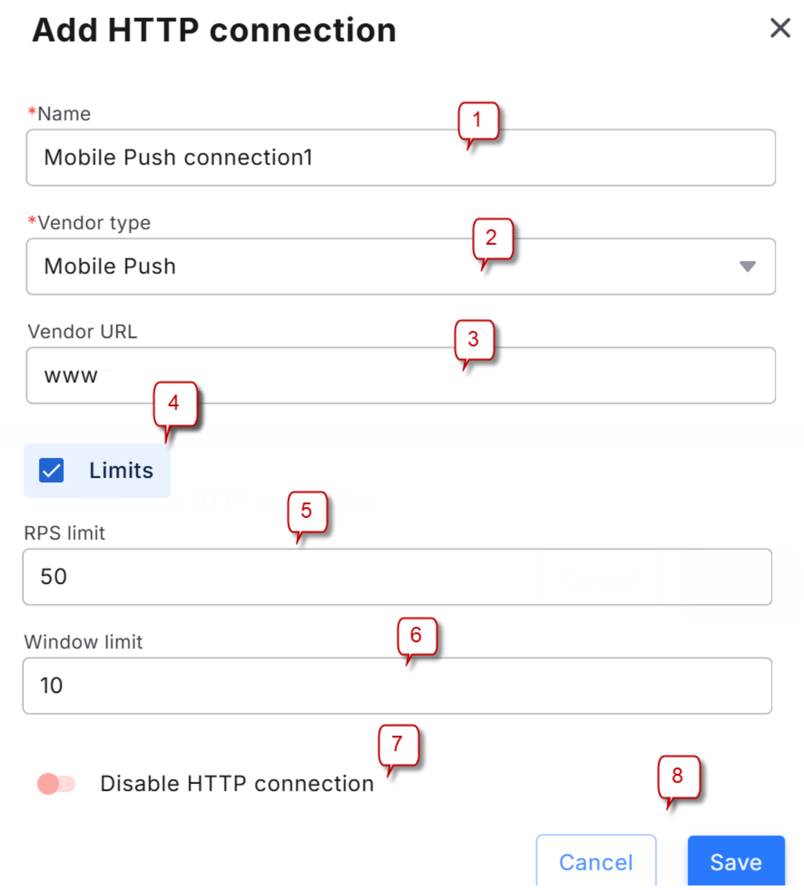
Transit SMS connection

1. *Name*: add an arbitrary connection name.
2. *Vendor type*: Transit SMS.
3. *Vendor URL*: the URL supplied by the provider.
4. *Limits*: select the checkbox to specify connection limits.
5. *RPS limit*: Requests per Second limit. Set the maximum number of requests/sessions per second-to limit the load on each connection for each Sender ID of the respective channel.

NOTE: The actual RPS value at the time of sending can be viewed in the *RPS by broadcast* and *RPS timeline for broadcast* reports.

6. *Window limit*: the limit of the message processing pool. The recommended value for this field should not exceed 100.
7. *Disable HTTP connection*: select to disable the connection.
8. Click *Save* to save the record or *Cancel* to discard the settings.

10.3.15 Mobile Push



Mobile Push connection

1. *Name*: add an arbitrary connection name.
2. *Vendor type*: Mobile Push.
3. *Vendor URL*: the URL supplied by the provider.
4. *Limits*: select the checkbox to specify connection limits.
5. *RPS limit*: Requests per Second limit. Set the maximum number of requests/sessions per second-to limit the load on each connection for each Sender ID of the respective channel.

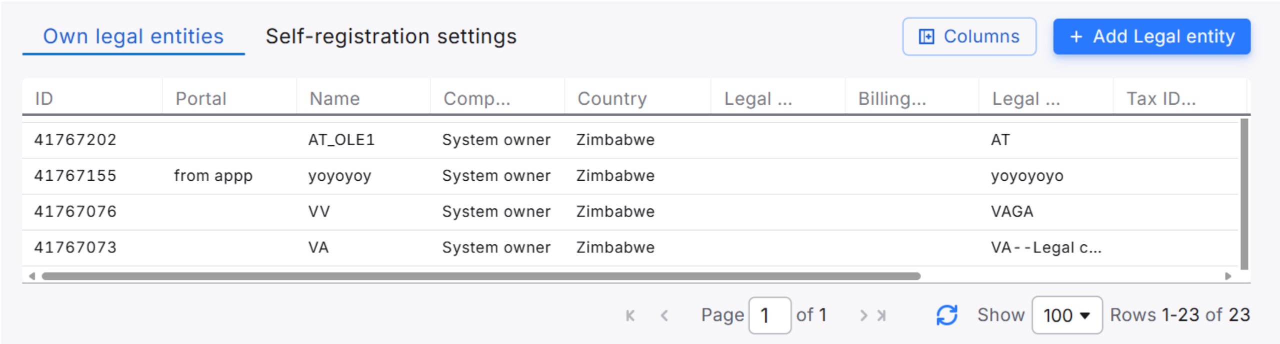
NOTE: The actual RPS value at the time of sending can be viewed in the *RPS by broadcast* and *RPS timeline for broadcast* reports.

6. *Window limit*: the limit of the message processing pool. The recommended value for this field should not exceed 100.
7. *Disable HTTP connection*: select to disable the connection.
8. Click *Save* to save the record or *Cancel* to discard the settings.

10.4 Own legal entities

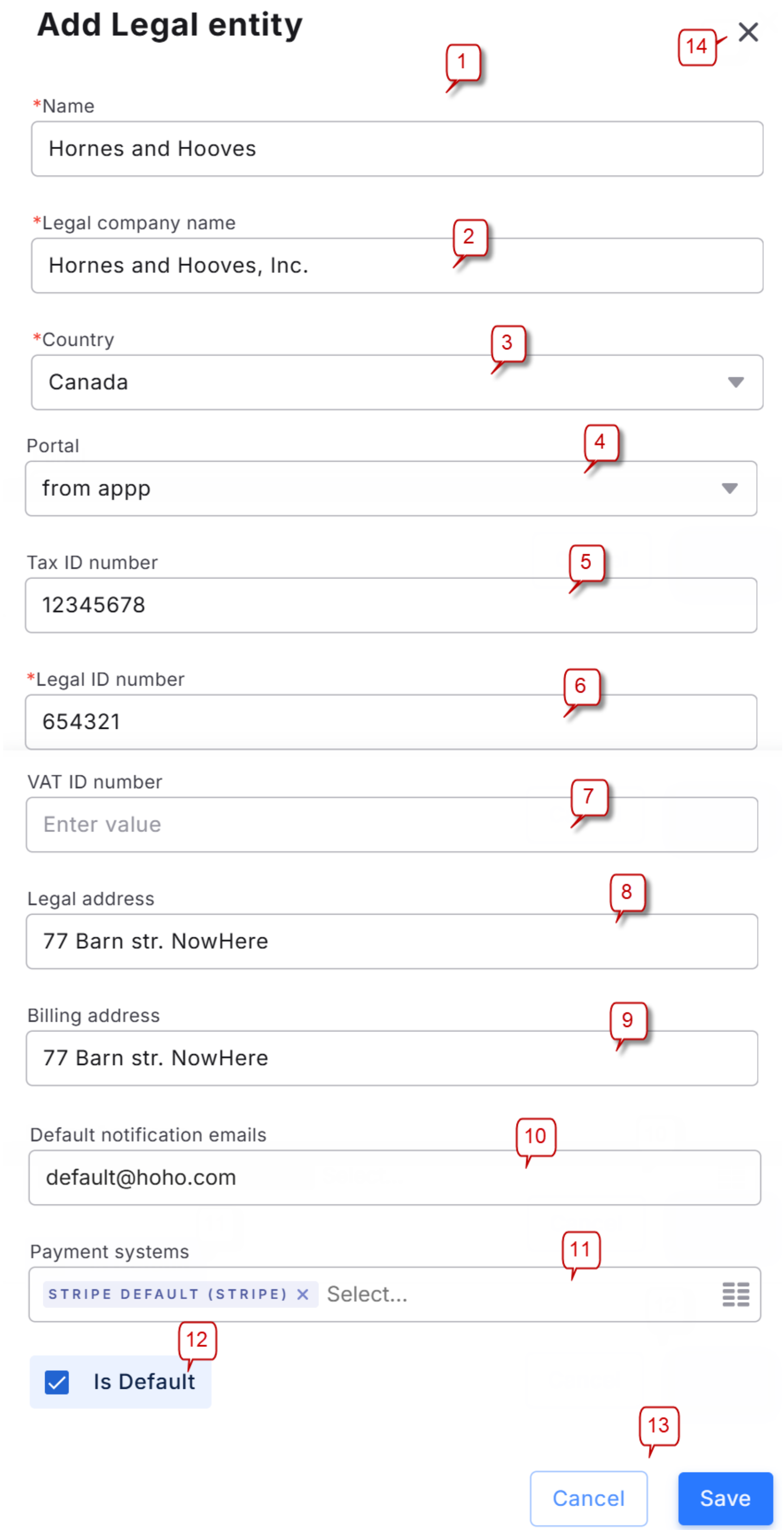
The *Settings\Own legal entities* interface serves to view and configure the System owner's legal entities. It consists of two tabs: *Own legal entities* and *Self-registration settings*.

10.4.1 Own legal entities



Own legal entities tab

Click *Add Legal entity* to add a new record. Proceed as detailed below.

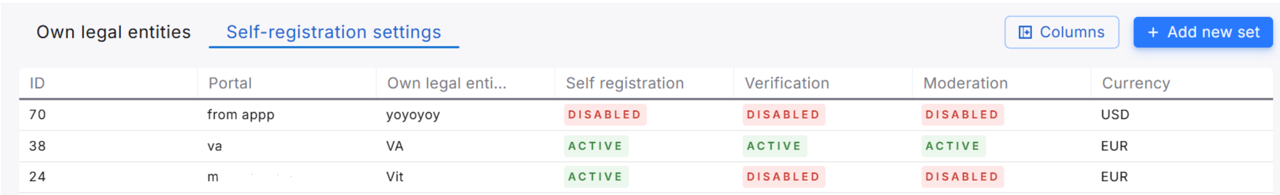


Add Legal entity

1. *Name*: add the name that will be displayed in the table of legal entities.
2. *Legal company name*: supply the official company name.

3. *Country*: country of registration.
4. *Portal*: select a portal created in Portals. If none are created, you can create and associate it with the legal entity later.
5. *Tax ID number*: an identifying number used for tax purposes.
6. *Legal ID number*: registration number of the legal entity in the country of registration.
7. *VAT ID number:* ID for EU-registered companies.
8. *Legal address*: the address where the legal entity is registered.
9. *Billing address*: the address that the invoice is sent to.
10. *Default notification emails*: email of the user who will receive System event notifications.
11. *Payment systems*: payment systems associated with the legal entity. Payment systems are crated in the Settings\Payments systems 217 interface.
12. *Is default*: the default legal entity is selected by default in all legal entity entry forms.
13. Click *Save* to save the record or *Cancel* to discard the settings.
14. Click to close the form.

10.4.2 Self-registration settings

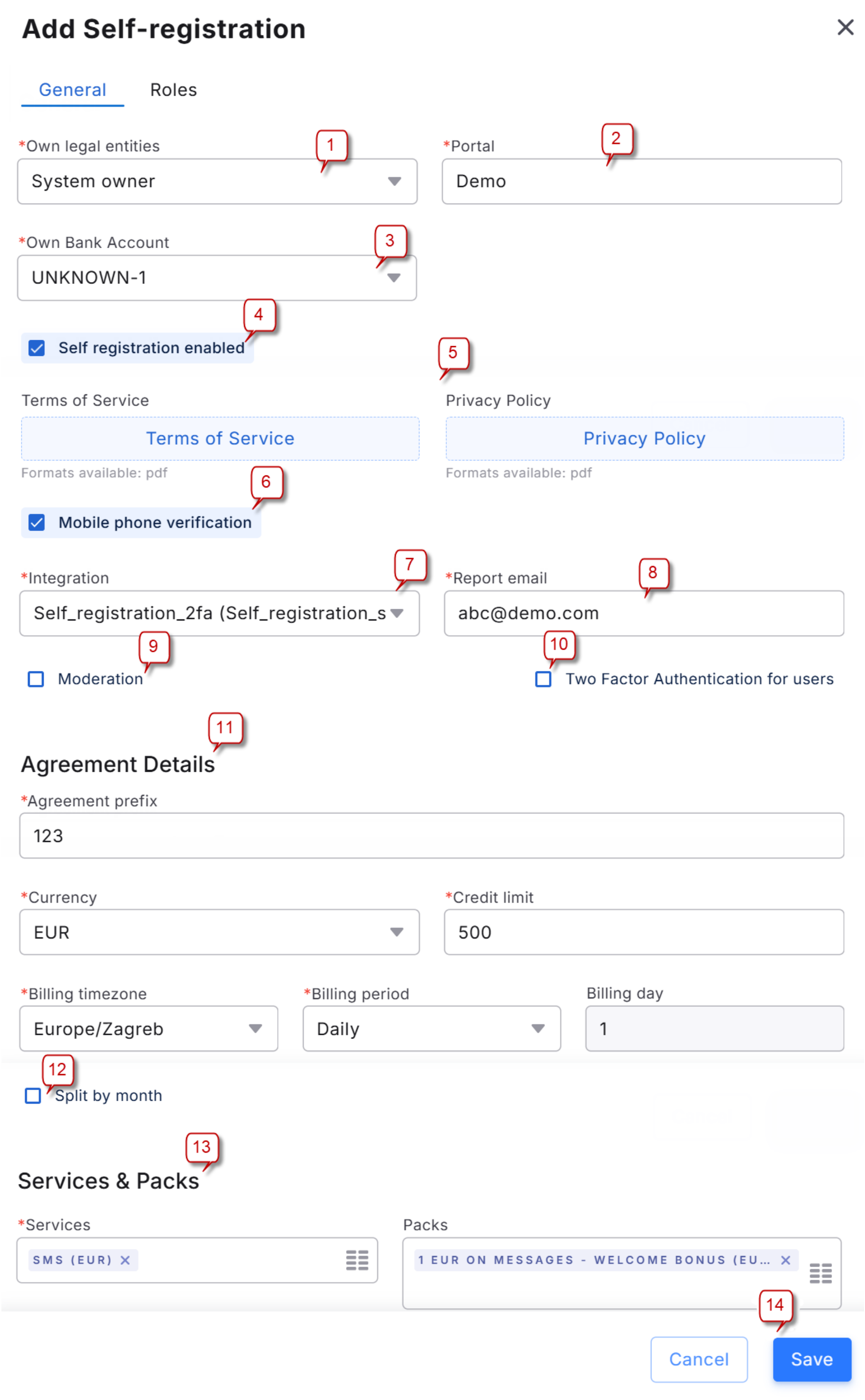

Own legal entities | Self-registration settings | Columns | + Add new set

ID	Portal	Own legal enti...	Self registration	Verification	Moderation	Currency
70	from appp	yoyoyoy	DISABLED	DISABLED	DISABLED	USD
38	va	VA	ACTIVE	ACTIVE	ACTIVE	EUR
24	m	Vit	ACTIVE	DISABLED	DISABLED	EUR

Self-registration settings tab

Click *Add new set* to add self-registration and proceed as detailed below.

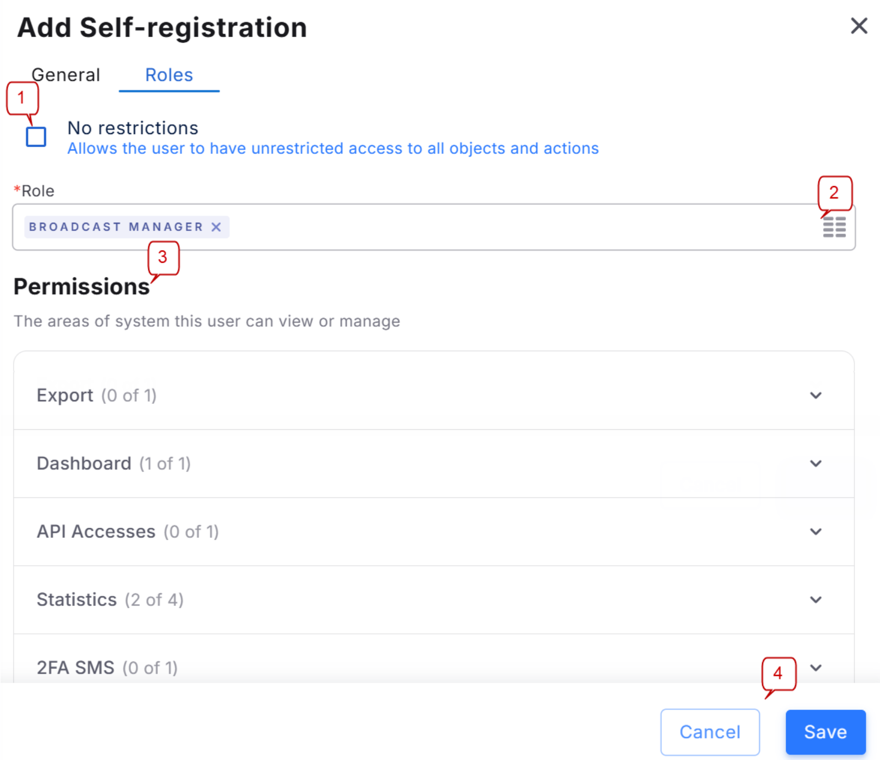
The *Add Self-registration* form consists of two tabs: *General* and *Roles.*



Add Self-registration (General tab)

1. *Own legal entities*: select the System owner's legal entities.
2. *Portal*: select a portal created in Portals.
3. *Own Bank account*: select Own Bank account created in the Settings\Own bank accounts 214 interface.
4. *Self-registration enabled*: select the checkbox to enable self-registration.

5. *Terms of service*, *Privacy Policy*: upload the Terms of Service and the Privacy Policy in pdf.
6. *Mobile phone verification*: select the checkbox to enable mobile phone verification.
7. *Integration*: select integration created in the 2FA interface 211.
8. *Report email*: enter the report email.
9. *Moderation*: select the checkbox to enable moderation.
10. *Two Factor Authentication for users*: select the checkbox to enable two-factor authentication for users.
11. *Agreement details*: provide the agreement details (*Agreement prefix, Currency, Credit limit, Billing timezone, Billing period, Billing day*).
12. *Split by month*: select the checkbox to split the billing period by month.
13. *Services and packs*: select services and packs.
14. Click *Save* to save the changes and proceed to the *Roles* tab or *Cancel* to discard the settings.



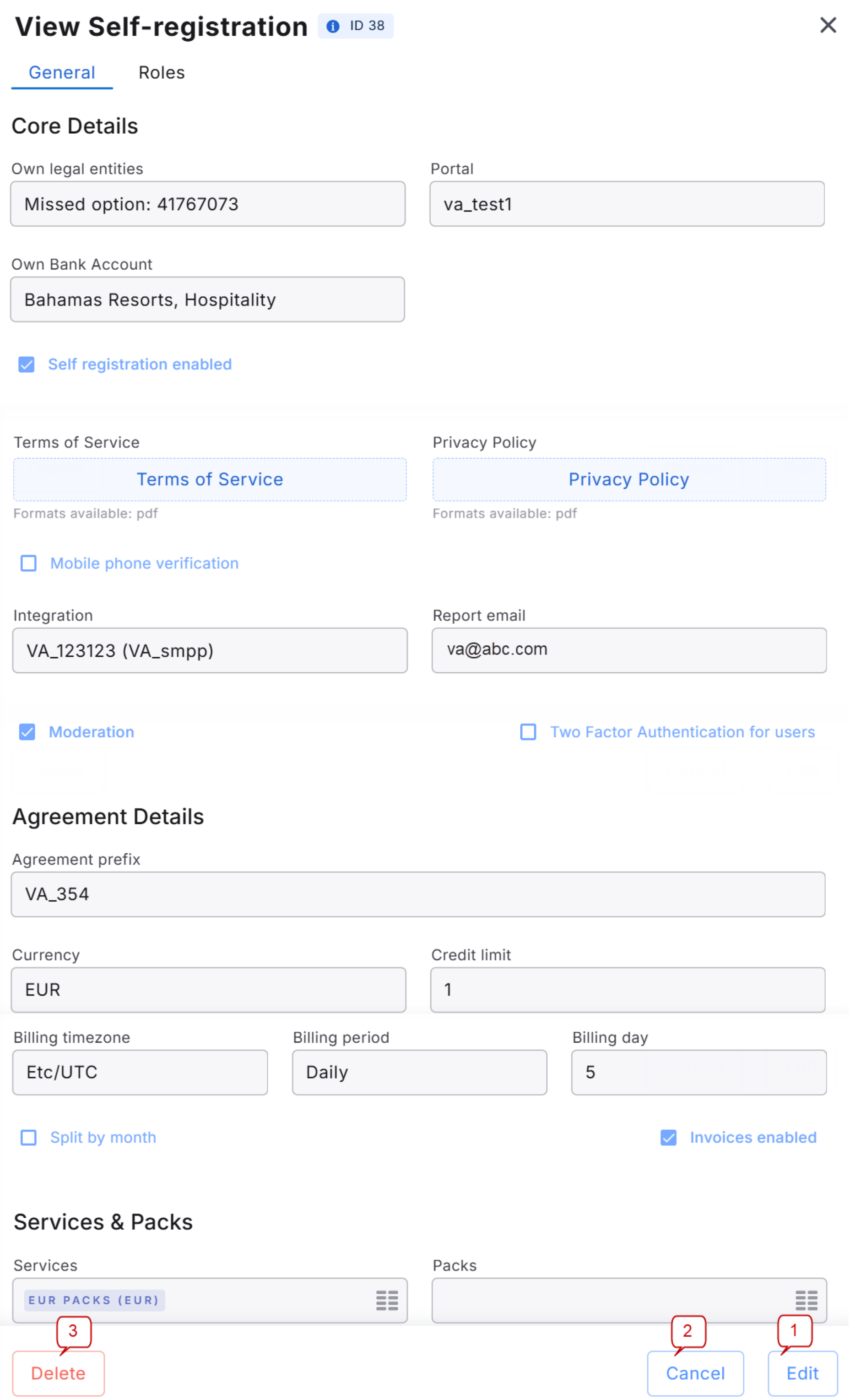
Add Self-registration (Roles tab)

1. *No restrictions*: select for the user to have the *Admin* role and have unrestricted access to all objects and actions.
2. *Role*: select a role from the drop-down list of the available roles.
3. *Permissions:* section with the permissions that will be assigned to the user with this role.

NOTE: The *Role* and *Permissions* controls are available only if *No restrictions* checkbox is unchecked.

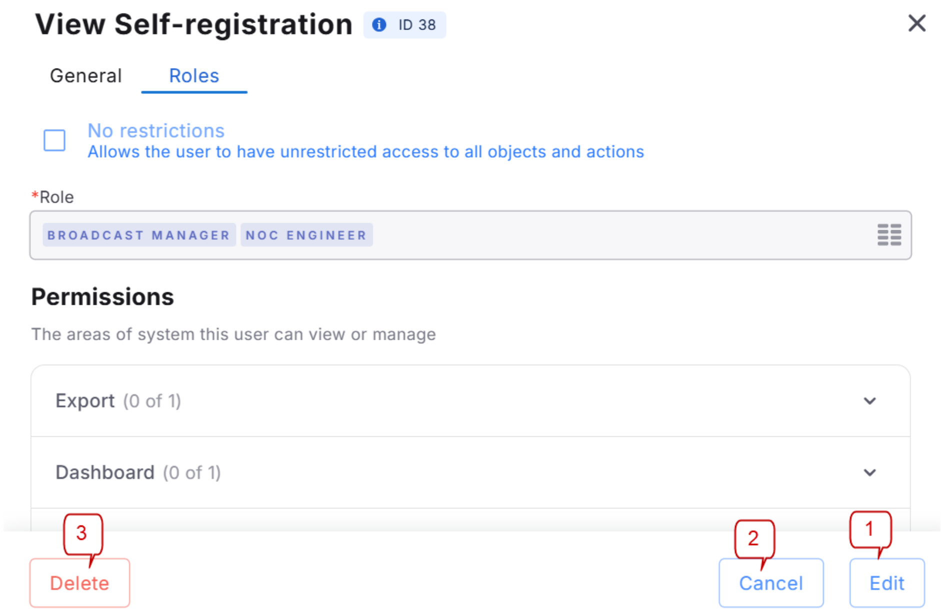
4. Click *Save* to save the changes or *Cancel* to discard the settings.

Double click on the record in the table to view and edit self-registration.



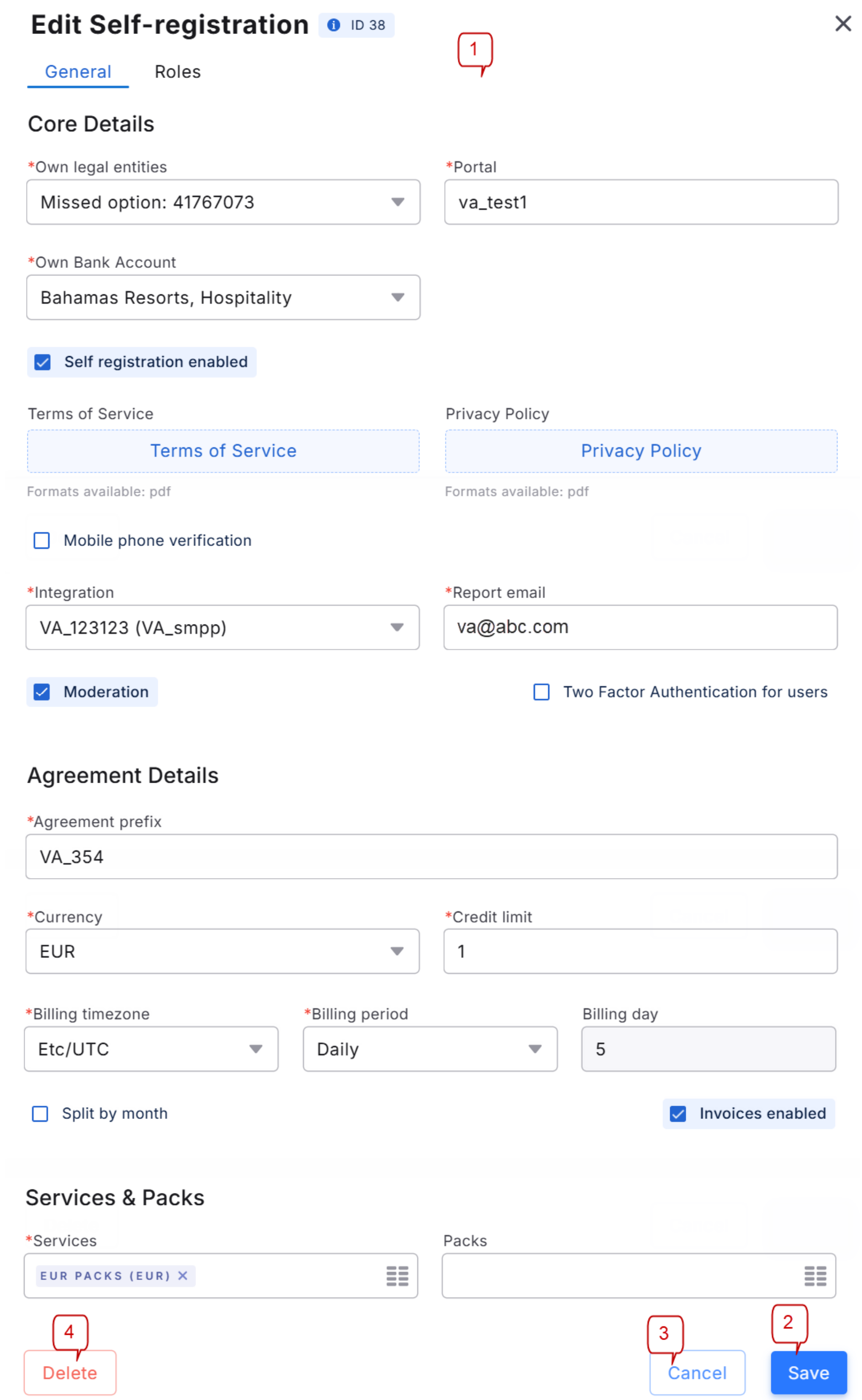
View Self-registration (General tab)

1. Click *Edit* to start editing a Self-registration.
2. Click *Cancel* to return to the *Self-registration settings* page.
3. Click *Delete* to delete a self-registration.



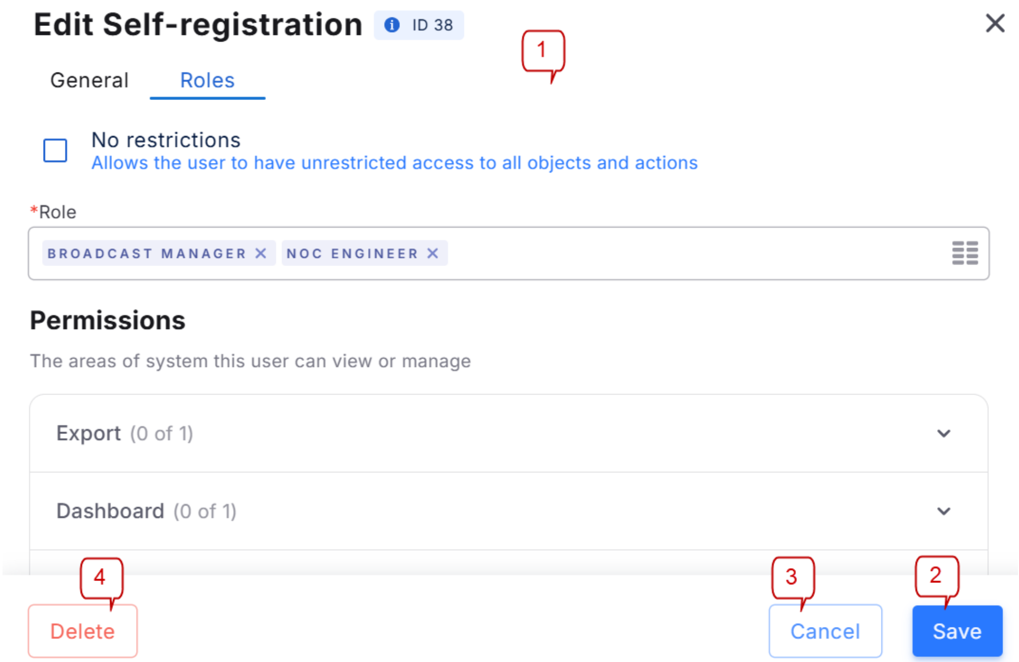
View Self-registration (Role tab)

4. Click *Edit* to start editing the role.
5. Click *Cancel* to return to the *Self-registration settings* page.
6. Click *Delete* to delete a self-registration.



Edit Self-registration (General tab)

1. Edit the record as appropriate.
2. Click *Save* to save the changes.
3. Click *Cancel* to discard the settings.
4. Click *Delete* to delete the self-registration.



Edit Self-registration (Role tab)

1. Edit the record as appropriate.
2. Click *Save* to save the changes.
3. Click *Cancel* to discard the settings.
4. Click *Delete* to delete the self-registration.
5. *No restrictions*: select to assign the *Admin* role (a role without restrictions) to a user.

NOTE: Permissions are not editable and are updated together with the *Role*.

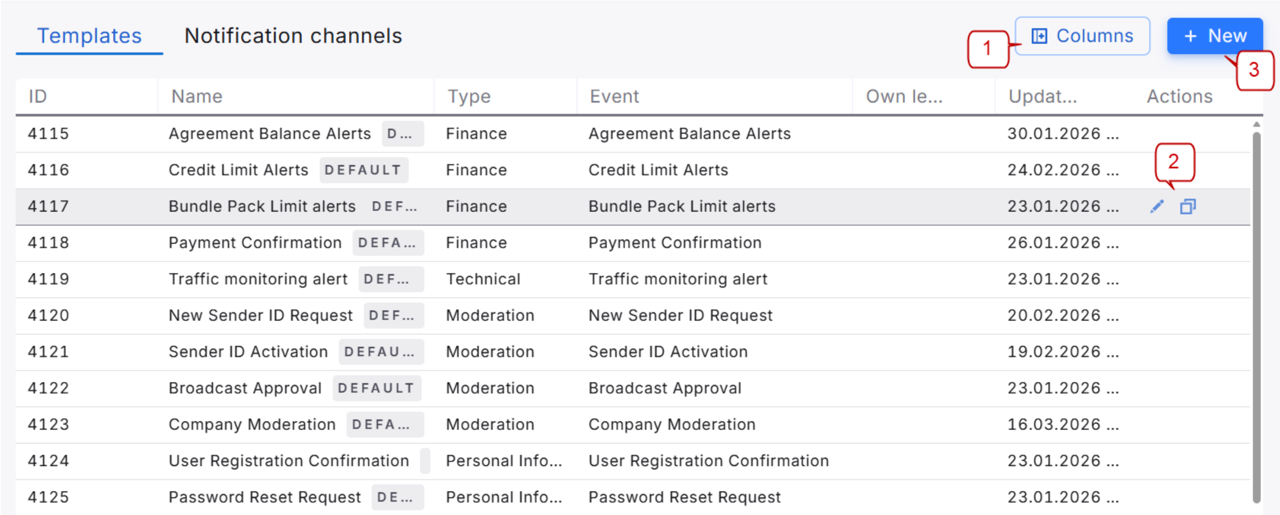
10.5 Notification and Mail Settings

The *Notification and Mail Settings* interface serves to manage notifications and notification channels. The System automatically generates notification emails when an event occurs and sends them to recipients. The interface consists of two tabs: Templates 197 and Notification Channels 205.

10.5.1 Templates

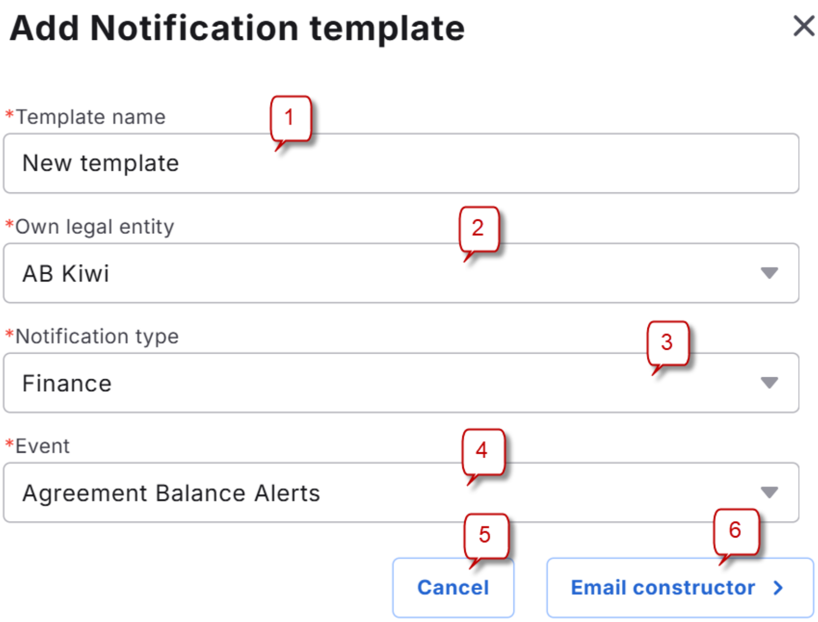
The *Templates* tab serves to manage email templates. A personalized template for each event can be created for each legal entity of the System owner's company.

By default, the System provides templates for all supported events. These templates apply to all of the company's *Own legal entities* and will be sent by the System in case a trigger event occurs with a reseller/client or in the system. If a customized template on behalf of a specific legal entity is needed, a separate template shall be created and assigned the value of that legal entity. In this case, the customized notification will be sent to clients/partners of that legal entity, and the default notification will be sent to clients/partners of other legal entities. Each legal entity can only have one template for one event.



Templates

1. Click to customize the display of columns.
2. Click ✎ to edit a template or ⧉ to copy it.
3. Click to create a new template and proceed as detailed below.



Add Notification template

1. *Template name*: specify the name of a template.
2. *Own legal entity*: select the company that the template will be created for.
3. *Notification type*: a larger group of notifications that combines several related events. Select the notification type from the drop-down list. The following template types are available:
    - *Finance*: notifications related to financial operations;
    - *Technical*: notifications related to connection errors;

- *Moderation*: notifications related to registration/rejection of Sender ID/ WhatsApp template;
- *Personal Information*: notifications related to registration/change of password.

NOTE: Template types are labeled as *Default* if used for notification to all own legal entities. Notifications without labels are sent only to the clients of the specified *Own legal entity*.

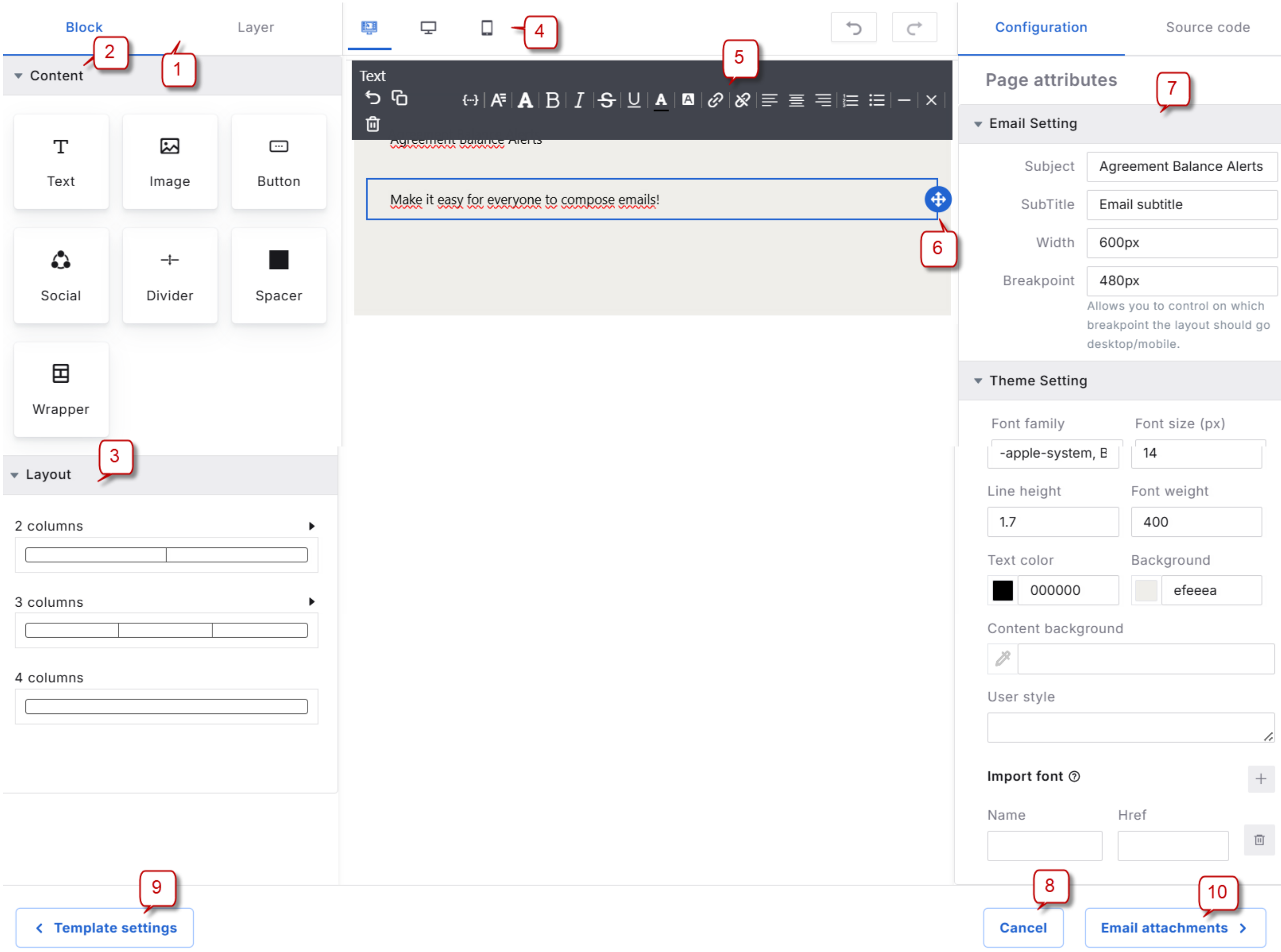
4. *Event*: trigger event for the notification process. Select the event from the drop-down list. The following trigger events are available in the System:
   - *Agreement Balance Alerts*: emails notifying about a low balance of the partner account (Hello, {{name}}! Your account balance for agreement {{agreement_code}} has reached the threshold {{threshold}}! Please check your account to avoid service interruptions.);
   - *Credit Limit Alerts*: mails notifying about a low credit limit of the partner account (Hello, {{name}}! Your credit limit for agreement {{agreement_code}} has reached the threshold {{threshold}}! Please check your account to avoid service interruptions.);
   - *Bundle Pack Limit alerts*: mails notifying about low Bundle Pack balance (Hello, {{name}}! The number of unique recipients in your bundle pack enable_id={{bundle_enabled_id}} has reached the threshold {{threshold}}! Please check your account to avoid service interruptions.);
   - *Payment Confirmation*: mails notifying about received payments (Hi, {{name}}! Your payment in the amount of {{payment_currency_amount}} {{payment_currency_code}} has been received! Current balance:{{balance}} . Thank you for prompt payment!);
   - *Traffic monitoring alert*: mails notifying about ongoing issues with outbound traffic (Hi, {{name}}! For sender {{.sender_id}}, an outgoing traffic issue has been detected in the last {{.window_size}} minutes.);
   - *New Sender ID Request*: mails notifying about a new Sender ID request from a client (Hello, {{name}}! Request for sender ID {{sender_id}} has been received.);
   - *Sender ID Activation*: mails notifying about Sender ID approval (Hello, {{name}}! Your Sender ID {{.sender_name}} is activated);
   - *Broadcast Approval*: mails notifying about broadcast confirmation (Hello, {{name}}! Your request for broadcast {{broadcast_name}} has been approved. Launch time: {{broadcast_launch_time}}.);
   - *Company Moderation*: mails notifying about moderation being enabled for a company (Hello, {{name}}! This is a notification to inform you that you need to moderate your campaigns by a partner before sending. Thank you!);
   - *User Registration Confirmation*: mails notifying about user registration (Dear {{surname}} {{name}}, Thanks for registering at our portal! Please follow this link: {{registration_link}} and activate your account.);
   - *Password Reset Request*: mails notifying about password reset request (Dear {{name}} {{surname}}, We received a request to reset your password for your {{company_name}} account. To proceed, simply click on the link below: {{password_reset_link}}. If you did not request a password reset, please disregard this email. Your account will remain secure. The link will expire after password change. Thank you!);
   - *Problem Report*: emails notifying about a problem with self-registration (Hi, {{name}}! Registration processing was interrupted by an error: {{.text}}Email for feedback: {{.email}});

- *User invitation*: emails inviting a user to sign up in the System (Hello! You have received an invitation to access {{portal_name}}. Please follow the link to complete the registration process: {{invitation_link}}. The invitation is valid until {{token_expiration_date}}. If you have any questions, please, contact your partner (The template is used to invite a user to complete the registration in the System).

NOTE: Only one template can be created by a legal entity for an event.

5. Click *Cancel* to discard the settings.
6. Click *Email constructor* to configure the email.

The email message constructor allows configuring the message content and layout.



Email message constructor

1. Select *Block* to configure the email message elements, or *Layers* to view the list of elements and switch between them.
2. *Content*: drag&drop an element to add it to the message. The following elements are available:
   a. *Text;*
   b. *Image;*
   c. *Button*: a button with text and link;
   d. *Social*: links to social media;

e. *Divider*: a line that separates the message blocks;

f. *Spacer*: a rectangular shape that separates the message blocks;

g. *Wrapper*: a marked out section in the message that can contain any of the above elements.

3. *Layout*: choose the number of columns to organize the message into.

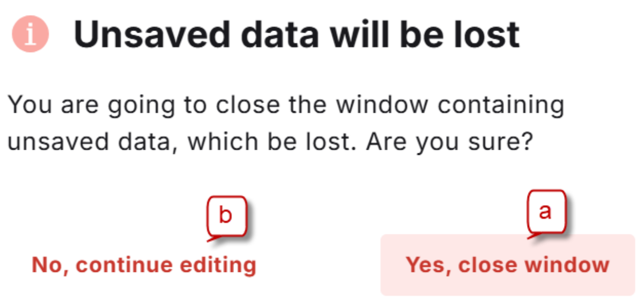
4. See how the message is displayed on different screens. Click for a regular screen, for a wide screen and for a smartphone screen.

5. Use the toolbar to edit the formatting of text elements.

6. Drag&drop the control to move the message element.

7. Configure the properties of the message element as appropriate.

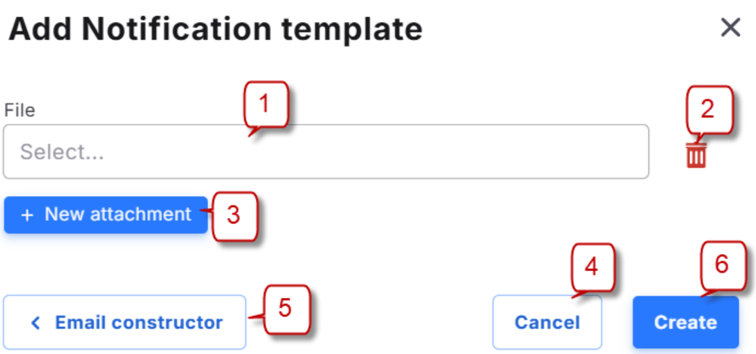
8. Click *Cancel* to discard the email settings. Confirm (a) or discard the action (b) in the *Unsaved data will be lost* panel as detailed in the figure below.



Unsaved data will be lost panel

9. Click *Template settings* to close the constructor and return to the *Add Notification template* form.

10. Click *Email attachments* to add attachments to the notification email.



Add Email attachments

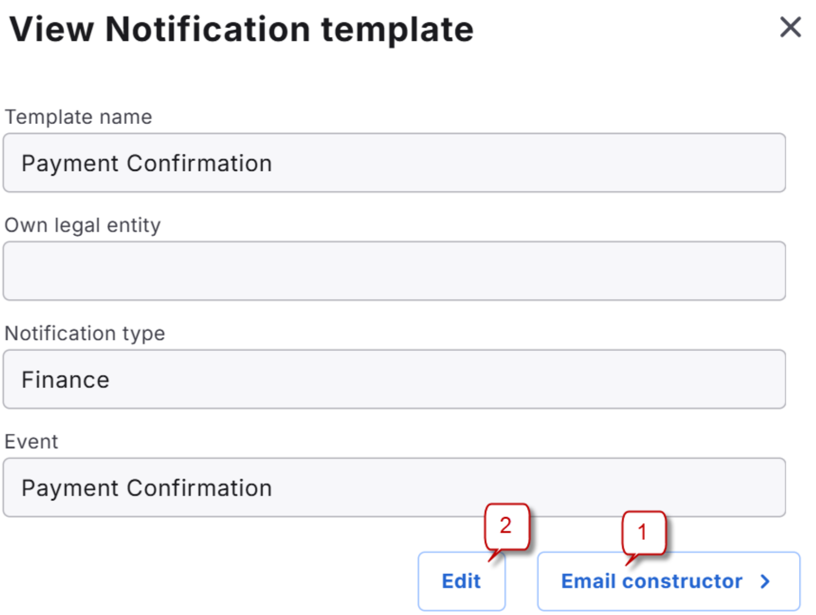
1. *File*: download a file from your device.

2. Click to delete the file.

3. Click to add new attachment.

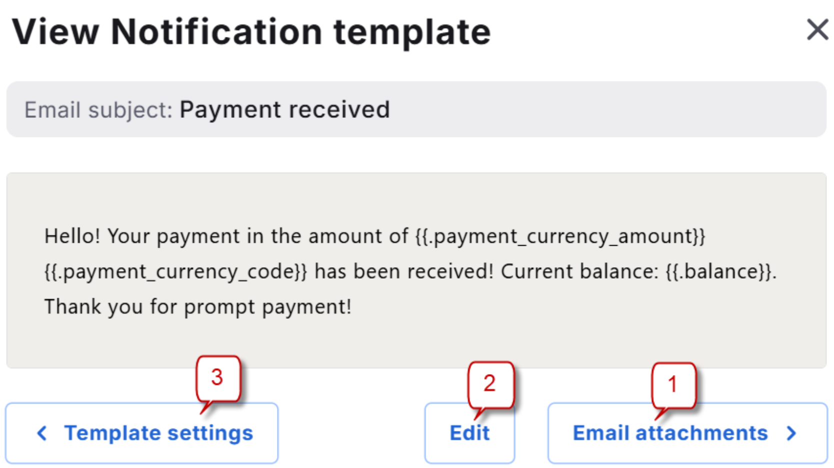
4. Click *Cancel* to discard the email settings.
5. Click to return to the *Email constructor*.
6. Click *Create* to complete the process.

Double click on the record in the table to view a notification template.



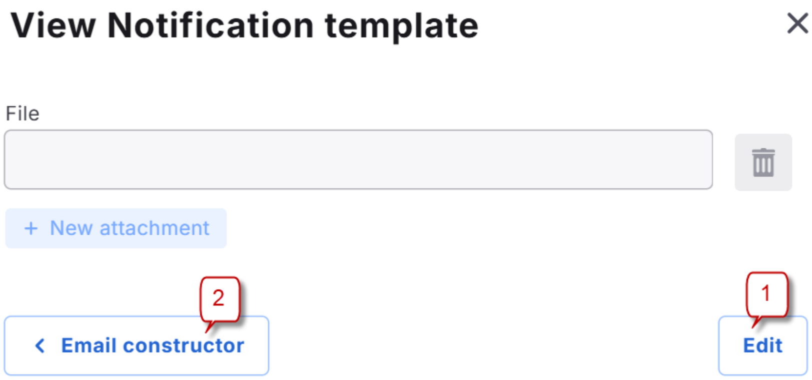
View Notification template (1)

1. Click to view the message in the Email constructor and proceed as detailed in the figure below.
2. Click to edit the template.



View Notification template (2)

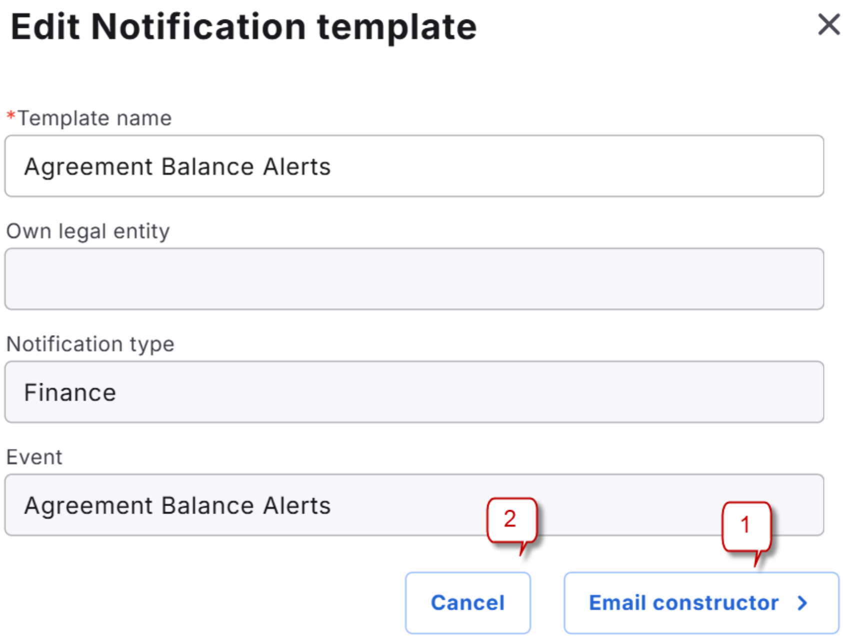
1. Click to view the Email attachments and proceed as detailed in the figure below.
2. Click to edit the text of the email.
3. Click to return to the Template settings panel.



View Notification template (3)

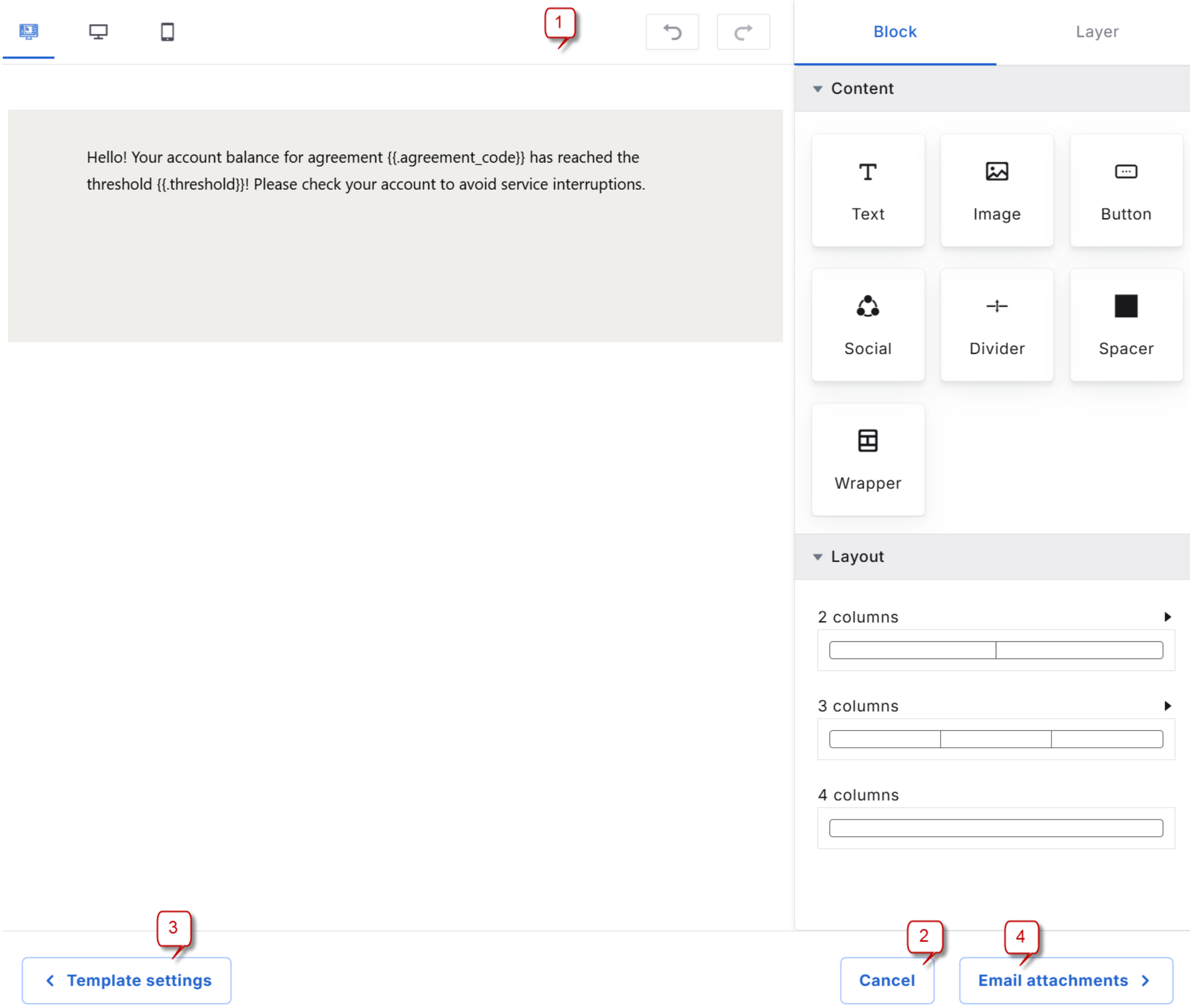
1. Click to edit the attachments.
2. Click to return to the Email constructor.

Click in the Action or *Edit* in the *View Notification* template to edit a template.



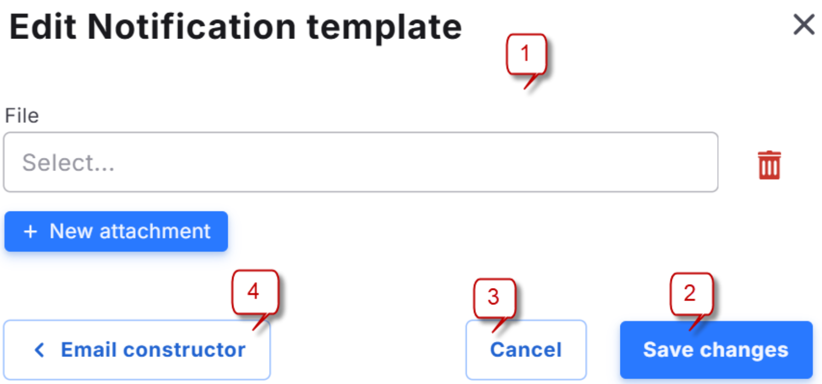
Edit Notification template (1)

1. Click to edit the message in the Email constructor and proceed as detailed in the figure below.
2. Click *Cancel* to close the form and return to the *Templates* table.



Edit Notification template (2)

1. Edit the message as appropriate.
2. Click *Cancel* to close the form and return to the *Templates* table.
3. Click to return to the *Template settings* form.
4. Click to edit the Email attachments and proceed as detailed in the figure below.



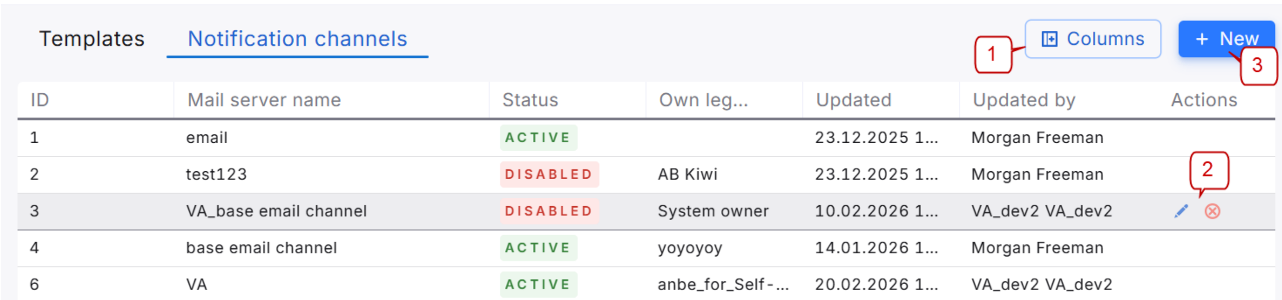
Edit Notification template (3)

1. Edit the attachments as appropriate.
2. Click *Save* to save the changes.
3. Click *Cancel* to discard the settings.
4. Click to return to the Email constructor.

10.5.2 Notification channels

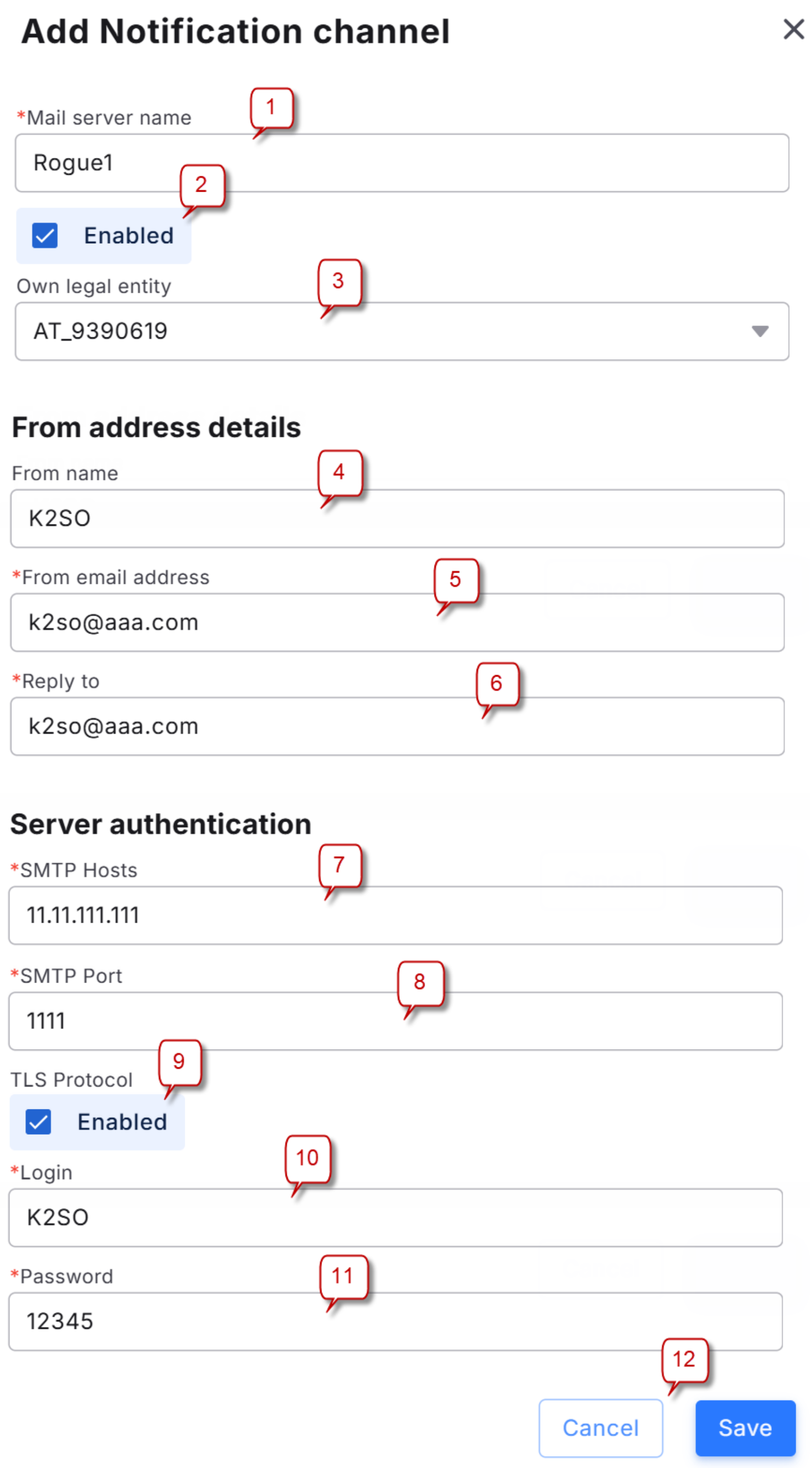
The *Notification channels* tab serves to manage the settings of the mail servers that are used to send notifications. Sender settings are available for each System owner's legal entity.

NOTE: To ensure proper notification sending, it is important to have at least one channel with the *Legal entity* = *All* (empty field) parameter. Notifications will be sent through this channel unless a separate channel has been created for a specific legal entity.



Notifications channels settings

1. Click to customize the display of columns.
2. Click to edit a notification channel or to delete the record.
3. Click to create a new notification channel and proceed as detailed below.

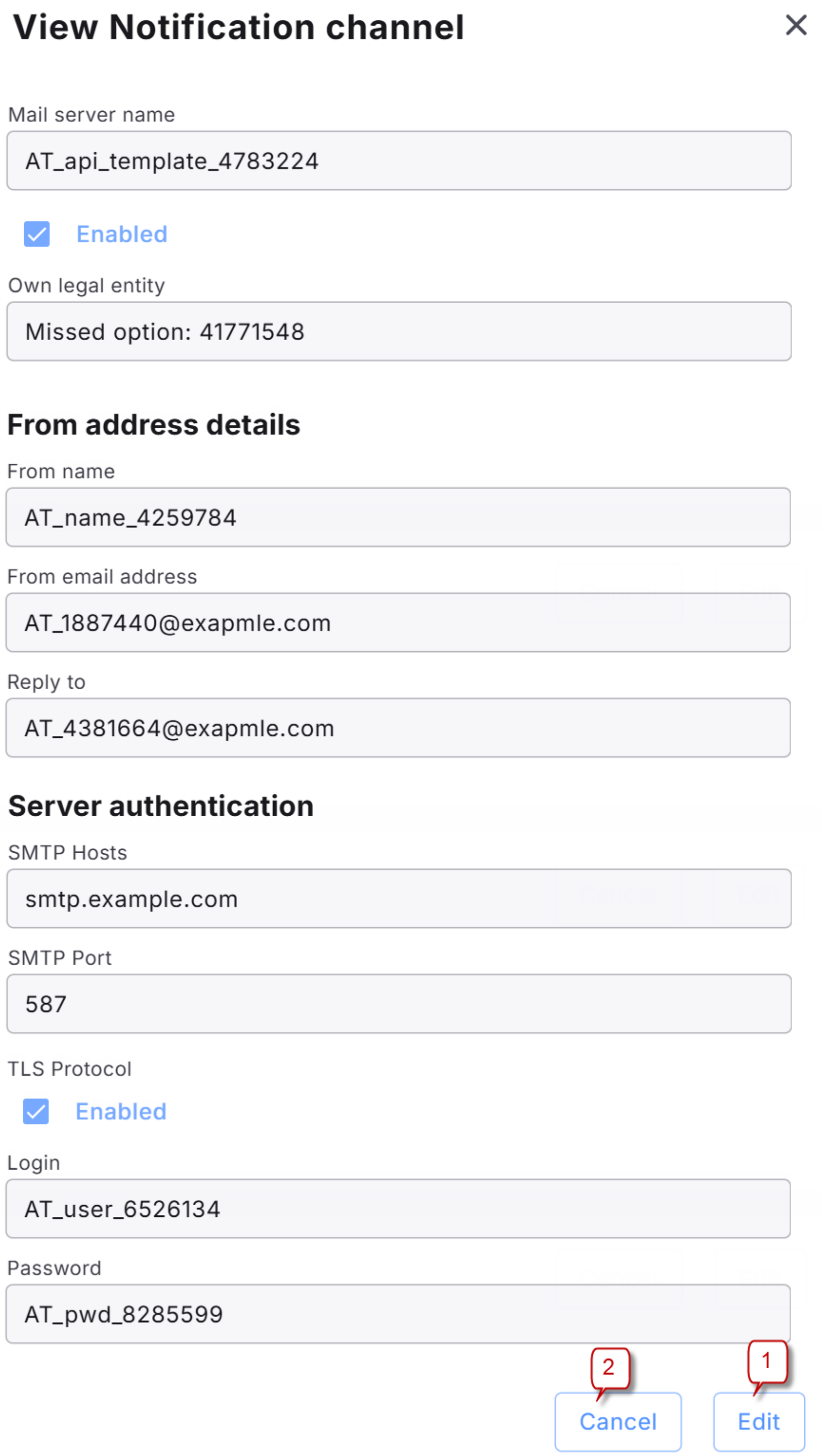


Add Notification channel

1. *Mail server name*: specify the name of a server.
2. *Enabled*: select to activate the server.
3. *Own legal entity*: select the name of the own legal entity that the template will be created for.
4. *From name*: specify the name of the notification sender.
5. *From email address*: specify the email address of the notification sender.

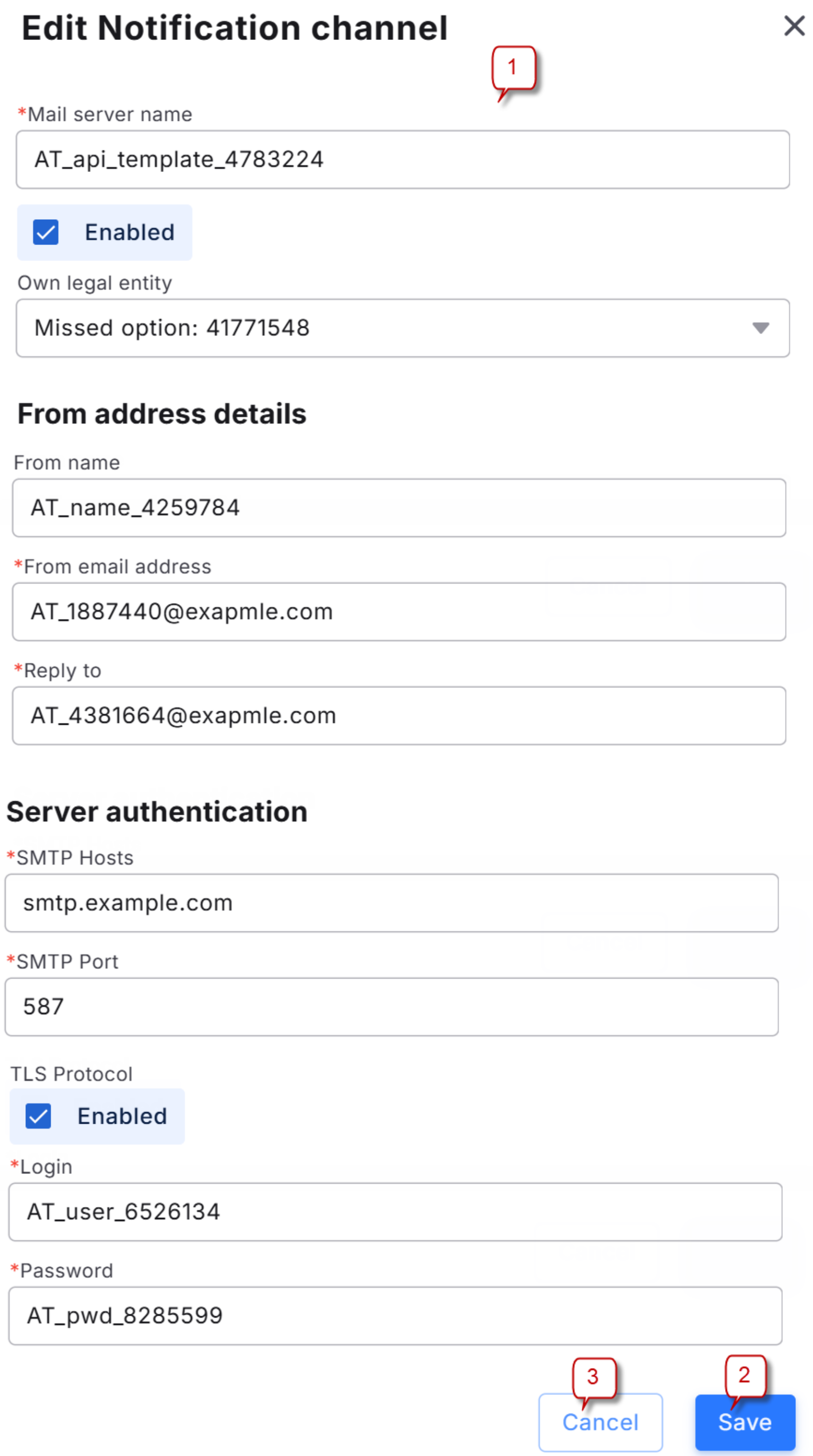
6. *Reply to*: specify the email address that notification replies will be sent to. This may differ from the sender's email address. If the user decides to reply to the email in their mailbox, the email will be sent to this specified address.
7. *SMTP hosts*: specify the mail server's IP address or domain.
8. *SMTP port*: specify the mail server port to be used as communication endpoint.
9. *TLS Protocol Enabled*: select to enable TLS (Transport Layer Security).
10. *Login*: specify the user name for the mail server used for authentication on the SMTP server. The system uses this login to log in to the SMTP server before sending an email.
11. *Password*: specify the password for the mail server that corresponds to the specified user name on the SMTP server. The password is typed in together with the login so that the server can confirm that the System has the right to use this account to send emails.
12. Click *Save* to save the record or *Cancel* to discard the settings.

Click on a record in the table to view the mail server record.



View Notification channel

1. Click *Edit* to start editing the mail server.
2. Click *Cancel* to close the form.



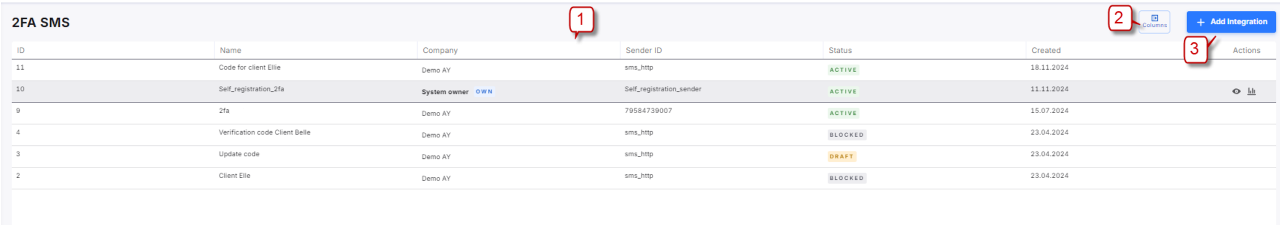
Edit Notification channel

1. Edit the mail server properties as appropriate.
2. Click *Save* to save the changes.
3. Click *Cancel* to discard the settings.

10.6 2FA SMS

The *Settings\2FA SMS* interface serves to configure two-factor authentication services that the System owner can offer its clients (System users). Such two-factor authorization can be integrated in client websites, portals and other services.

The integration created in this section (on the platform side) can also be used to enable two-factor authentication of users/companies in the Client Portal and BackOffice. To configure such integration and get additional instructions, please contact our technical support team.



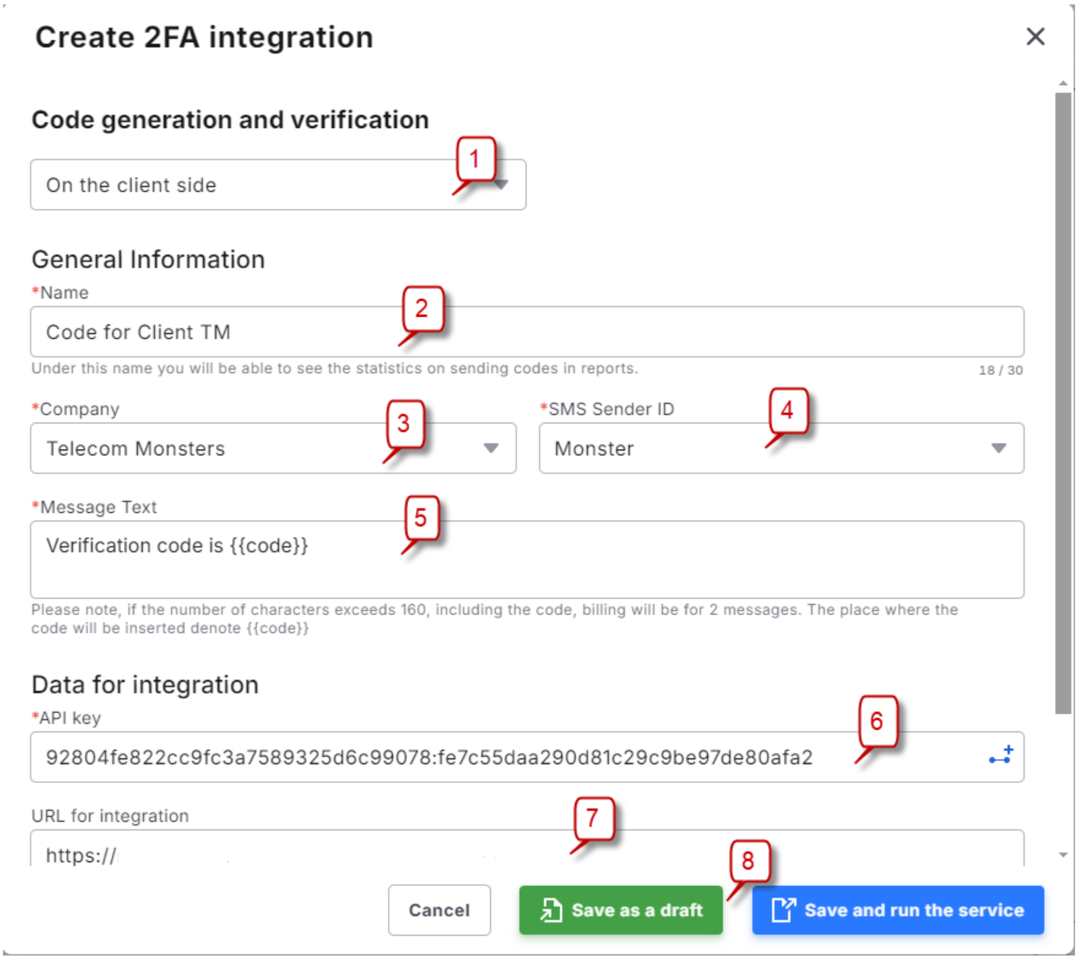
Two-factor authentication

1. The table contains the following parameters:
    a. *ID*: the record ID in the System.
    b. *Name*: the record name.
    c. *Company*: the company that 2FA is related to.
    d. *Sender ID*: the sender ID that is used for sending SMS messages with authentication codes.
    e. *Status*: record status. Possible values include:
        i. *Active*: the record is operative.
        ii. *Draft*: the record is not activated.
        iii. *Blocked*: the record is blocked.
    f. *Created*: the record creation date.
    g. *Actions*: contains the *View* and *Statistic* buttons explained in Edit 2FA integration 212 and Statistics 214 below.
2. Click *Custom view* to customize the display of columns.
3. Click *Add Integration* to add a new 2FA integration record.

NOTE: 2FA Messaging API Workflow is detailed in Appendix 2. 238

10.6.1 Create 2FA integration

Click *Add Integration* and proceed as follows.



Create 2FA integration

1. *Code generation and verification*: select on which side the code will be generated and verified. Possible values include:

   a. *On the platform side*: the code is generated and verified by the System.

   b. *On the client side*: the code is generated and verified on the side of the website\service.

2. *Name*: enter the record name.

3. *Company*: enter the name of the Company.

4. *SMS Sender ID*: select the Sender ID that will be used for sending SMS messages with authentication codes.

5. *Message text*: text of the message in which the code is sent. The code placeholder must be specified as {{code}}.

6. *Data for integration*: *API key.* Click to generate the API key for integration.

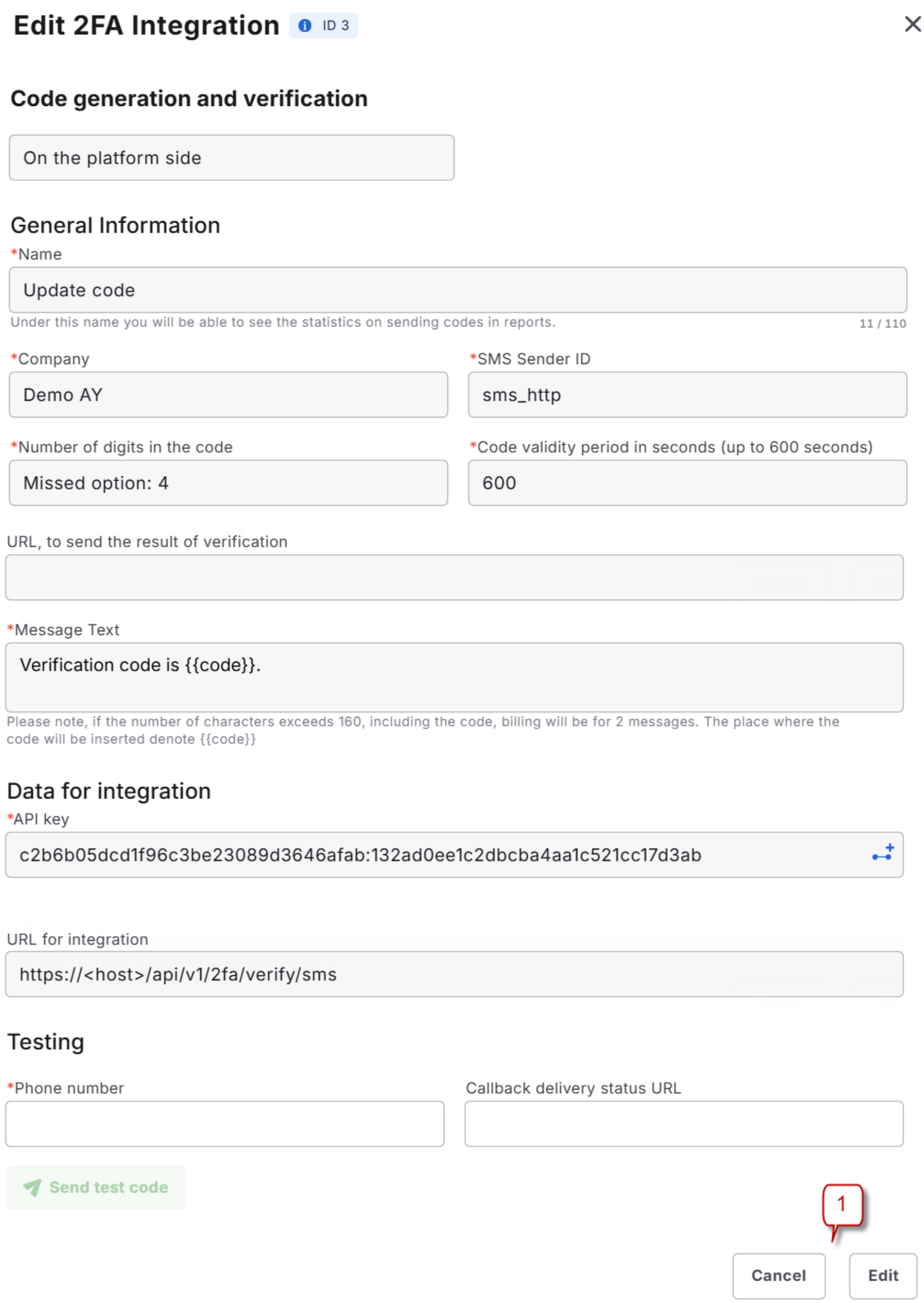
7. *Data for integration*: *URL for integration*. Provide the URL for integration.

8. Click *Save as draft* to save the record in the System, the record will have the status *Draft*. Click *Save and run the service* to make the record operative, the record will have the status *Active*. Click *Cancel* to discard the changes.

NOTE: Once the integration is created, you will be able to run tests.

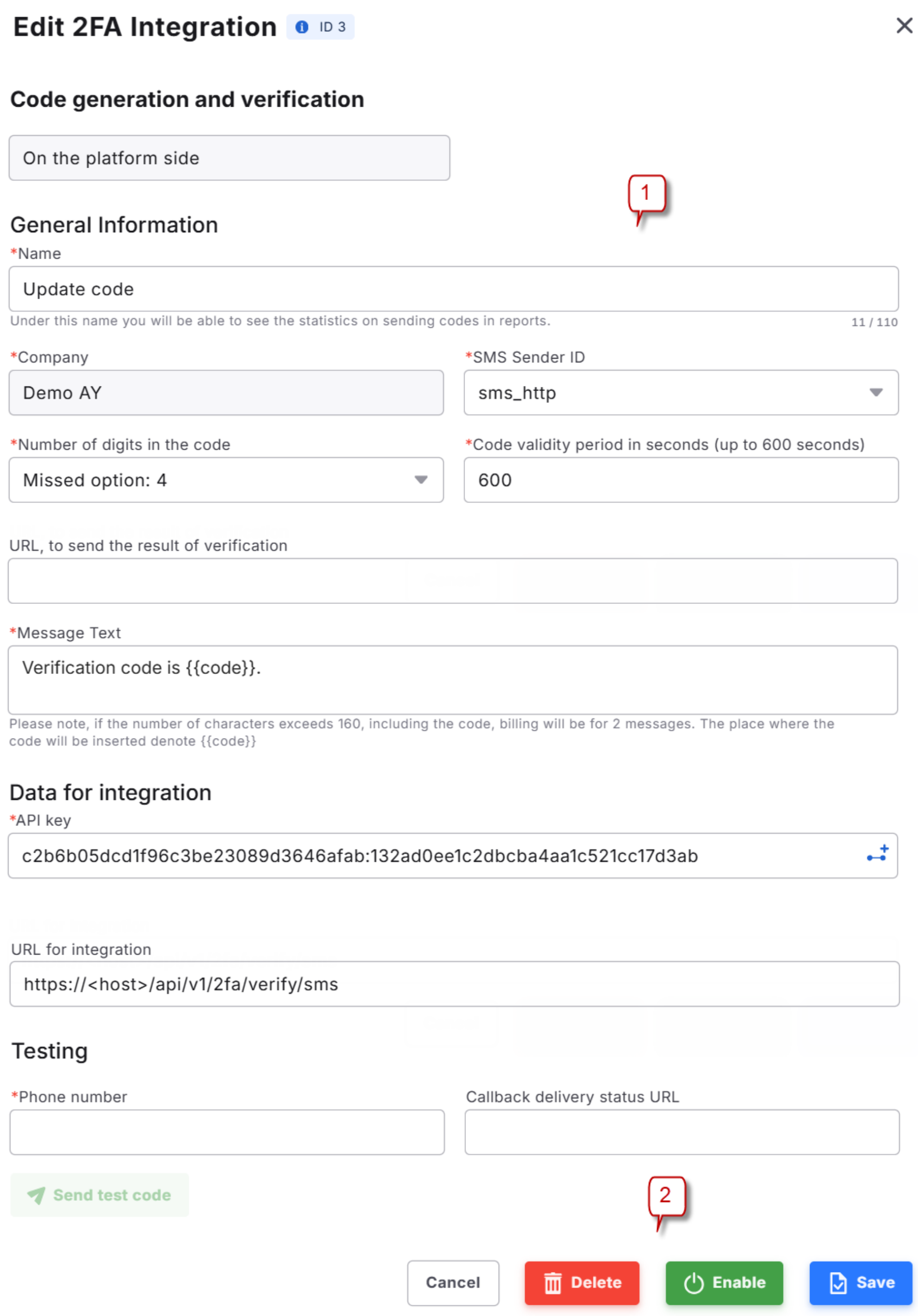
10.6.2 Edit 2FA integration

To edit a record, click *View* in the table and proceed as follows.



Edit 2FA integration (1)

1. Click *Edit* to start editing the record or *Cancel* to close the form.



Edit 2FA integration (2)

1. Edit the details as appropriate.

2. If the record is in the *Active* status, click *Disable* to block the record. That changes the status in the table to *Blocked*. Click *Delete* to remove the record. Click *Save* to save the changes and close the form or *Cancel* to discard the settings.

NOTE: If the record was in the *Draft* or *Blocked* status the button is replaced with *Enable*, by clicking it you make the record operative and its status becomes *Active*.

10.6.3 Statistics

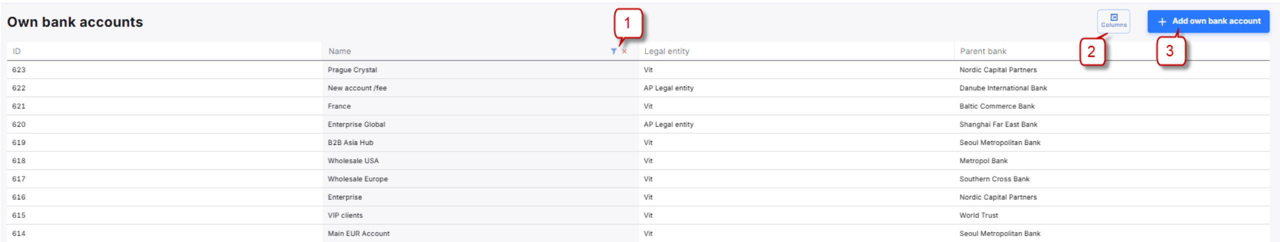
Select a record in the table and click *Statistics* to view the statistics on the delivery of two-factor authentication messages for this integration.

Statistics

1. Select the period for which the statistics must be displayed.
2. Select the data that must be shown. Possible values are:
   a. *General*: sent and delivered messages and the average delivery time.
   b. *By operator*: sent and delivered messages by operator.
   c. *By country*: sent and delivered messages by country.
3. Use the slider to zoom in on a shorter timeframe within the period set in step 1.
4. Click *Download EDR* to download the EDR for the specified period.
5. Click  to refresh the chart.

10.7 Own bank accounts

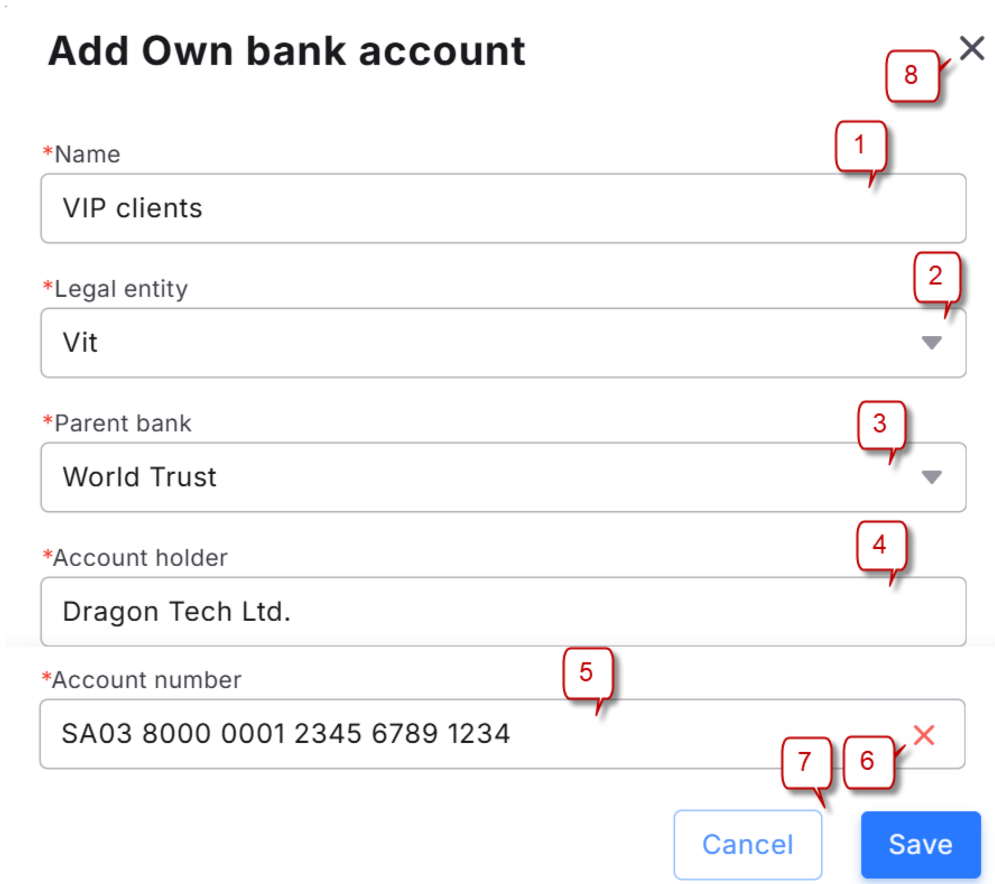
The *Settings\Own bank accounts* interface serves to display System owner's bank accounts. Tenants can view and configure bank accounts for their legal entities that were created independently. Resellers can view and configure bank accounts created independently or assigned by their tenants. The data is used when creating Agreements and can also be used in invoices.



Own bank accounts

1. Click to filter the records.
2. Click to customize the display of columns.
3. Click to add an own bank account and proceed as described below.

Click *Add own bank account* to add a new own bank account.



Add Own bank account

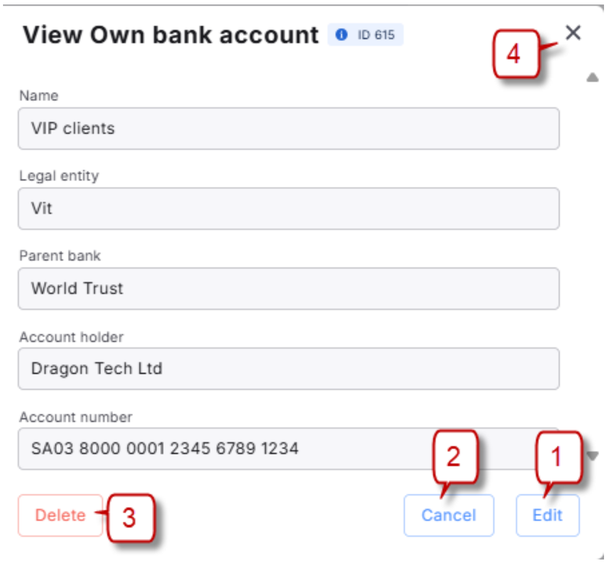
1. *Name*: short name to be displayed in the System interfaces.
2. *Legal entity*: legal entity of the reseller/tenant. Select a legal entity from the drop-down list of legal entities created in the Own legal entity interface.
3. *Parent bank*: the financial institution that maintains the account. Select a bank from the drop-down list of banks created in the Account management\Banks 83 interface.

NOTE: The drop-down list consisting of banks specified by the tenant is available for resellers.

4. *Account holder*: the beneficiary name (individual or company) as registered in the bank.

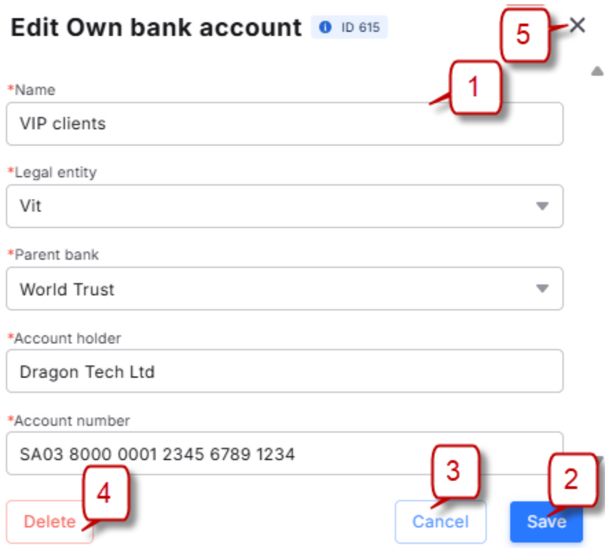
5. *Account number*: unique bank account number.
6. Click to clear a field.
7. Click *Save* to save the profile or *Cancel* to discard the changes.
8. Click to close the form.

Click on a record in the table to view Own bank account.



View Own bank account

1. Click *Edit* to start editing a profile.
2. Click *Cancel* to close the form.
3. Click *Delete* to delete a bank profile. Confirm before the record is permanently deleted (see the figure below).
   a. Click *Delete record* to confirm the deletion.
   b. Click *Cancel* to cancel the deletion.
4. Click to close the form.



Edit Own bank account

1. Edit the information as appropriate.
2. Click *Save* to save the changes and return to the *Own bank accounts* interface.
3. Click *Cancel* to discard the changes.
4. Click *Delete* to delete the record.
5. Click to close the form.

NOTE: If assigned full permissions the *Own bank accounts* interface is available at all levels: for tenants and resellers.

10.8 Payment systems

The *Settings/Payment systems* interface serves to configure payment systems. It displays the list of payment systems that were created at the current reseller or tenant level.

At least one payment system may be assigned to *Own legal entity*. This payment system will be available to the clients for balance top-up in the System. If no payment system is assigned to the tenant/reseller's own legal entity, then client companies working in the System with the legal entity will not be able to top up their balance.

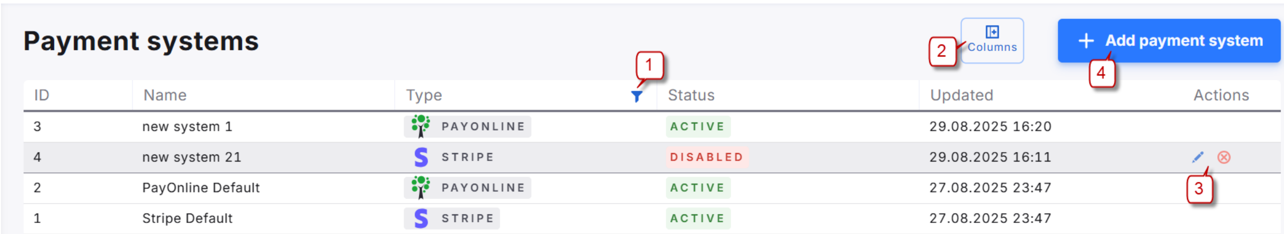
NOTE: At each reselling level in the *Own legal entities* interface, only the payment systems that were created by the user's company can be assigned to legal entities.

The Payment system may charge payment fee when topping up balance. Payment fee can be deducted from Client or from the System owner as pre-configured in the *Deduct payment fee from* control.

In case the payment fee is charged to the Client, the fee is subtracted from the balance of the agreement in the System, i.e. the balance will be less than the amount initially indicated in the System *Balance top-up* window. The amount of this fee is not known in advance, it is specified by the Payment system and is independent of the platform.

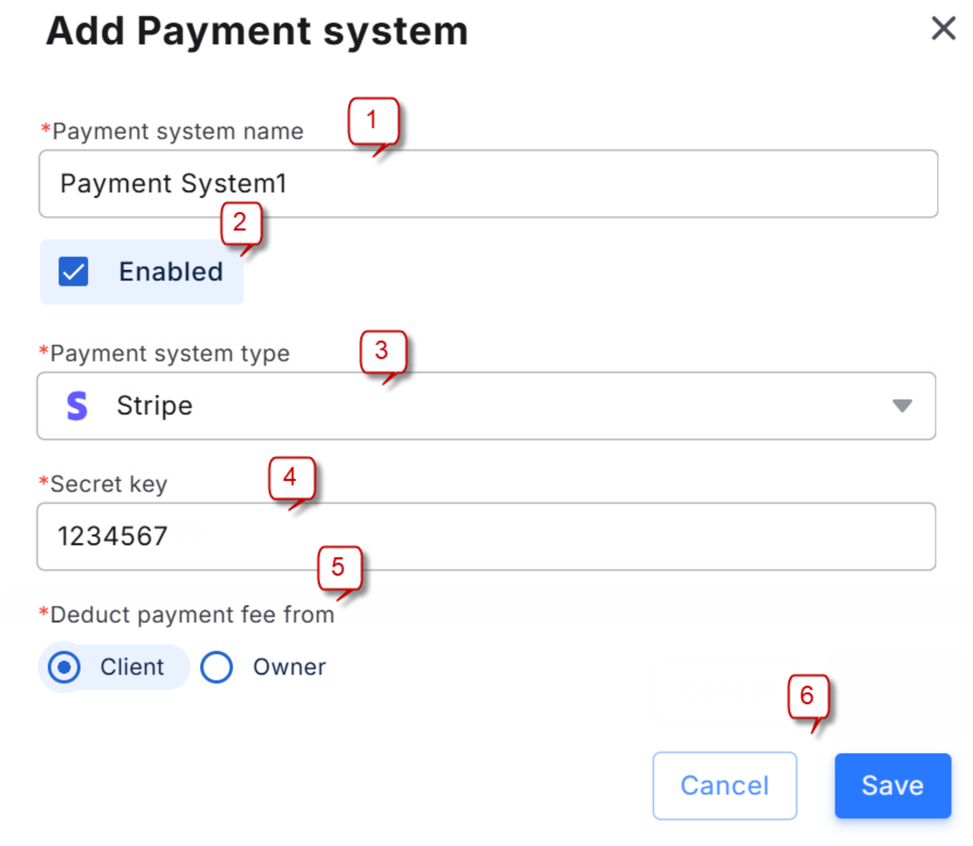
In case the payment fee is charged to the System Owner, *Internal system fee* parameter can be set. The internal fee of the System aims to cover the costs of payment processing (Payment system fee), while the Client is informed about the exact amounts: the amount that will be charged to the Client and the amount that will be credited to the balance of the agreement in the System.

- If the *Internal system fee* field is left empty, the Client will be charged only the amount that will be credited to his balance in the System, and the payment processing fee will be paid by the System Owner.
- If the *Internal system fee* is specified, the Client will be additionally charged a percentage specified in the *Internal system fee* field together with the balance top-up amount while the payment processing fee will be charged to the System Owner.



Payment systems

1. Click to filter the records.
2. Click to customize the display of columns.
3. Click to edit or to delete the record. Proceed as detailed further below.
4. Click to add a payment system and proceed as described below.



Add Payment system (Payment system type = Stripe)

1. *Payment system name*: payment system name specified by the user.

2. *Enabled*: select to enable or disable the payment system. If *Enabled* the payment system status will be *Active*.

NOTE: Enabled payment systems are available for assignment to *Own legal entities* and in the Client portal.

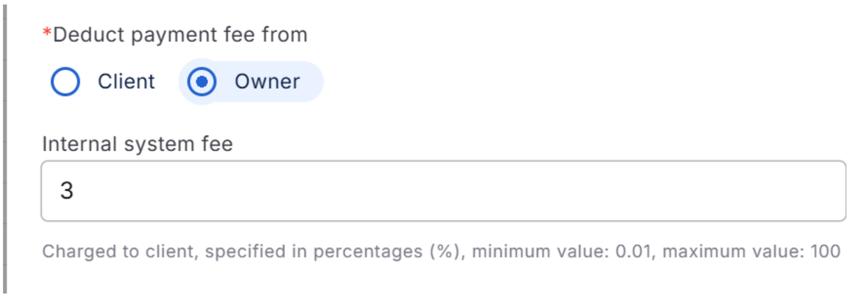
3. *Payment system type*: payment systems available with the System (*Stripe*, *PayOnline*, *FreedomPay*, *NetCommerce*).

If Payment system type = Stripe:

4. *Secret key*: the secret key provided by Stripe.

5. *Deduct payment fee from*: select if the Payment system fee is charged to the *Client* or the *Owner*. In case the payment fee is deducted from the Owner specify the *Internal system fee* charged to the Client.

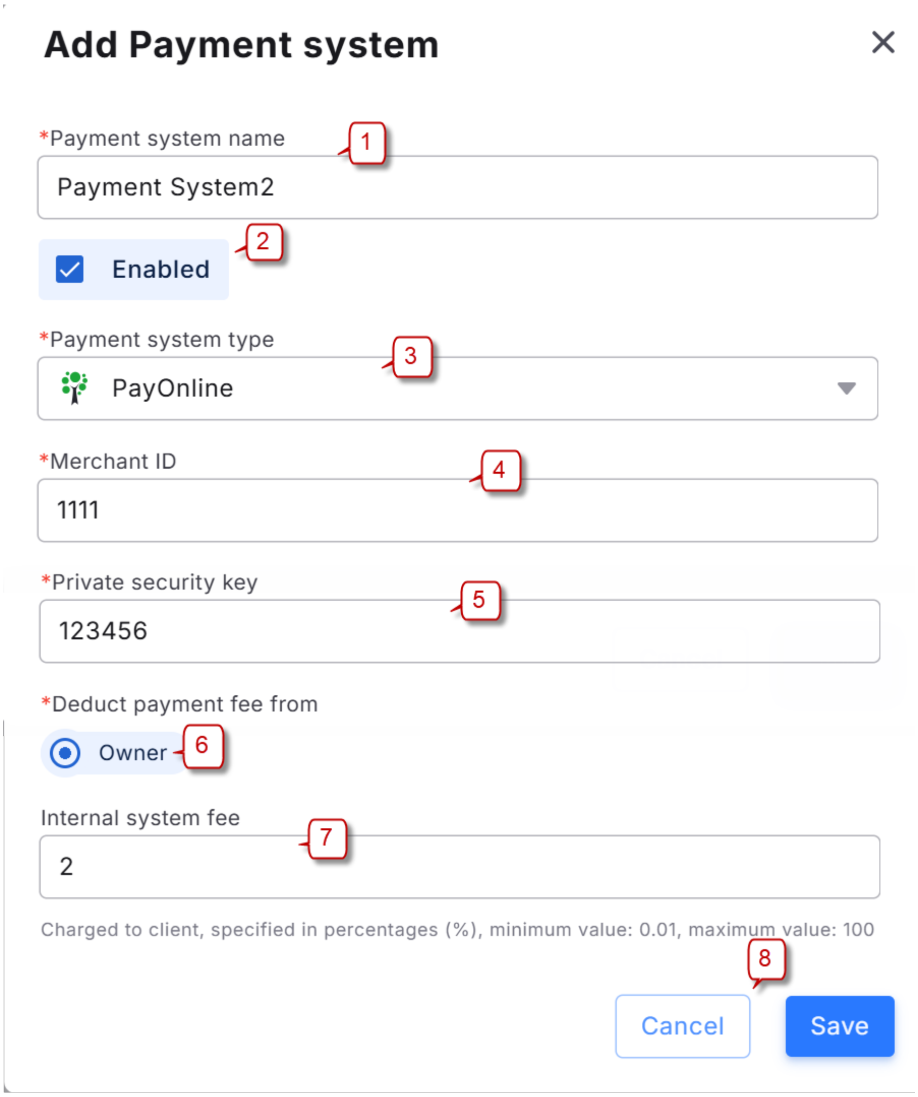
NOTE: Internal system fee is specified in percentages from 0.01 to 100.



Internal system fee

6. Click *Save* to save the payment system or *Cancel* to discard the changes.

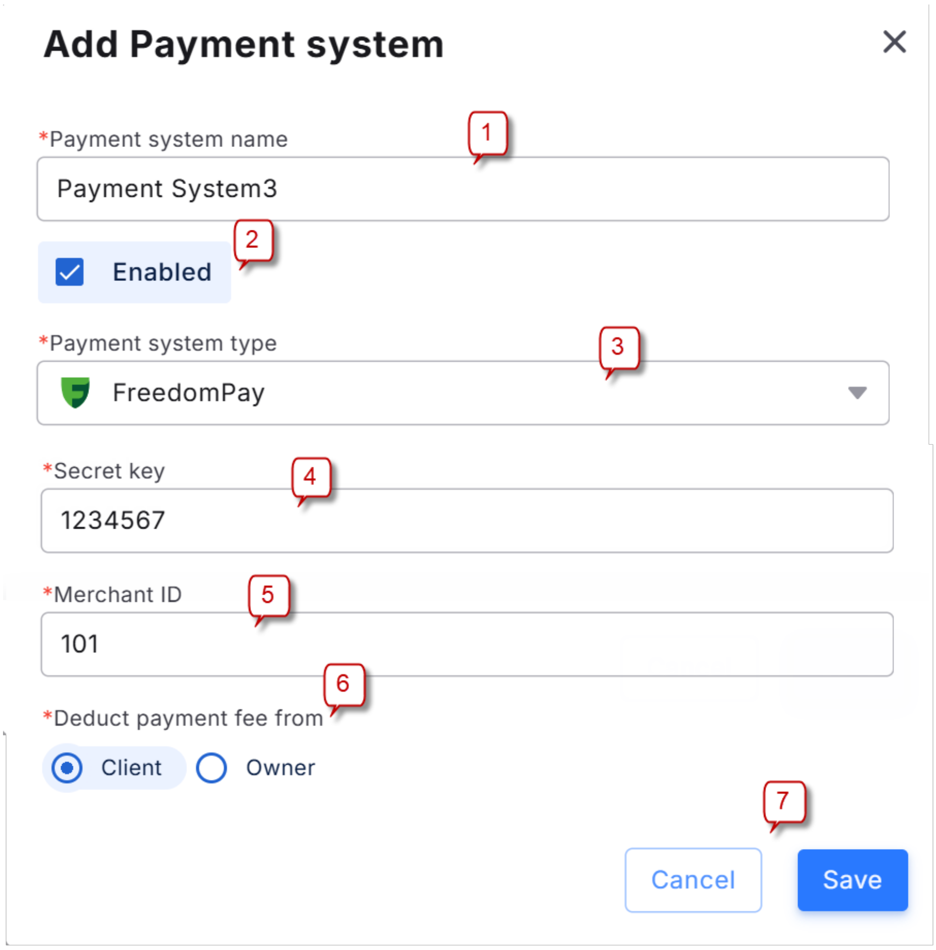
If Payment system type = PayOnline:



Add Payment system (Payment system type = PayOnline)

1. *Payment system name*: payment system name specified by the user.
2. *Enabled*: select to enable or disable the payment system. If *Enabled* the payment system status will be *Active*.
3. *Payment system type*: PayOnilne.
4. *Merchant ID*: the PayOnline seller ID.
5. *Private security key*: the secret key provided by PayOnline.
6. *Deduct payment fee from*: Owner.
7. *Internal system fee*: payment fee charged to the Client.
8. Click *Save* to save the payment system or *Cancel* to discard the changes.

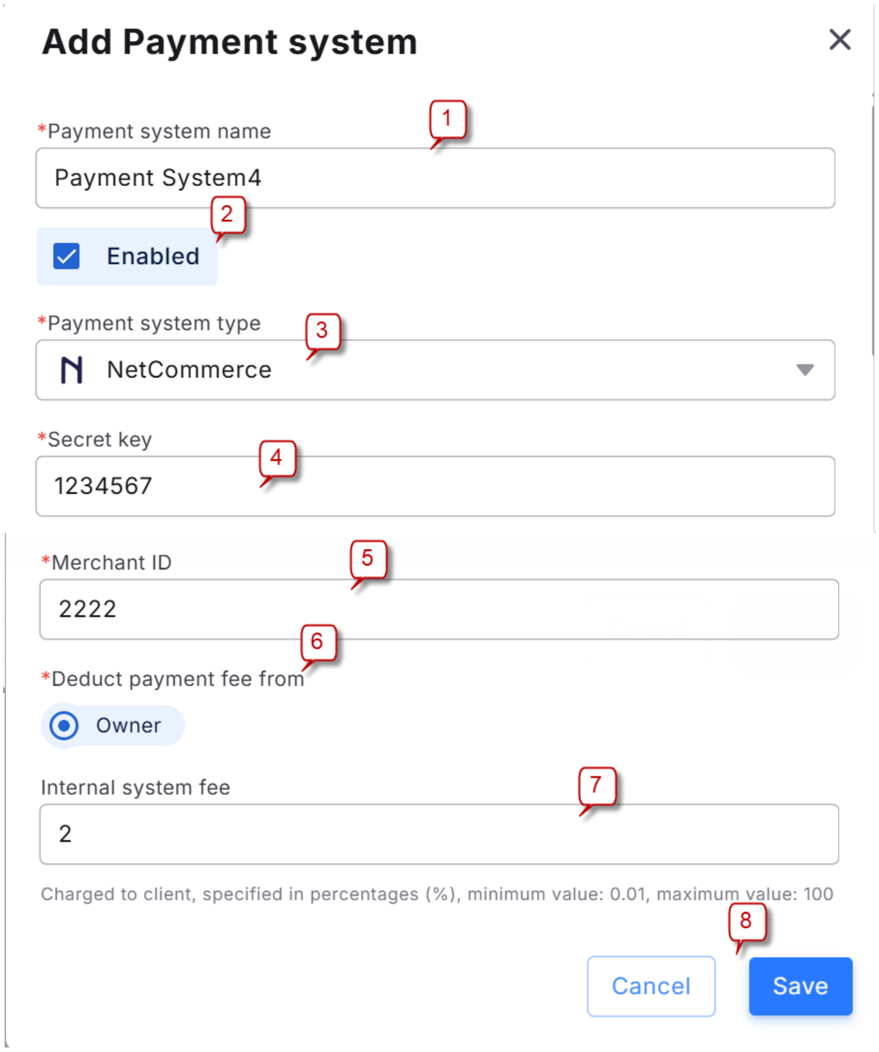
If Payment system type = FreedomPay:



Add Payment system (Payment system type = FreedomPay)

1. *Payment system name*: payment system name specified by the user.
2. *Enabled*: select to enable or disable the payment system. If *Enabled* the payment system status will be *Active*.
3. *Payment system type*: FreedomPay.
4. *Secret key*: the secret key provided by FreedomPay.
5. *Merchant ID*: the FreedomPay seller ID.
6. *Deduct payment fee from*: select if the Payment system fee is charged to the *Client* or the *Owner*. In case the payment fee is deducted from the Owner specify the *Internal system fee* charged to the Client as detailed above.
7. Click *Save* to save the payment system or *Cancel* to discard the changes.

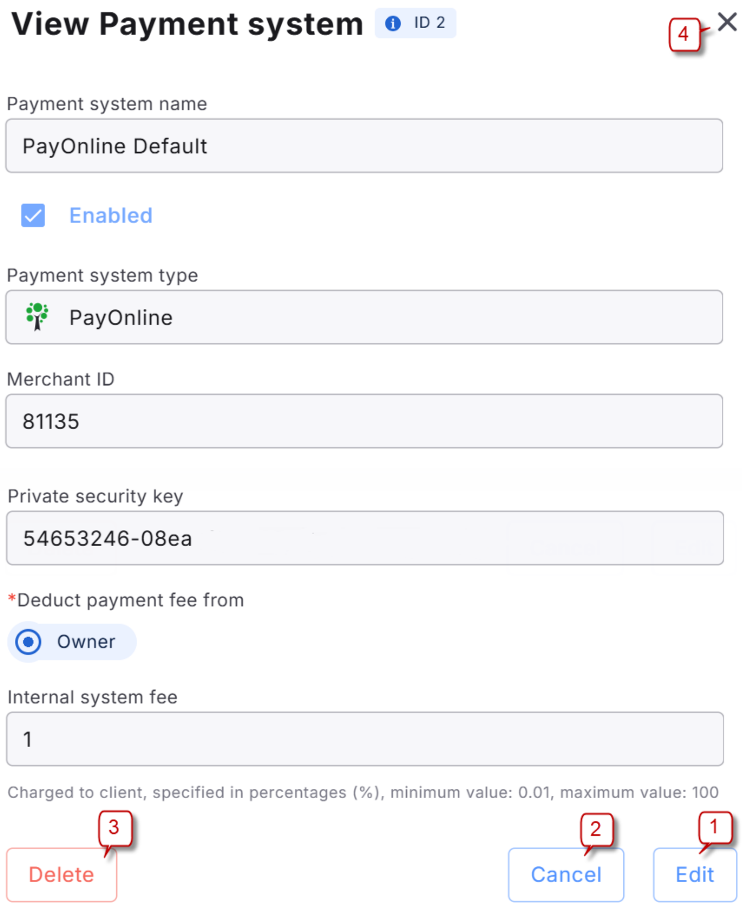
If Payment system type = NetCommerce:



Add Payment system (Payment system type = NetCommerce)

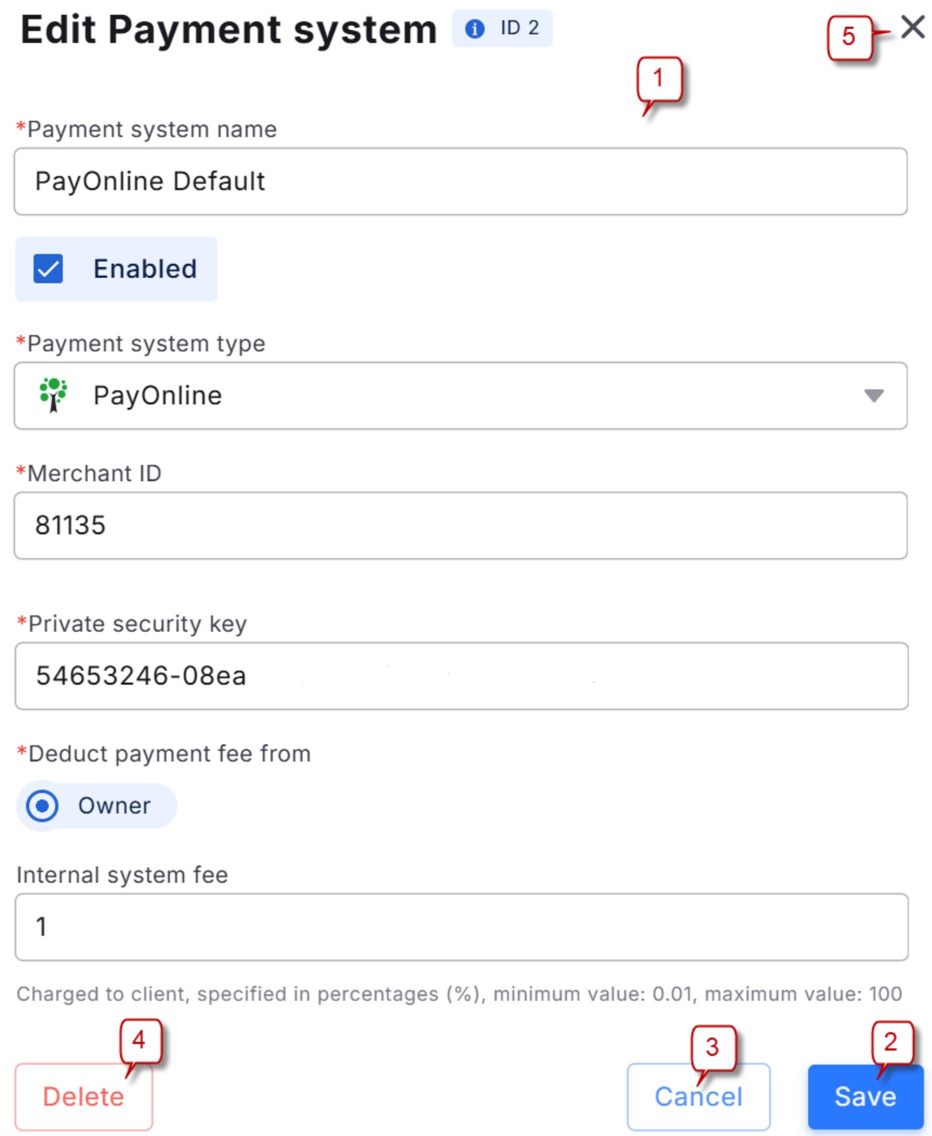
1. *Payment system name*: payment system name specified by the user.
2. *Enabled*: select to enable or disable the payment system. If *Enabled* the payment system status will be *Active*.
3. *Payment system type*: NetCommerce.
4. *Secret key*: the secret key provided by NetCommerce.
5. *Merchant ID*: the NetCommerce seller ID.
6. *Deduct payment fee from*: Owner.
7. *Internal system fee*: payment fee charged to the Client.
8. Click *Save* to save the payment system or *Cancel* to discard the changes.

Click on a record in the table to view Payment system.



View Payment system

1. Click *Edit* to start editing a payment system.
2. Click *Cancel* to close the form.
3. Click *Delete* to delete a payment system. Confirm before the record is permanently deleted (see the figure below).
   a. Click *Delete record* to confirm the deletion.
   b. Click *Cancel* to cancel the deletion.
4. Click to close the form.

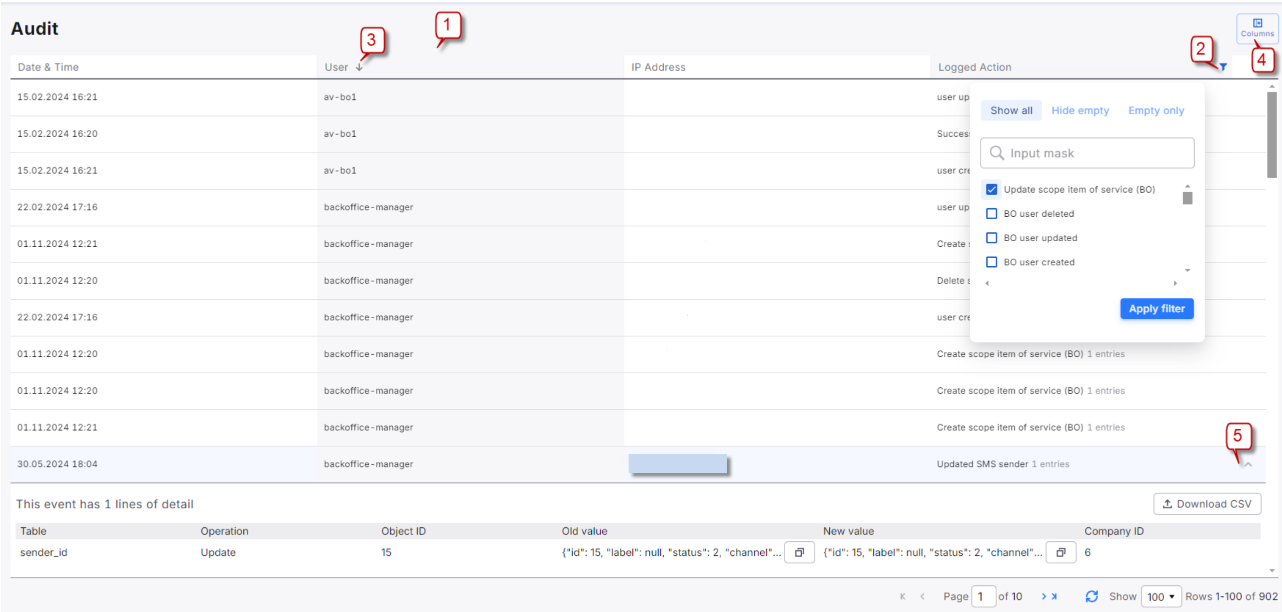


Edit Payment system

1. Edit the information as appropriate.
2. Click *Save* to save the changes and return to the *Payment systems* interface.
3. Click *Cancel* to discard the changes.
4. Click *Delete* to delete the record.
5. Click to close the form.

11 Audit

Audit is the activity log of the BackOffice Manager.



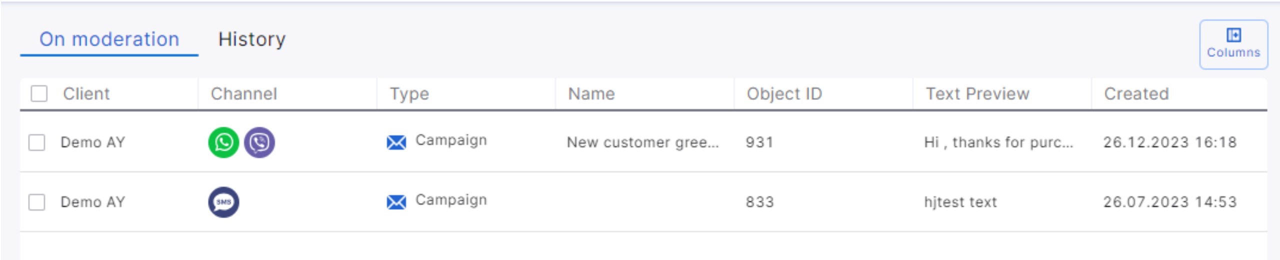
Audit

1. The table contains the following parameters:
   - *Date and time.*
   - *User.*
   - *IP address.*
   - *Logged action.*
2. Click to add filter.
3. Click to apply sorting (descending or ascending).
4. Click to customize the display of columns.
5. Click on the entry to view the details and download CSV.

12 Pre-moderation

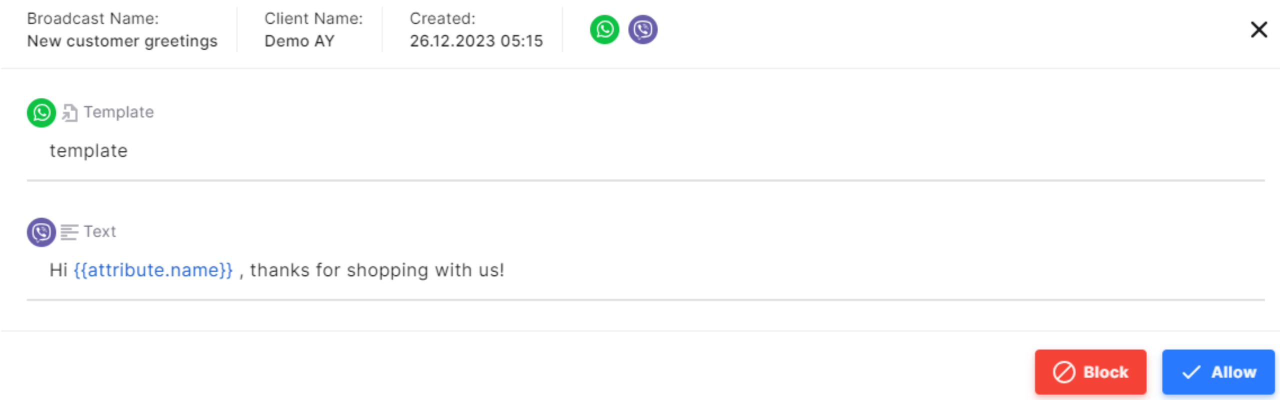
The *Pre-moderation* interface serves to view and approve campaigns and chatbots created by the Client portal users. It contains two tabs: *On moderation* that shows records that are pending approval, and *History* that shows approved and rejected records.

NOTE: The approval is only required for campaigns and chatbots created by users that have the *Moderation* checkbox selected in the Account management\Companies 18 interface. Other campaigns and chatbots are created automatically, with no pre-moderation.



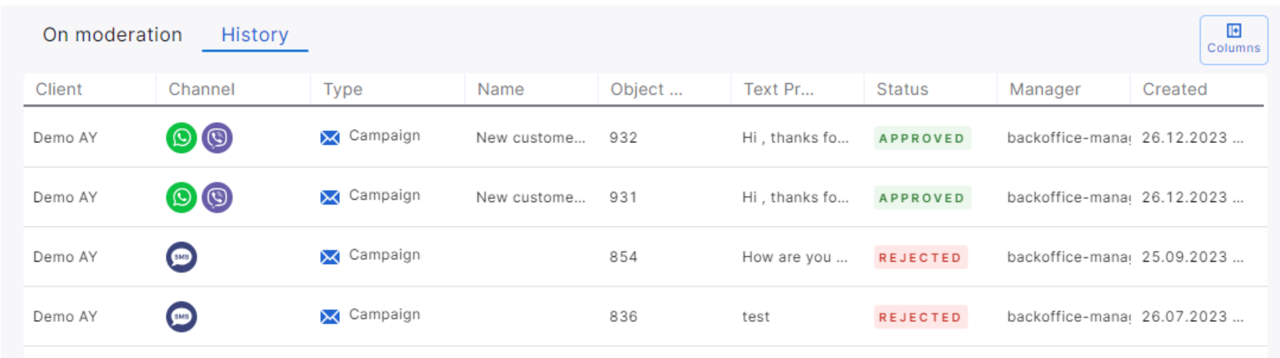
Pre-moderation, On moderation tab

Click on a record to approve or block it.



Approve or block a record

Click *Allow* to approve the record, or *Block* to reject it. The record will be moved to the *History* tab.



Pre-moderation, History tab

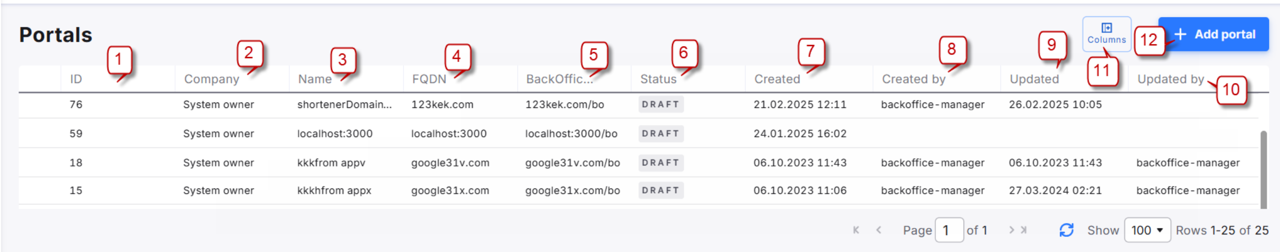
The *History* tab contains the history of requests for approval of broadcasts and chatbots:

1. *Status*: contains the *Approved* or *Rejected* value.

2. *Manager*: BackOffice user that approved or rejected the record.
3. *Created*: approval\rejection date.

13 Portals

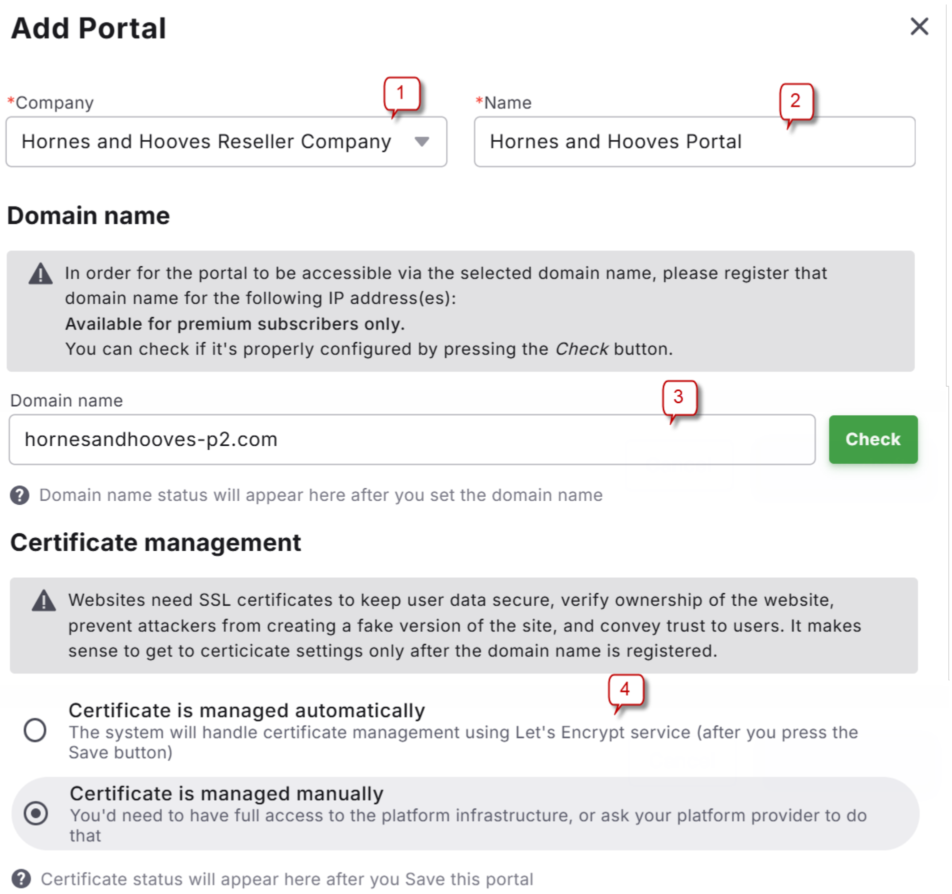
The *Portals* interface serves to create and configure the platform portals that the System owner will offer its clients.



Portals

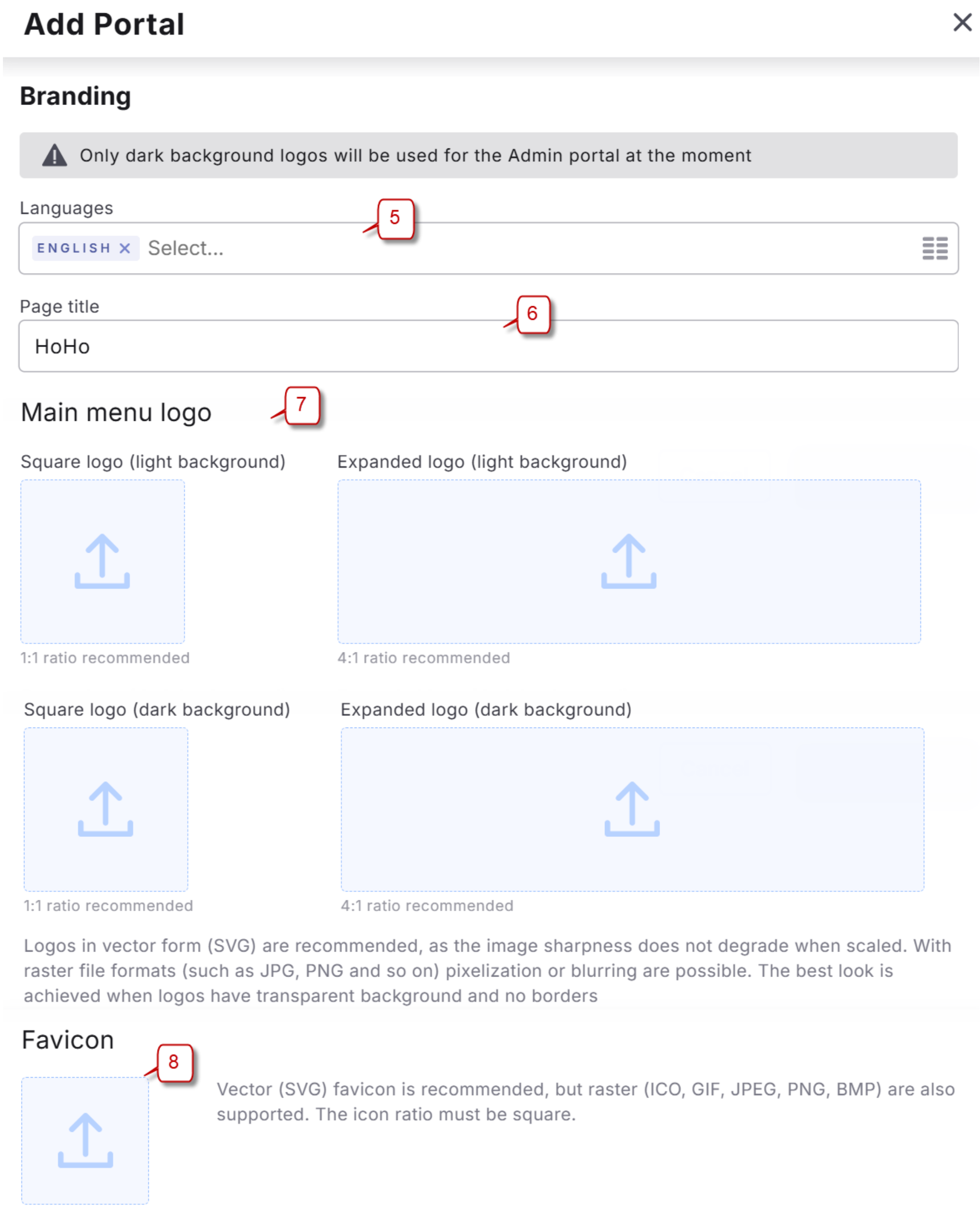
The table contains the following information:

1. *ID*: Portal ID.
2. *Company*: name of the company.
3. *Name*: portal name.
4. *FQDN*: domain name.
5. *BackOffice URL*: log link for the portal BackOffice.
6. *Status*: portal status (*Error*, *Draft* or *Active*).
7. *Created*: date and time of creation.
8. *Created by*: user that created the portal.
9. *Updated*: date and time when the portal was updated.
10. *Updated by*: user that updated the portal.
11. Click to customize the display of columns.
12. Click *Add portal* to create a new portal and proceed as follows.



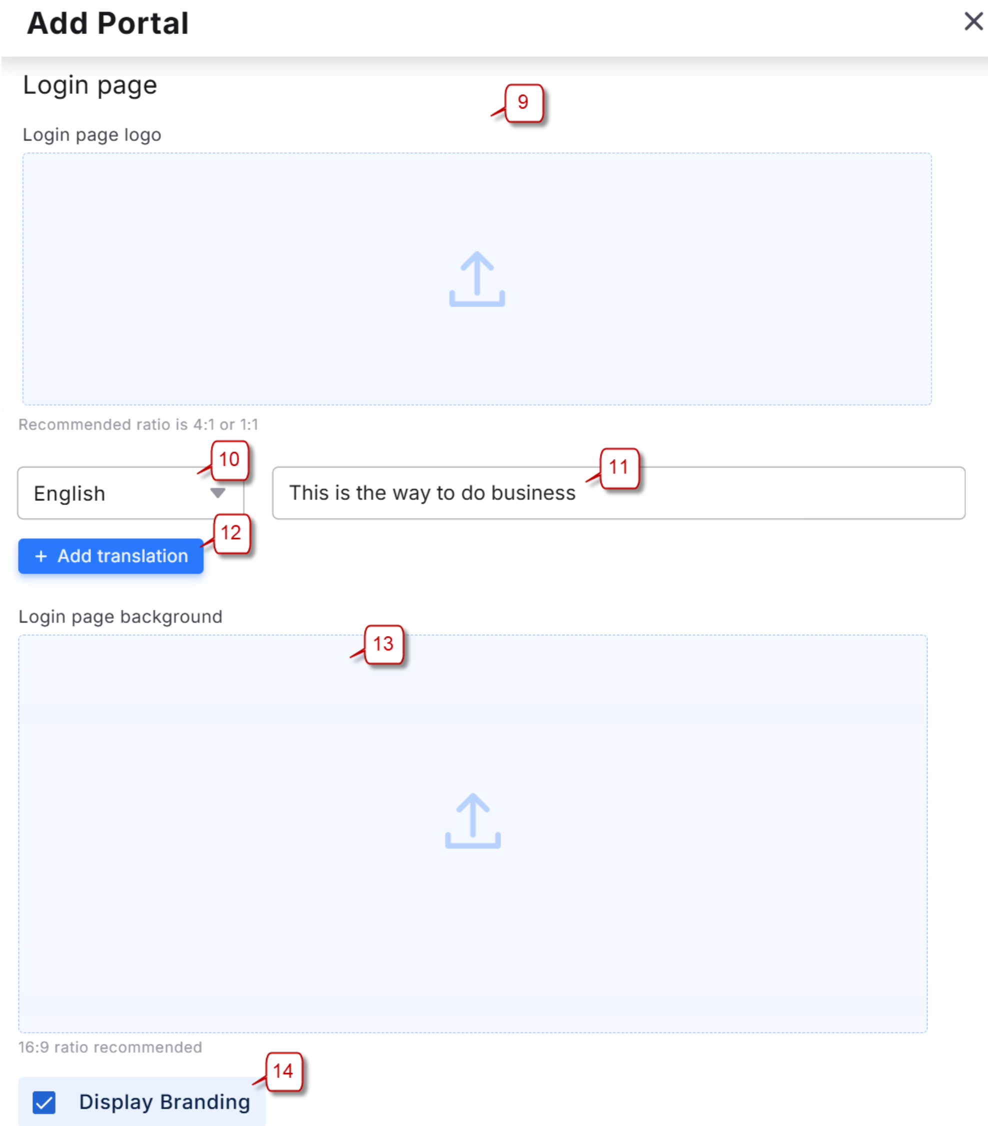
Add portal (part 1)

1. *Company*: select the company for which the portal is created.
2. *Name*: enter the portal name.
3. *Domain name*: specify the portal domain name. It must be associated with the IP address specified in the field above (it is the IP address of the Tenant's System). For this, communicate the domain name to the Tenant prior to filling in this form, for the Tenant to make the required associations. Click *Check* to verify that the association is configured properly.
4. *Certificate management*: select the SSL certificate management mode. Possible options include:
    a. *Certificate is managed automatically*: the system will handle certificate management using the Let's Encrypt service.
    b. *Certificate is managed manually*: the certificate is managed manually through access to the Tenant's system.



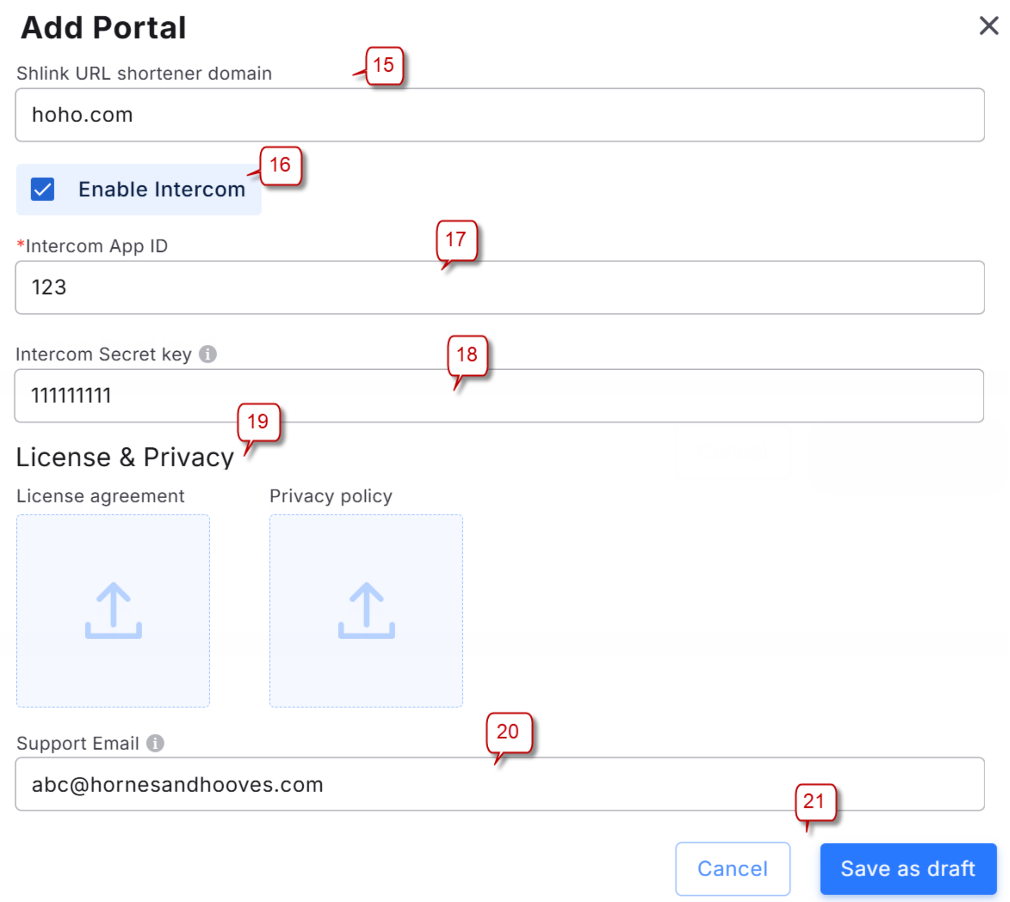
Add portal (part 2)

5. *Languages:* select the language.
6. *Page title*: type the page title.
7. *Main menu logo*: click to add logos that will be displayed in the main menu, as illustrated in the figure above (square and extended logos with a light and dark background).
8. *Favicon*: click to add a favicon (a small square image that represents your website in browsers).



Add portal (part 3)

9. *Login page logo*: click to add a logo displayed at the login page.
10. Select a language.
11. Provide a description that will be shown above the login fields.
12. Click *Add translation* to provide the description in more than one language.
13. *Login page background*: click to add a background picture for the login page.
14. Select the checkbox to display branding.



Add portal (part 4)

15. *Shlink URL shortener domain*: specify the individual short domain to be used to change a long link into, thus making it easy to share in a message.
16. *Enable Intercom*: select the checkbox to enable Intercom functionality.
17. *Intercom App ID*: specify Intercom App ID (required).
18. *Intercom Secret key*: type Intercom Secret key providing identity verification that stops anyone impersonating your logged-in users from seeing their conversations (optional).
19. *License and Privacy*: click to upload License agreement and Privacy policy in pdf.
20. *Support email*: specify the email address that will be displayed in the Help window 11 and the user's profile to be used for feedback from partners as well as for notification if a user's self-registration fails.
21. Click *Save* to save the changes or *Cancel* to discard the settings.

14 Reselling

14.1 What is reselling

Reselling is a capability to resell the System services that a company buys from its tenant, to other companies. A tenant is an upper-level reseller in relation to its sub-resellers.

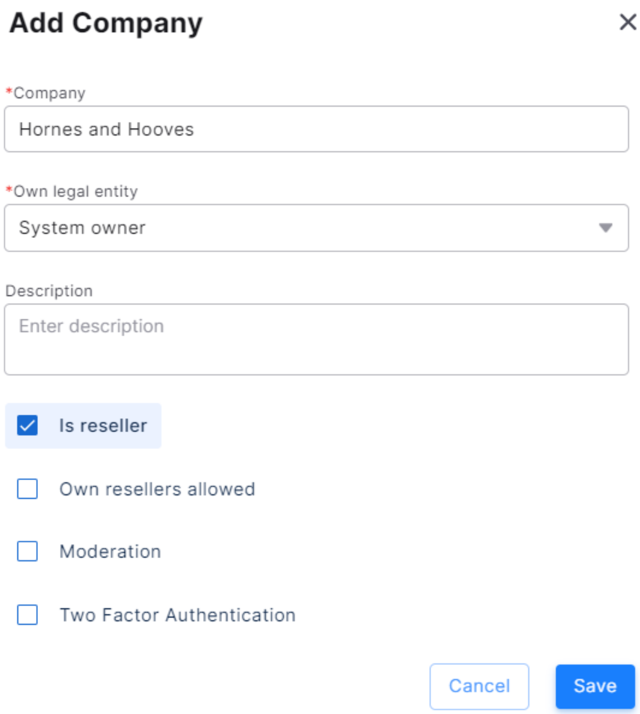
The set of services that a reseller can offer its customers is defined by the agreement between the tenant and reseller. The cost of services and pricing models (pay-as-you-go or packs) are defined by the reseller itself. Resellers have their own account in BackOffice to manage the services.

14.2 How to configure reselling

The procedure for creating a reseller is as follows.

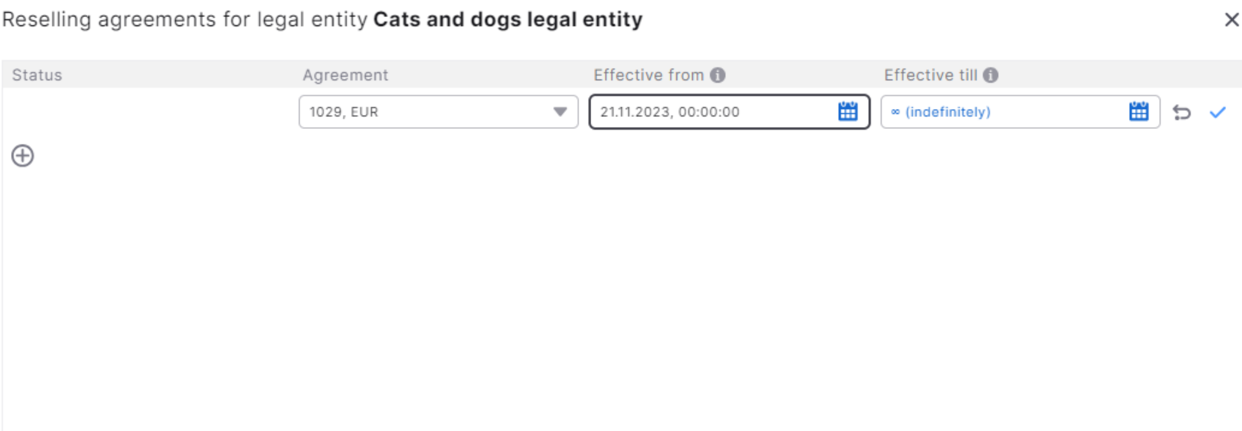
The Tenant must do the following:

1. Create a company in Account management\Companies 18 and select *Is reseller* in its properties:



Add company, *Is reseller*

2. Assign at least one legal entity to the reseller in Account management\Legal entities 23.
3. Create an agreement in Account management\Agreements 27.
4. Associate the agreement created in the previous step with the Reseller's legal entity (Account management\Agreements 27). This is the agreement that governs the reselling services.
   a. Open the Reseller's legal entity for editing and click *Manage reseller agreements* at the bottom of the page.
   b. In the window that opens, click the 'plus' button, select the agreement and set the effective dates for the association. Click to save the changes. Multiple agreements can be added by the Tenant for the Reseller.



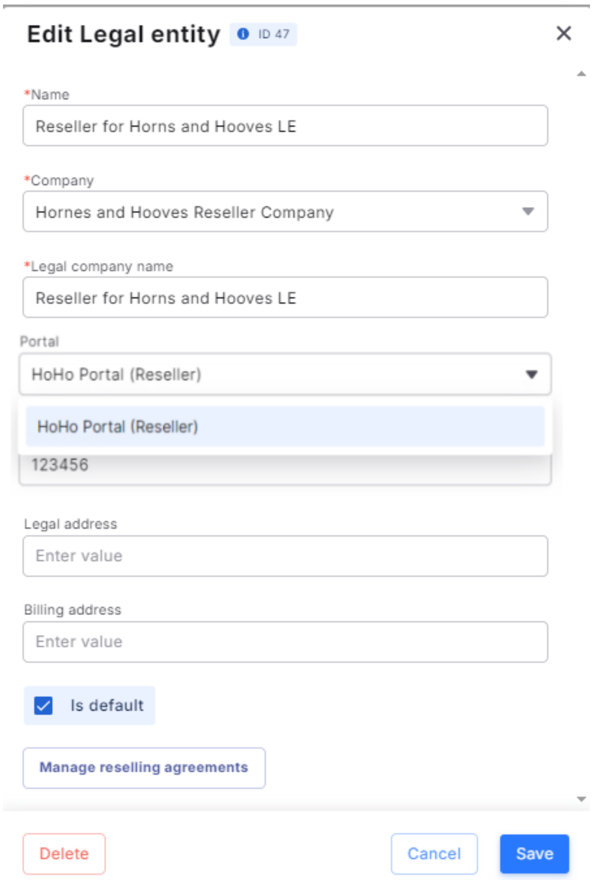
Associating legal entity with agreement

5. Assign services and\or packs to the agreement (in Account management\Agreements\Enabled services 32 or Account management\Agreements\Enabled packs 34 respectively).

6. Create a BackOffice user for the Reseller company (added at step 1). Assign the user full access permissions. See Users 145 for instructions on creating a user.

7. Create a System portal for the reseller in Portals 228. The Reseller can also create a portal in its BackOffice interface, using the credentials assigned at step 6 above.

8. Assign the portal to the Reseller's legal entity. This is done in the Tenant's interface in Account management\Legal entities 23 interface. In the *Portal* field select the portal created at step 7 as illustrated in the figure below.



Assigning a portal to the legal entity

9. Create a payment on behalf of the Reseller (using the legal entity and agreement in steps 2 and 3) to top up its balance (Finance\Payments 90).

10. Optional: associate Sender IDs with the Reseller (in Account management\Sender IDs 40). The Reseller can then assign the Sender IDs to its own clients.

After these steps are complete, the reseller will have the following:

1. A BackOffice URL (it is provided to the Reseller by its Tenant; the Reseller is provided an account in the Tenant's BackOffice).
2. Logon credentials for accessing the BackOffice (created at step 6 above).
3. A System URL that the Reseller will give its clients (configured at step 7 above).

The Reseller must log in to BackOffice and do the following:

1. Customize the Portal in the Portals 228 interface (this task can also be performed by the Tenant).
2. Check that the Reseller's legal entity is available in Settings\Own legal entities 188. More legal entities can be added if necessary.
3. Create a System account to test the capabilities:

    a. Create a company in Account management\Companies 18.

    b. Assign a legal entity to the company in Account management\Legal entities 23.

    c. Associate the agreement created in the previous step with the Reseller's legal entity (Account management\Agreements 27).

  d. Create a Client portal user for the company (Users\Client portal 150).

4. Create services in Finance\Services 95.
5. Check that Sender IDs are available in Account management\Sender IDs 40 (if they were added at step 10 above).
6. Create a company for the client (Account management\Companies 18).
7. Create a legal entity and associate it with the company (Account management\Legal entities 23).
8. Create an agreement in Account management\Agreements 27.
9. Top up the agreement's balance in Finance\Payments 90.
10. Assign services and\or packs to the agreement (in Account management\Agreements\Enabled services 32 or Account management\Agreements\Enabled packs 34 respectively).
11. Assign sender IDs to the client (Account management\Sender IDs 40).
12. Create a Client portal user for the client (Users\Client portal 150).
13. Assign the Sender ID to the client company's agreement (Account management\Sender IDs 40).

15 Appendix 1. Password policy

To ensure the System security, the following password policy has been implemented in the Client portal and BackOffice interfaces.

1. The minimum password length is 8 symbols.
2. The password must contain at least three of the following groups of symbols: upper-case and lower-case letters, digits and special characters.
3. The current password must not coincide with at least seven previous passwords.
4. The maximum password validity period is 60 days. To change the period, contact your System owner. Once the password has expired, the user is prompted to change it before accessing the System.

NOTE: The user cannot change its own password within 24 hours after changing it. However, a BackOffice user and a Client portal admin can change its own password and the password for a System user at any time.

5. Upon the first login to the System, the user is prompted to change its default password, otherwise the System cannot be accessed.
6. If a System user has not accessed the System for over 180 calendar days, its account is blocked (this does not apply to System admin users). To unblock it, contact your System owner.
7. If a user has been inactive for over 60 minutes, the user is automatically logged out.

NOTE: The password policy parameters can be customized based on the System owner needs and requirements.

16 Appendix 2. 2FA Messaging API Workflow

BackOffice software is expected to utilize two different types of workflow depending on the particular 2FA integration kind used: *on the client side* or *on the platform side*.

16.1 2FA client side integration

This type of integration implies that the System will only be used for premade message sending, OTP code generation and verification is performed by the System user software.

For OTP code message sending use the following pattern:

$ curl -X POST <URL for integration field value> -u <API key field value> -d number="<target user DNIS>" -d code="<OTP code>"

Successful response format:

In case of successful processing, the status in the header of the HTTP response is 200 OK. Response body contains the requestId.

Sample of a response in JSON format:

HTTP/1.1 200 OK

Content-Type: application/json

{

"requestId": "wp9RPWDGZkskBrVeTc4lgNCc4e79fc65"

}

16.2 2FA platform side integration

This type of integration implies that the System user software works in tandem with the platform where the System user software initiates OTP message sending to the recipient DNIS and verifies OTP code with the platform which generates OTP code and sends it to recipient.

For OTP code message sending use the following pattern:

$ curl -X POST <URL for integration field value> -u <API key field value> -d number="<target user DNIS>"

Successful response format:

In case of successful processing, the status in the header of the HTTP response is 200 OK. Response body contains the requestId.

Sample of a response in JSON format:

HTTP/1.1 200 OK

Content-Type: application/json

{

"requestId": "wp9RPWDGZkskBrVeTc4lgNCc4e79fc65"

}

After that the System generates OTP code locally and sends it to recipient. Once recipient enters received OTP code in the System user software it will verify it with the System using the query in below format:

$ curl -X POST https://<System portal domain name>/api/v1/2fa/verify -u <API key field value> -d requestId=<requestId value received at the previous step> -d code=<OTP code user input in System user software >

Successful response format:

In case of successful processing, the status in the header of the HTTP response is 200 OK. Response body contains the number and verifiedAt fields.

Sample of a response in JSON format:

HTTP/1.1 200 OK

Content-Type: application/json

{

"number": "19602323332",

"verifiedAt":1676444956

}

16.3 Request checking

The System API allows checking OTP requests based on the present requestId value. For that execute a query in below format:

$ curl https://<system portal domain name>/api/v1/2fa/requests/<requestId value> -u <API key field value>

Successful response format:

In case of successful processing, the status in the header of the HTTP response is 200 OK. Response body contains queried request related array of data.

Sample of a response in JSON format:

{

"id": "<requestId value>",

"number": "<target user DNIS>",

"rate": 0.0248,

"billable": null,

"status": "SUBMIT",

"sender": "<integration configured Sender ID>",

"goals": ["NUMBER_VERIFIED"],

"createdAt": 1676444893067,

"payload":{

"number": "<target user DNIS>"

}

}

16.4 Receiving 2FA integration callbacks

In case URL, to send the result of verification field value is specified during 2FA integration configuration, said URL will receive callbacks containing JSON array in the following format:

{

"requestId": "wp9RPWDGZkskBrVeTc4lgNCc4e79fc65",

"number": "19602323332",

"status": "SENT",

"timestamp": 1656666364

"billable": true

}

"timestamp" above indicates the time of a request received by the System for which requestId was generated.

17 Appendix 3. Getting the access token for your Gupshup App

You can use the access token to get App's templates, submit templates, send messages etc.

1. You will need the Partner token to start using the API. To get the Partner token that will be used as authorization in other Partner APIs make a POST request:

```
curl --request POST \
     --url https://partner.gupshup.io/partner/account/login \
     --header 'accept: application/json' \
     --header 'content-type: application/x-www-form-urlencoded' \
     --data email=any_email \
     --data password=any_password
```

where any_email is the email through which the partner has signed up on the partner portal, and any_password is the password set by the partner on the partner portal.

The response you get is as follows:

```
{
  "token": "{{PARTNER_TOKEN}}",
  "id": 1**3,
  "name": "gupshup",
  "terms_read": true,
  "admin": true,
  "email": "peter.parker@zylker.com",
  "activationRead": false,
  "billingType": "PREPAID",
  "contactName": "peter",
  "phoneNumber": "898",
  "enableCustomer": false,
  "enableWallet": true,
  "enableInrWallet": false,
  "enableLoaderWallet": false,
  "enableAppOnboarding": true,
  "isTpp": false,
  "onboardEnabled": false
}
```

Use the value "token", that is, the result for the example is "{{PARTNER_TOKEN}}". Currently, the token lifetime is 24 hours.

2. Make a GET request to obtain the access token:

```
curl --request GET \
     --url https://partner.gupshup.io/partner/app/{your_appid}/token \
     --header 'accept: application/json' \
     --header 'token: your_24_token'
```

where {your_appid} is replaced with a valid App Id from the account, and your_24_token is taken from the result of the previous request.

The response will be as follows:

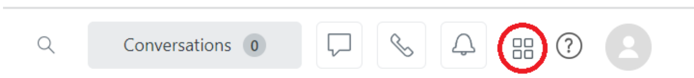

```
{
    "status": "success",
    "token": {
        "token": "sk_20c901e********2a592484********1",
        "authoriserId": "aac***e8-d**c-****-a93f-**d6d5a***e8",
        "requestorId": "4**2",
        "createdOn": 1705905891100,
        "modifiedOn": 1705905891100,
        "expiresOn": 0,
        "active": true
    }
}
```


3. The value "token": "token": is a permanent token that needs to be added to the provider configurations. In this case it will be sk_20c901e********2a592484********1.

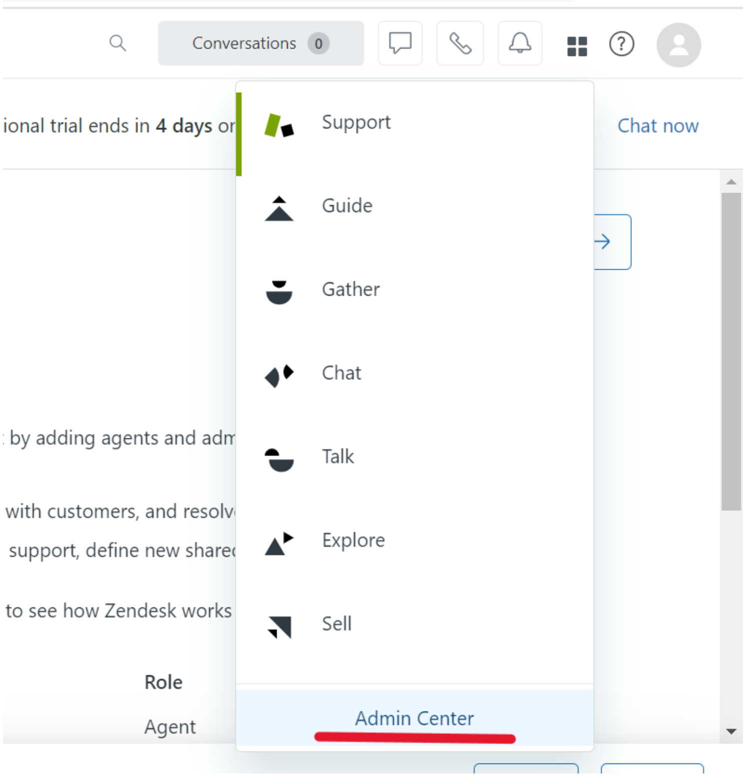
18 Appendix 4. Integration with Zendesk

1. To create a Zendesk integration, register an account with Zendesk using the following registration link. Complete the below 8 steps:
   a. Specify your work email.
   b. Specify your first name.
   c. Specify your last name.
   d. Specify your phone number.
   e. Specify the name of the company you work for.
   f. Specify the number of employees in your company.
   g. Select the interface language.
   h. Create a password.
2. Create a webhook and trigger to send a message for status updates by following the steps below:

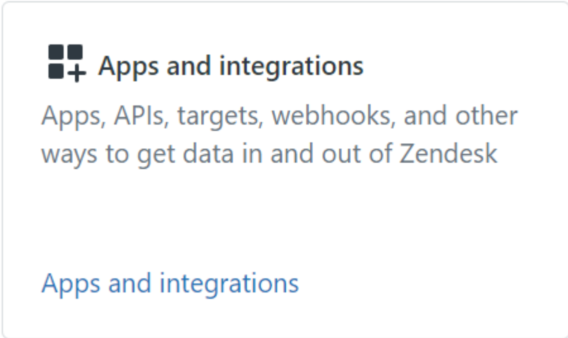
Step 1. On the Zendesk home page, click on the four squares icon (the one that is highlighted with a red circle in the figure below).



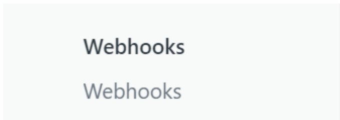
Step 2. Go to the Admin Center by clicking on the Admin Center button (underlined in red in the figure below).



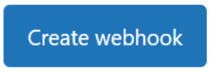
Step 3. Once on the Admin Center page, go to Apps and integrations.



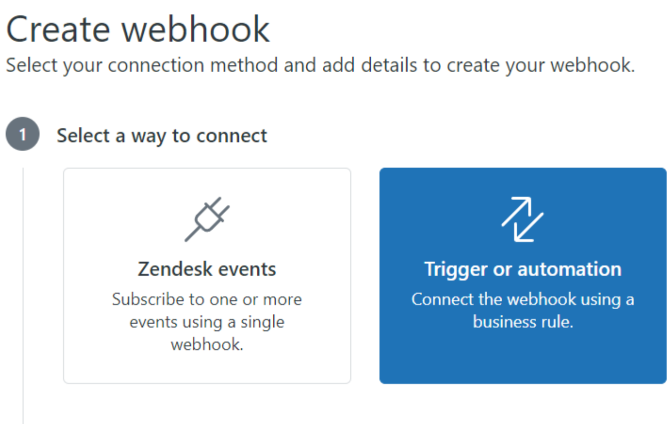
Step 4. Proceed to the Webhooks section.



Step 5. On the Webhooks page, click Create webhook to create a webhook.

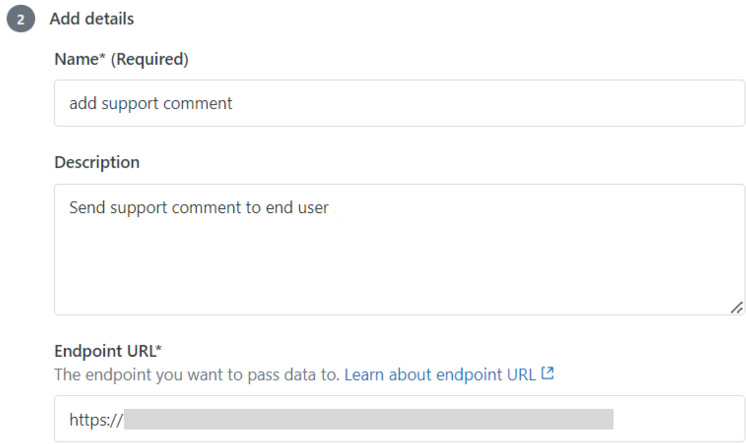


Step 6. Select Trigger or automation for the connection type.

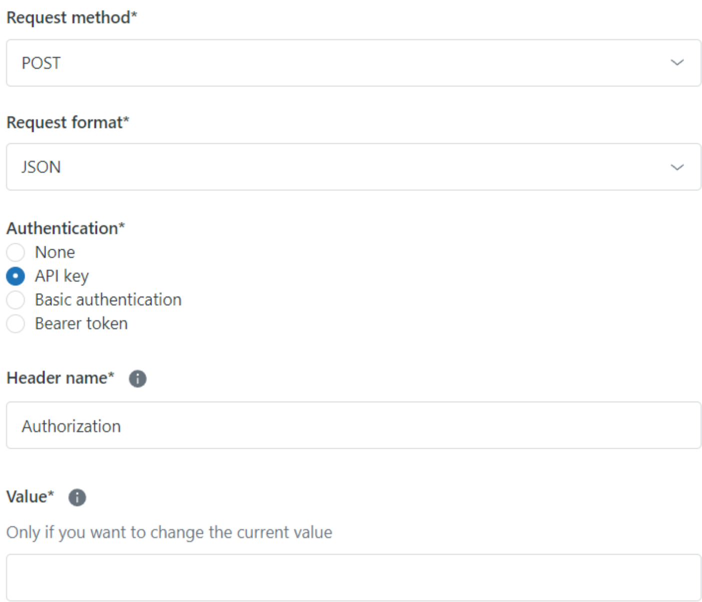


Step 7. Specify the name and description of the webhook, as well as the link to the System API endpoint:

https://your-host/api/v1/crm/zendesk/ticket/change_status

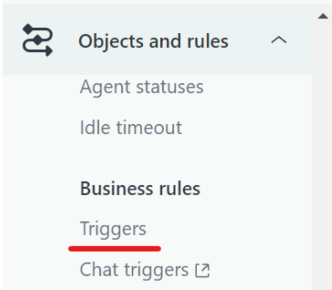


Step 8. Fill in the fields by selecting the POST for Request method, JSON for Request format, API key for Authentication, Authorization for Header name, and paste the API key for your integration (created in the API Access interface of the Client portal) into the Value field (see the figure below).

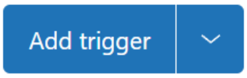


Step 9. Save the webhook by tapping on the button specified in the picture below.

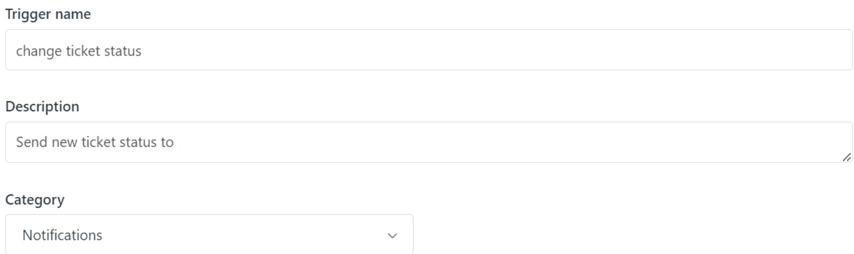
Step 10. After creating the webhook, go to the Triggers page by selecting the corresponding tab of the Objects and rules section.



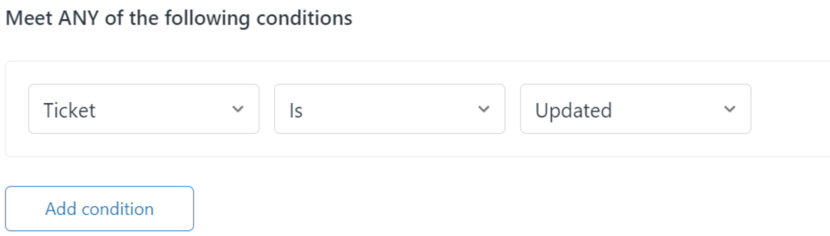
Step 11. Once there, initialize the creation of the trigger by clicking on the Add trigger button.



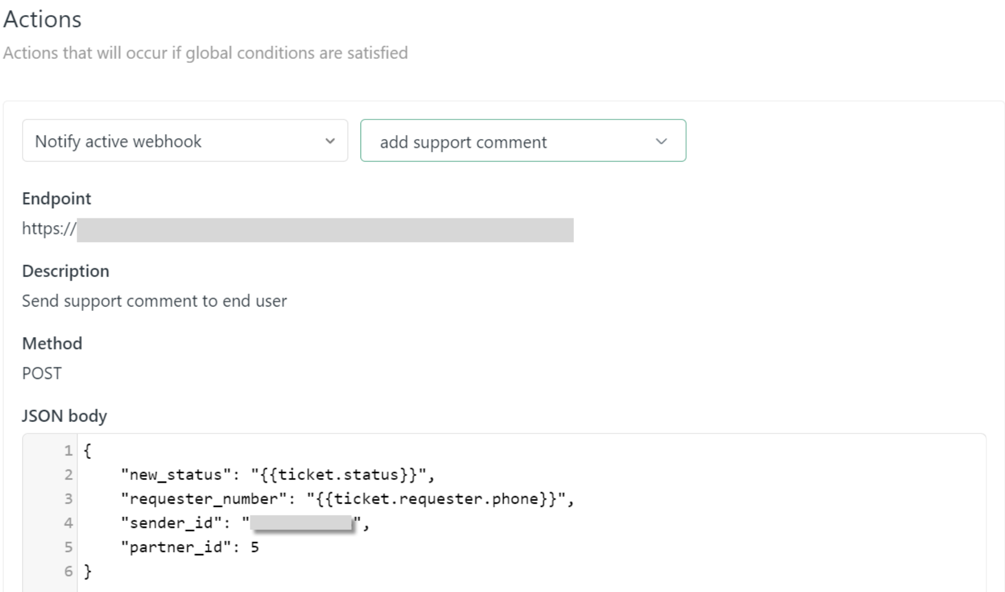
Step 12. On the Add Trigger page, fill in the fields as detailed in the figure below.



Step 13. In the Meet ANY of the following conditions section, select the parameters as detailed below.



Step 14. In the Actions section, enter the following, and for Notify active webhook, select the webhook you created earlier.



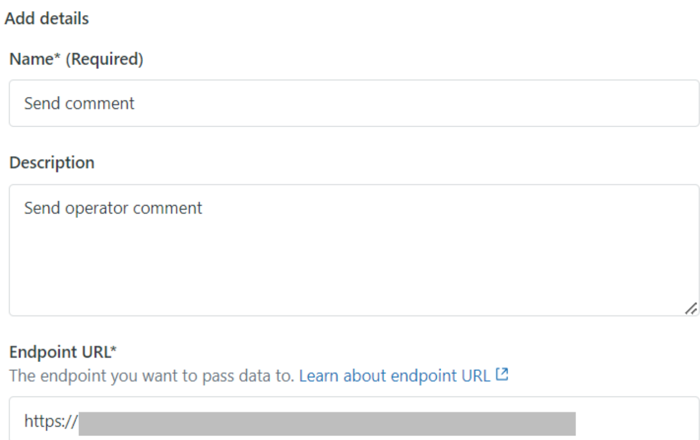

```
{
    "new_status": "{{ticket.status}}",
    "requester_number": "{{ticket.requester.phone}}",
    "sender_id": "11111111111",  // your sender
    "partner_id": 5   // your brand id (Company_id)
}
```

Step 15. Create the trigger by tapping the Create button.

3. To create a webhook and trigger to send an operator's comment to the System follow' the steps below:

   Step 1. To create this webhook and trigger, repeat steps 1–6 from the previous section (3) of the guidelines.

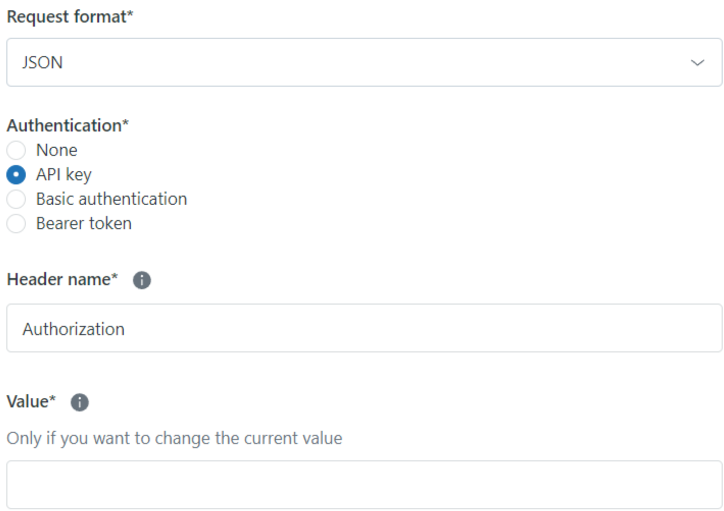
   Step 2. Fill in the fields as detailed in the figure below.



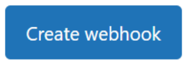
Endpoint URL link:

https://your-host/api/v1/crm/zendesk/ticket/send_comment

Step 3. Fill in the fields by selecting the POST for Request method, JSON for Request format, API key for Authentication, Authorization for Header name, and paste the API key for your integration.

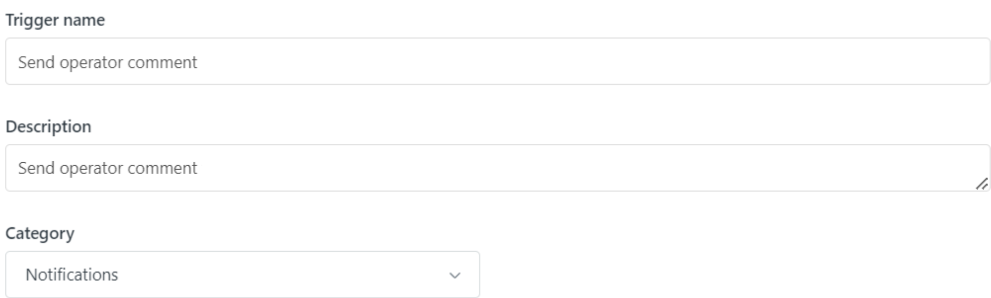


Step 4. Finally, save the webhook by clicking the button shown in the figure below.

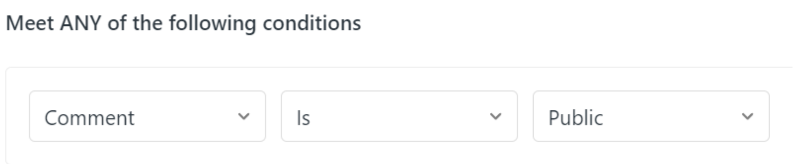


Step 5. Repeat steps 10–11 from the previous section (3) of the document.

Step 6. On the trigger creation page as specified in the figure below.



Step 7. In the section Meet ANY of the following conditions select the following parameters:



Step 8. In the Actions section type in the following, and webhook select the webhook created earlier for Notify active.

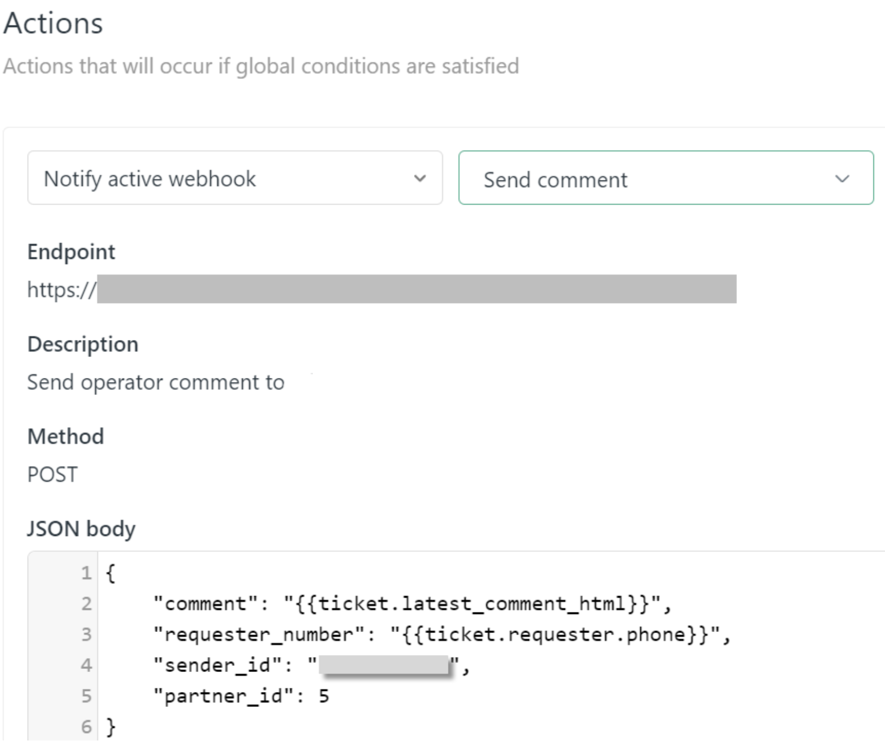
{

"comment": "{{ticket.latest_comment_html}}", "requester_number": "{{ticket.requester.phone}}",

"sender_id": "11111111111", // your sender

"partner_id": 5 // your brand ID

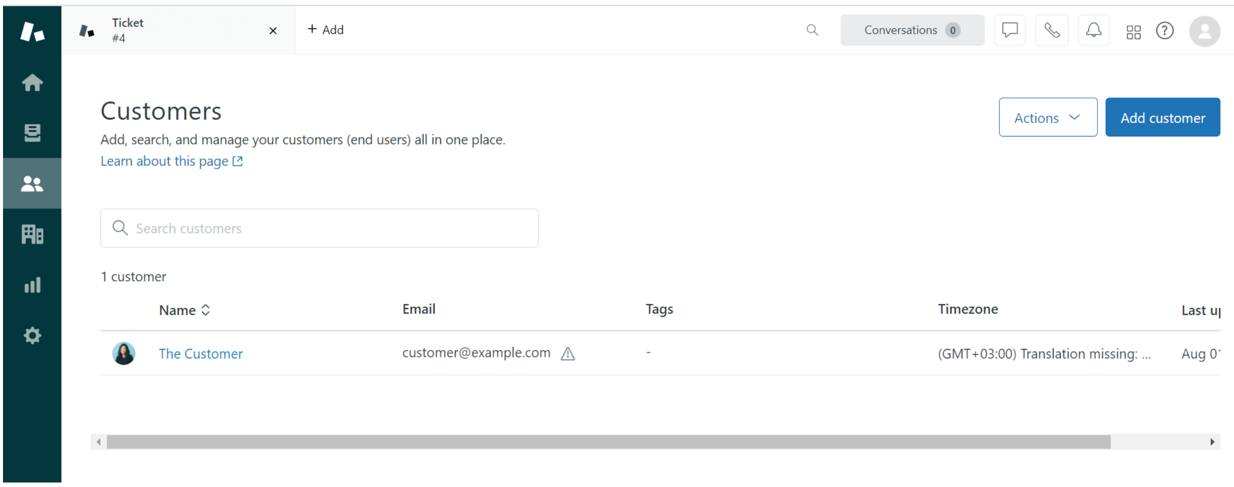
}



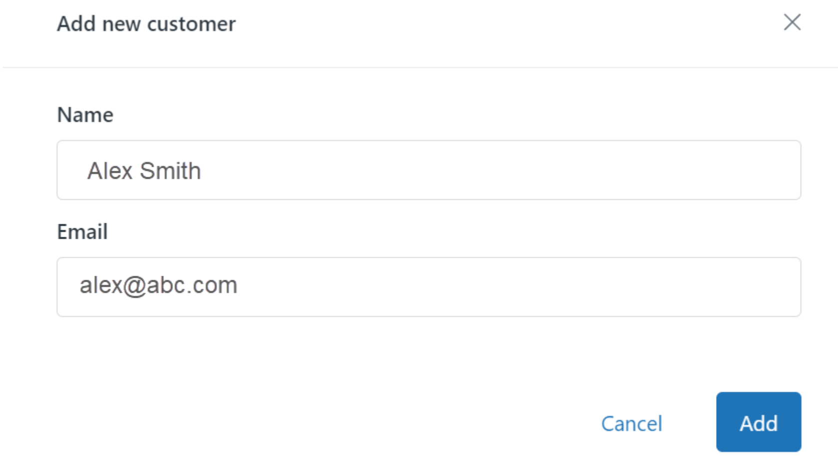
Step 9. Create the trigger by tapping the Create button.

4. To create a user proceed as detailed below:

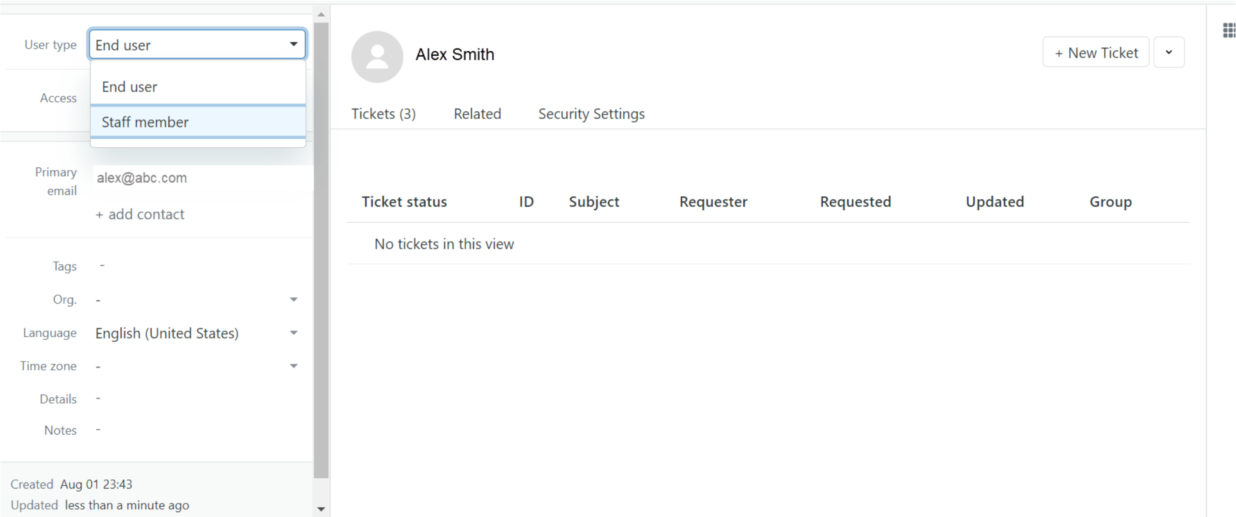
Step 1. To add a user, go to the Customers page and click the Add customer button.



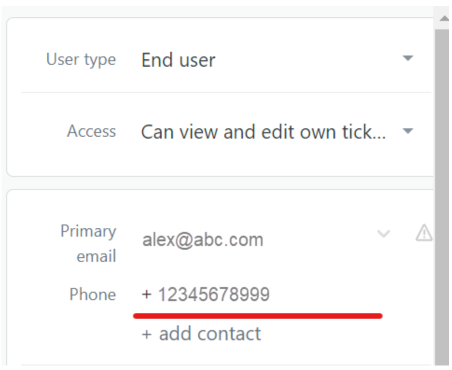
Step 2. Fill out the form that appears (the Email does not have to be real) and click the Add button.



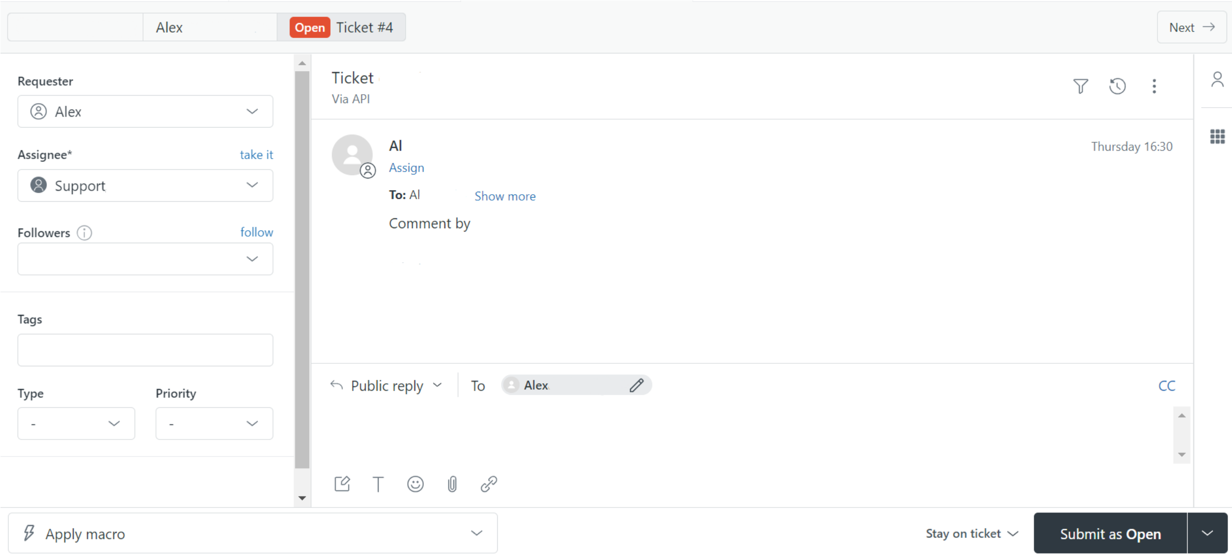
Step 3. On the page of the created user, set User type to Staff member.



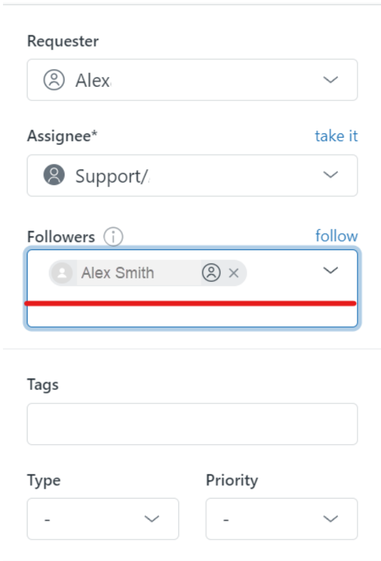
Step 4 . Add the user's phone number that have been used to contact the Support and create a ticket.



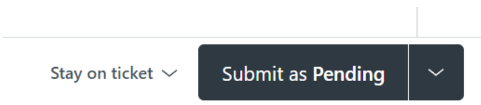
5. To assign a user in the ticket requester on the page of the required ticket, in the Requester field find the user by name and select them.



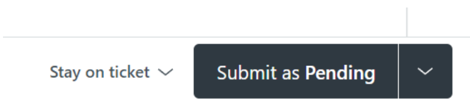
6. To add users to the ticket followers on the page of the required ticket, in the Followers field find users by name and select them.



7. To comment on the ticket click the Submit as <current ticket status> button.



8. To change the ticket status choose a new ticket status, click the arrow to the right of the button Submit as <current ticket status>, and select the appropriate status.



19 Appendix 5. Financial module

This section describes the operating principle of the financial module.

19.1 Terms and definitions

- *Billing period*: a fixed period of time (day, week, month, quarter) during which the consumption of services is recorded and invoices are issued to the client, determining when charges start adding up and when payment becomes due.
- *Charge*: a part of an invoice that may contain one or more charges. A charge is a list of provided services and the total amount.
- *Invoice*: a payment demand that is issued by a tenant to their client company. It is generated based on the charges included in it.
- *Credit note*: a reverse invoice for payment. This is an invoice, but with a negative amount. A credit note is generated, for example, when EDRs have been recalculated and the original invoice contained an amount higher than the actual amount due.
- *Payment*: created by the System Owner or reseller by generating a single payment or by making a payment through supported payment systems in the Client portal (when topping up the agreement balance).

19.2 How it works

The System Owner, resellers and client companies interact basing on the agreement. The agreement defines the terms that apply when the tenant provides services to their client company. Each agreement corresponds to a separate balance, maintained in a specific currency. The balance stores actual money and, if negative, reflects the client's accounting debt to the tenant. Sub-balances in the form of packages can also be associated to the contract.

Most of the parameters defined in the agreement are used by the System in its work-flow, for example, in financial settlements.

Changes in the agreement balance are reflected directly as resources are consumed.

The financial module generates charges and invoices based on service usage and balance changes. Charges and invoices are managed in the BackOffice Invoices and charges 93 interface.

The volume of used services is calculated within the billing period specified in the agreement. At the end of the billing period, the invoice is reviewed and confirmed by the tenant to be forwarded to the client company.

Once confirmed, the invoice is considered final and any adjustments are made only through corrections.

19.3 Charges

Charge is a record of a certain type of service represented in the System as a set of resources, for a certain billing period, in a certain volume and at a certain cost, generating a debt in the amount of the cost of the service rendered to a client. The charge amount is displayed in the currency of the agreement that has this amount charged to its balance. The System generates separate charges for each resource.

At the moment, the System works only with client charges (Charge direction - *Receivable*).

Charges can be created in two ways:

- *Automatically*. These charges are only generated by the System. They contain information on traffic processed during the billing period or information on fees charged to the client, such as the Sender ID setup fee.
- *Manually*. Users can manually create charges for additional services not linked to any specific service. These charges are created in the Additional Fees 140 interface.

Charges can have one of the following statuses:

- *Draft*: the charge is not confirmed and is available for recalculation.
- *Confirmed*: the charge is confirmed. Recalculation of this charge can not be performed.

19.3.1 Detalization

Charges have detalization rows containing detailed information about the service rendered. The structure of the detailization rows depends on the resource of a particular service type.

Rows are grouped into a single charge based on the following criteria:

- Contract;
- Balance (sub-balance);
- Direction;

NOTE: Currently the System only supports *Receivable* charges.

- Billing period;
- Resource;
- Service type.

The charge amount is calculated as the sum of all rows included in the charge breakdown. The charge amount can be either positive or negative. Typically, charges with a negative amount are generated by the System as a result of corrections.

19.3.2 Charge life cycle

Charges are created based on resource consumption events. If the client has not consumed any resources during the billing period, no charges or invoices will be generated.

Charges may be recalculated as new data is received providing that the invoice containing them is not confirmed. Once the invoice is confirmed, all new service consumption information is recorded as part of the correction charge.

19.3.2.1 Correction charge

Correction charge is created upon receipt of new data on the service rendered if the invoice that includes the charge for this service is confirmed.

A correction charge is created as a new version of the previous charge for the amount of the difference between the charges. This charge can also be recalculated provided that the invoice containing it is not confirmed. Once it is confirmed, the second charge cannot be recalculated; when new data is received, the System will create another correction charge to the second charge, and so on.

Each correction charge is included in the invoice. If there is no suitable unconfirmed invoice to include a correction charge when it is created, the System creates a new invoice to include the correction charge.

A charge is considered confirmed if the invoice it is included into is confirmed.

19.3.2.2 Charge recalculation

Charge recalculation can be initiated:

- *Manually* from the Invoices and charges 93 interface. The recalculation button is only displayed for charges included in unconfirmed invoices.
- *Automatically* upon receipt of new service data or when recalculating an invoice that includes this charge.

When new data on a service is received, the System checks whether the invoice that includes the charge for that service has been confirmed. If the invoice has been confirmed, a correction charge is created for that charge. If the invoice has not been confirmed, the System initiates a recalculation of the charge.

When recalculating charges, the System checks whether there is a difference between the new detalization and the current charge detalization:

1. If there is no difference between the detalizations, the System updates the date of the last charge recalculation without changing the data in its detalization.
2. If there is a difference, the System performs the following actions:
   a. Makes the necessary changes to the charge detalization;
   b. Updates the charge amount based on the sum of all rows included in its detalization;

NOTE: If the charge is a correction, the System will subtract the amount of the detalization of the previous charge version from the resulting amount of the new detailization.

   c. Updates the last charge recalculation date;
   d. Updates the invoice that includes the charge.

19.4 Invoices

Invoice is a financial document that consolidates charges and records the total amount of services rendered. It reflects the total amount of charges for a billing period and is used to reconcile and confirm payments to clients. The invoice amount is displayed in the currency of the agreement that it is issued for.

Currently, the System only processes client invoices (invoice direction - *Receivable*).

Invoices are generated automatically at the start of a billing period or when the System detects a charge or correction.

Invoices can have one of the following statuses:

- *Draft*: the invoice is not confirmed and is available for recalculation.
- *Confirmed*: the invoice is confirmed. Recalculation of this invoice can not be preformed.

19.4.1 Invoice types

Invoices come in two types: *invoice* and *credit note*. The invoice type depends on the sign of its total, calculated as the sum of all its charges. If the total is positive, it's a standard invoice; if it's negative, it's a credit note.

19.4.2 Detalization

Invoice detalization is a list of all charges included into it.

All charges generated within a single billing period for a single agreement are grouped into a single invoice until it is confirmed.

The invoice amount is calculated as the sum of all rows included in the invoice detalization, that is, the sum of all charges. The invoice amount can be either positive or negative, which is relevant for the type of the issued invoice.

19.4.3 Invoice life cycle

Инвойс создается по факту получения информации о полученных клиентом услугах. Если за биллинговый период клиентом не было потреблено ни одного ресурса, начисления и инвойс созданы не будут. Инвойс может пересчитываться до тех пор, пока он не подтвержден.

Инвойс может быть выставлен клиенту (подтвержден) в любое время. После его подтверждения, при наличии начислений-корректировок, система создаст дополнительный инвойс.

19.4.3.1 Invoice update

An invoice is updated automatically after one of the charges included in the invoice is recalculated.

Updating an invoice means updating the invoice amount without directly recalculating all of its charges.

19.4.3.2 Invoice recalculation

Invoice recalculation can be initiated:

- *Manually* from the Invoices and charges 93 interface.
- *Automatically* upon initialization of invoice confirmation or if the System detects changes to the data on the service after recalculating EDRs for the agreemen that this invoice is issued for.

Invoice recalculation, both manual and automatic, is only available for unconfirmed invoices.

When new data is received regarding the provision of a service included in a confirmed invoice, the System creates a new invoice, which includes all necessary charges and corrections.

When recalculating an unconfirmed invoice, the System performs the following actions:

1. Successively recalculates all charges included in this invoice;
2. Updates the invoice amount;
3. Updates the date of the last invoice recalculation.

19.4.3.3 Invoice confirmation

After the billing period ends, the invoice is reviewed by the current reseller. If any discrepancies are found, the reseller contacts the tenant to resolve the issues.

If no discrepancies are found, the invoice is confirmed manually by the BackOffice user.

When initializing an invoice confirmation, the System performs the following actions:

- Initializes invoice recalculation;
- Sets the *Payment status* in the invoice to *Expected*;
- Sets the *Covered Amount* in the invoice to "0";
- Sets the invoice *Status* to *Confirmed*;
- Displays the invoice in the client company's interface.

19.4.3.4 Making changes in invoices after confirmation

When the input data for the same period has changed (traffic has been re-rated, the tax amount has been changed, etc.) after an invoice for a certain period has been confirmed, a mechanism for generating correction charges has been implemented. These corrections are included in a separate invoice.

19.4.3.5 Cancelling invoice confirmation

Cancellation of confirmation is only available for confirmed invoices. If you attempt to cancel an invoice confirmation when there are correction charges that refer to the charges on this invoice, and these correction charges relate to the confirmed invoice, the operation will fail.

When an invoice is successfully unconfirmed, the following changes occur:

- The status of all charges included in the invoice is changed to *Draft*;
- The invoice status is changed to *Draft*;
- The payment status, covered due, outstanding due, confirmation time, and the confirming user are reset.

19.5 Payments

System admin can work with payments in the BackOffice *Finance\Payments*, and the System owner's clients can work with payments in the Client portal *Finance\Finance* interface.

The Client portal *Finance\Finance* interface displays all payments from the client company that affect their balance (confirmed and unconfirmed, meaning those whose confirmation deadline has not yet passed). Balance top up is performed by the client making a payment through the interface via supported payment platforms. Each time you top up successfully, the payment is created automatically.

The BackOffice *Finance\Payments* interface lists all payments to/by the System owner's clients, both confirmed and unconfirmed. Admins (BackOffice users) can manually register payments in the System by creating individual payments. They can also delete and edit existing payments, confirm payments, and cancel confirmations that have already been made.

19.5.1 Payment status

Payments have two statuses:

- *Confirmed*;
- *Not confirmed*.

The *Not Confirmed* status of the payment can be obtained by manually creating a payment without checking the *Payment confirmed* checkbox, or by revoking confirmation from an already confirmed payment. An unconfirmed payment (the one that has a *Not Confirmed* status) requires setting a *Confirm payment before* date. Until this date, the payment is displayed in the balance of the corresponding agreement. If the payment has not been manually confirmed by the BO user before this date, the payment is cancelled, meaning it ceases to affect the agreement balance, as if the payment had never existed (this is important in cases where the client has already topped up the balance, but the payment has not yet been credited to the System owner's account - the payment is immediately displayed in the client's balance to avoid traffic restrictions if the balance reaches zero or the credit limit). An unconfirmed payment with expired confirmation deadline remains registered in the System but no longer affects the agreement balance. These payments are still available for confirmation by checking the relevant checkbox; in this case, it will again affect the agreement balance immediately after confirmation.

A payment has the *Confirmed* status if it is confirmed. This status indicates that the payment has been executed and has already been credited to the System owner's bank account. The *Confirmed* status can be obtained by confirming a payment with the *Not Confirmed* status (the status will change from *Not Confirmed* to *Confirmed*) or by manually creating a confirmed payment with the *Payment confirmed* checkbox selected (the payment will be generated with the *Confirmed* status). Automatically created payments (generated when topping up the balance in the Client portal) are created with the *Confirmed* status by default. A confirmed payment begins to affect the contract balance immediately after it is confirmed (or after this payment is created) and will continue to affect the balance until the confirmation is removed or the payment is deleted from the System.

NOTE: The *Confirm payment before* date can not be earlier than or equal to the *Payment date*. For example, if the selected *Payment date* is "August 22, 2024," then only dates starting from "August 23, 2024" are available in the *Confirm payment before* control.

19.5.2 Creating a payment

19.5.2.1 Manual payments

Manual payments are created in the BackOffice *Finance\Payments* interface using the *Add payment* form, which opens when you click the *New payment* button.

You can manually create payments with two statuses: *Confirmed* and *Not Confirmed*.

Confirmed payments affect the contract balance immediately after they have been created, and will continue to have a permanent effect on the balance until the confirmation is removed or the payment is removed from the System.

Not confirmed payments affect the contract balance immediately after they have been created and until the *Confirm payment before* date occurs. Confirmation can be performed for not confirmed payments with expired confirmation deadline as well as for those payments with the last confirmation date that has not yet expired.

When creating a payment in a currency different from the agreement currency, specify the amount in the currency other than the agreement currency and the date when the selected exchange rate was effective. The exchange rate is calculated automatically. After saving the payment, the agreement balance will be updated by the amount specified in the *Replenishment amount* control in the agreement currency.

19.5.2.2 Automatic payments

Automatic payments are created after the balance has been topped up with the help of the top-up form in the Client portal *Finance\Finance* interface by clicking the *Top up balance* button. These payments have the *Confirmed* status by default.

The user specifies the agreement to be topped up, the payment platform, and the top-up amount in the balance top-up form. The agreement currency is automatically selected as the top-up currency.

When the user clicks the form button that confirms the balance top-up, the System redirects them to a URL of the selected payment platform that contains all the parameters the System requires to complete the payment. This URL can be obtained from the payment platform used or generated by the System.

The user follows a URL on the payment platform's website and makes a payment by card or other available payment method. Upon successful payment, the payment platform notifies the callback URL of the payment, after which the confirmed payment is automatically registered in the System, and the balance of the agreement specified in the payment is topped up with correspondingly. After payment is completed, the user is redirected back to the Client portal.

NOTE: When creating a new payment or editing an existing one, checks are performed to ensure that payments are created/edited in accordance with the current payment logic.

NOTE: Payment uniqueness is verified using the *Company* - *Reference code* set of attributes. Payment reference code is unique for a selected company. In case the payment with the specified reference code is found for the selected company, the following error notification is displayed: "The payment with this code already exists for the selected company".

NOTE: When creating a payment or changing its parameters, the System verifies that the selected agreement has an active version on the *Payment date* and the *Confirm payment before* date, meaning the corresponding dates fall within the validity period of the selected agreement version. If no active version of the selected agreement is found, the following error notification is displayed: "The actual agreement version could not be found for the selected payment date and payment confirmation deadline".

19.5.3 Deleting a payment

Deleting payments is only available in the BackOffice *Finance\Payments* interface. The user clicks the *Delete* button in the *View payment* form, which opens when they click on the row in the Payments table.

When deleting a payment, a check is made to determine whether the selected payment affects the agreement balance at the time of deletion:

- If the selected payment affects the balance (typical for *Not confirmed* payments with *Confirm payment before* date that have not yet passed, as well as for *Confirmed* payments), the payment is deleted from the System, and the amount of this payment becomes void as regards the agreement balance. For example, when voiding an inbound payment (payment from the client to the System owner), the payment amount is subtracted from the balance of the corresponding agreement, and when voiding an outbound payment (payment from the System owner to the client), the corresponding amount is added to the balance;
- If the selected payment no longer affects the balance (typical for *Non confirmed* payments with the expired *Confirm payment before* date, the payment is deleted from the System without being voided regarding the agreement balance.

19.5.4 Editing a payment

Editing payment parameters is only available in the BackOffice *Finance\Payments* interface available in the BackOffice interface. Editing mode is accessed by clicking the *Edit* button in the *View payment* form, which opens when you click the row in the Payments table.

Some payment parameters are not editable and are only specified when the payment is being created. These parameters include the following:

- *Company* that the payment is associated with;
- *Agreement* with the selected company, which has the balance that the payment refers to;
- *Direction* of the payment;
- *Exchange rate*. This parameter becomes available at the attempt to register in the Payment System using a currency different from the agreement currency.

Other payment parameters are editable.

Confirming a payment and/or calling off the confirmation of an already confirmed payment is performed as part of editing payment parameters, since these operations are controlled by the *Payment confirmed* checkbox, which can be changed in the *Edit* mode.

19.5.5 Confirming a payment

Payment can be confirmed in the *Edit* mode in the BackOffice *Finance\Payments* interface. Confirmation is required if the payment was created after the payment had been executed and had already been credited to the System owner's bank account. In this case, a confirmed payment should be created immediately. Confirmation is also required if the client made the payment, but the bank transaction was still being processed at the time the payment was created, and the funds were expected to be credited later. In this case, the payment should be confirmed in the System after the System owner sees the funds in their account.

Payment confirmation is performed in the *Add/Edit payment* window by selecting the *Payment confirmed* checkbox when creating a payment or editing an unconfirmed payment, respectively. When a payment is confirmed, its status is set to *Confirmed*, and the client receives a payment confirmation notification to the email address specified in the *Payment alert emails* field of the active agreement version.

When confirming a payment, a check is performed to determine whether the selected payment affects the agreement balance at the time of confirmation:

If the selected payment affects the balance (typical for unconfirmed payments with the *Confirm payment before* date that has not yet expired), the amount of this payment is not charged/debited from the agreement balance again.

If the selected payment does not yet affect the balance (the payment is currently being created, and it is created as *Confirmed*) or no longer affects the balance (typical for *Non confirmed* payments with an expired *Confirm payment before*), then the amount of this payment is debited/written off from the balance at the time the payment is confirmed.

A confirmed payment has a lasting impact on the agreement balance as long as the payment remains registered in the System (until it is deleted) or until the confirmation is removed. Once a payment is confirmed, its confirmation deadline (*Confirm payment before*) no longer affects the payment's impact on the agreement balance.

19.5.6 Calling off payment confirmation

The confirmation of an already confirmed payment can be called off in the BackOffice *Finance\Payments* interface. This functionality becomes insturmental if a payment was confirmed by mistake.

To call off the confirmation uncheck the *Payment confirmed* checkbox in the *Edit payment* window. As the control with the latest payment confirmation date (*Confirm payment before*) is displayed set the date accordingly. After the confirmation has been called off the payment status changes from *Confirmed* to *Not Confirmed*.

Calling off a payment confirmation may change the logic behind its impact on the agreement balance depending on the specified confirmation deadline. When saving changes, the following checks are performed:

- If the *Confirm payment before* date is earlier than or equals to* the current date (the date when the confirmation of the payment is being called off), the payment status is set to *Not Confirmed* and the payment is voided relative to the agreement balance. For example, when canceling an inbound payment (a payment from a client to the System owner), the payment amount is subtracted from the corresponding agreement balance. When canceling an outbound payment (a payment from the System owner to a client), the corresponding amount is added to the balance;
- If the *Confirm payment before* date is set after the current date, the payment status is set to *Not Confirmed* and the payment remains on the agreement balance (not deducted or refunded) until the payment confirmation deadline. Subsequently, cancellation of the payment is carried out according to the existing logic for processing unconfirmed payments with a specified confirmation deadline.