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# SMS

# **INTRODUCTION**

Versatile A2P text messaging for real time engagement via promotions, marketing campaigns, transactional messages, OTPs & customised messages.

The below documentation is a guide to integrate, configure messaging features available via REST API and Self Care Developer portal. The below feature availability matrix helps identify the platform for the required feature setup, integration. Further sections explain each feature configuration in detail.

|  |  |  |
| --- | --- | --- |
| **Feature** | **Developer Portal** | **API** |
| Send SMS |  |  |
| Receive SMS |  |  |
| Delivery Notification Web Hooks |  |  |
| Delivery Notification via Polling |  |  |
| Configure Number for 2 way SMS |  |  |
| Customise Sender ID |  |  |
| Send Customised SMS |  |  |
| Quick Send SMS to a Group |  |  |
| Send, Preview, Schedule Bulk SMS/Campaign |  |  |
| Send Customised Bulk SMS/Campaign |  |  |
| Create Templates |  |  |
| Create Contact Groups |  |  |
| View SMS History, Logs |  |  |

# **PREREQUISTIES**

* 1. **Sign Up** – The first step to get started is to sign up on our developer portal with a valid, active email address and phone number.
     1. Launch the portal via URL <https://developer.vox-cpaas.com>
     2. Click on the ‘Sign Up Now’ link
     3. Fill up your details on the Sign Up page
     4. Complete Captcha verification
     5. Read & Agree to the Terms & Conditions
     6. Activate via the link in email sent to your registered email id
     7. Login with the registered email id & password

*Note - To reset the password, use Forgot password link on the Sign in page & follow the instructions*

* 1. **Create a Project** – Creating a project is the foremost step to acquire unique project keys. Project keys are a combination of Project ID and Auth Token which are pre-requisites to start using any of the CPaaS services. Multiple projects can be created on the portal thereby giving you flexibility to manage projects independently for functionality, credits, logs & analytics. Every project will have its own project ID & Auth Token which are the authentication parameters whilst API is invoked. Below are the steps to create a project.
     1. Login to the portal with registered credentials & 2FA
     2. Click on Create Project
     3. Enter the required details and create project
     4. Project ID is created & Auth token is created
     5. Select desired project from All Projects drop down to view project dashboard
     6. Project Dashboard page shows usage statistics, project details (name, no. of users), project keys (Project ID & Auth token), IOS certificate & Android API key
  2. **View Pricing & Add Credits** – SMS service requires credits to be purchased before it can be used. Below sections detail viewing SMS default rates as well as adding credits.
     1. Login to the portal with registered credentials & 2FA
     2. Click on the drop down from the top left upper corner & select the desired project
     3. Click on SMS dropdown from left Developer Tools navigation panel & click on Learn & Build. Scroll down and click on ‘Pricing info’ or View Pricing link
     4. This will automatically download the SMS rates spreadsheet. The spreadsheet contains prefix, country code, Outbound SMS cost, Inbound SMS cost. *Note – These are the standard rates that will be applicable unless custom rates are agreed & preapproved*
     5. To add credits, ensure you are in the right project if you have more than 1 projects
     6. Click on the Credits from the top right upper corner & enter the amount based on the required credits
     7. Read & select I agree to the ‘Refund, cancellation policies and Terms of Service’ & click on Add
     8. Payment Gateway Redirection - In progress (to be amended once available on the portal)
  3. **Buy Numbers** – 2 way SMS requires purchasing a number which has SMS capabilities. Below section shows steps to purchase number.
     1. Login to the portal with registered credentials & 2FA
     2. Click on the drop down from the top left upper corner & select the desired project
     3. Numbers can be purchased either via SMS section or from Numbers section accessible from the left Developer Tools navigation panel; both the options are detailed below
     4. From the SMS dropdown, click on Settings, scroll down and click on ‘Buy a new Number’. The resulting page would display all the options to choose from
     5. Search by country code, state or select to match certain digits based on their appearance in the number
     6. Select the capabilities of the number. Choose SMS if number is for incoming SMS or choose both depending on the requirement (SMS & Voice)
     7. Select type of number i.e. DID or Tollfree & click on Search. View the live feed of available numbers instantly along with the setup price & monthly price against each number
     8. The Docs Required column displays a Yes if verification is required as part of purchasing a number
     9. When a number can be purchased directly, the Purchase button will appear besides the number. When a number needs documentation prior to purchase, Order button will appear besides the number
     10. Click on Purchase/Order against the chosen number to buy that number
     11. If number is Ordered, the portal will show you a popup ‘documentation required’ and the order will be captured
     12. The same can be verified by clicking on Purchased Numbers from the left navigation menu under Numbers section. The number would appear under Ordered numbers section with status Ordered
     13. Sales & support team or the provisioning team will reach you regarding the required documentation
     14. The documents can then be submitted by uploading them from the portal
     15. To upload the documents, click on Documents to upload under Numbers from Developer Tools left navigation menu
     16. Click on Upload document from top right upper corner. Enter document name, select document type from the dropdown, expiry date of the document, choose upload, browse the file, and click on Upload
     17. The provisioning team will process the verification once the requested documents are uploaded. Post successful verification, the number will be allocated to the respective project and will be visible under Purchased Numbers from the left Developer Tools navigation menu
     18. If documentation is not required (i.e. when number is Purchased) a pop would show ‘the no. is purchased successfully’
     19. The purchased number will now be visible under Purchased Numbers from the left Developer Tools navigation menu
     20. To buy Numbers from the Numbers section, click on Numbers on the left Developer Tools navigation panel from the Dashboard view of the required project
     21. Click Buy a Number, the displayed page is same and therefore, the process of purchasing/ordering a number remain the same as mentioned in the above steps

# **USING MESSAGING API & FEATURES**

* 1. **Send an SMS** – Below is the API for sending SMS. However, you can try/test the API from developer portal by sending an SMS as shown below. Please note that this test SMS uses credits from your available balance.

### **Try the SMS API**

* + 1. Login to the portal with registered credentials & 2FA
    2. Click on the drop down from the top left upper corner & select the desired project
    3. Click on SMS dropdown from left menu options, click on Learn & Build
    4. On the resulting page, enter the recipient number in the To filed, the From option would be default i.e. system will automatically choose a number available from the random pool of numbers & enter the message in the body
    5. Click on Pricing Info to check the cost that could be incurred for this SMS
    6. The right hand section of the page lets you preview the request as and how you fill out the recipient number and message body fields
    7. Click on Make request button
    8. The response section now shows the response code returned
    9. Please refer to the below API reference tables for more information on response codes along with an example

### **Send SMS - API Reference**

**Base URL** – https://api.vox-cpaas.com/sendsms

**Method** – POST

**Notes –** a) All parameters are URL encoded

b) SMS body could be of any length; however, billing is done based on number of message segments

c) First segment of message can contain up to 160 ascii characters. If there are more than 160, the message will be split into segments of 153 characters per segment.

d) For message containing Unicode characters, first segment can contain up to 70 characters and any additional characters will be split into segments of 67 characters per segment

e) When message body contains at least 1 Unicode characters, the entire body of the message is considered as Unicode data

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| *Table 1* | |  | |  | | |  | | |
| **Parameter** | | **Syntax** | | **Description** | | | **Required** | | |
| Project ID | | projectid | | Identifies the project from which SMS should be sent. This can be obtained from the portal, refer section 2.2 | | | Yes | | |
| Auth Token | | authtoken | | Authentication token of the relevant project. This can be obtained from the portal, refer section 2.2 | | | Yes | | |
| To | | to | | The phone number with the country code the SMS should be sent to. Use comma (,) separated list for multiple recipients up to maximum 10 numbers. For more than 10 numbers, use Bulk SMS API – Venu to discuss with Viswa & confirm if API should be exposed or not | | | Yes | | |
| From | | from | | From number is either a sender id or a purchased number. When included, the SMS will be delivered from specified sender id/number only. If it is not included, the system will pick sender id/number automatically. Sender id has to be provisioned before it can be used, refer section 3.2 | | | Optional | | |
| Body | | body | | The content, body of the SMS | | | Yes | | |
| Delivery Notification via webhooks | | dlr\_url | | To receive delivery notifications for an SMS, pass this parameter to send\_sms API with the http URL which will receive delivery notification, refer section 3.3 | | | Optional | | |
| *Table 2* | | |  | | |  | |
| **Output** | | | | | | | | | |
| API returns a json dictionary containing three elements, code (response code), status (status message) and resp (a list containing response specific to each number in 'To' field) | | | | | | | | |
| Success Output | 200: Success | | | | | | | |
| Failure Codes | 1401: Invalid credentials  1430: Spam message  1431: DND Reject  1432: Invalid destination  1434: Invalid message  1435-1439: Error delivering message  1440: No route found  1441: Error delivering message  1442: No Text Message specified'}  1443: No Source  1444: No Destination  1445: Invalid Destination  1446: Invalid Credentials  1447: No Credit  1448: Invalid Data Coding | | | | | | | |
| *Table 3* | |  | |  | | |  | | |
| **Examples** | | | | | | | | | |
| TO SEND SMS | Request | | | | curl -X POST "https://api.vox-cpaas.com/sendsms" \  --data-urlencode 'projectid= xxxxxxxx\_xxxx\_xxxx\_xxxx\_xxxxxxxxxxxx' \  --data-urlencode 'authtoken=xxxxxxxx\_xxxx\_xxxx\_xxxx\_xxxxxxxxxxxx' \  --data-urlencode 'to=+919876543210' \  --data-urlencode 'body=test' | | | | |
| Success Output | | | | {​"status": "Success", "code": 200, "id": "xxxx-xxxx-xxx-xxxxxx”}​  Note – xxxxx in response refers to the corresponding message ID | | | | |
| Failure Output | | | | Refer to the error codes in Table 2 | | | | |

* 1. **View and Customise Sender ID** – Sender ID appears on the recipients’ mobile phone representing the identity of the sender. Sender ID can either be a number or an alpha numeric name such as the name of a company. A custom sender ID must be requested & provisioned before it can be used. Sender ID can either be promotional or transactional ID depending on the intended purpose. Please see below for more information on sender ID types, steps to request a sender ID & to view existing sender IDs from developer portal
  + **Promotional** – Messages sent using this type of sender ID are for advertising purposes
  + **Transactional** – Messages sent using this type of sender ID are for business transactions such as notifications, information related to services the user registered. Messages that are primarily not intended for marketing
  + **OTP** – Messages sent using this type of sender ID are only for time based, onetime password notifications

### **Request Sender ID**

* + 1. Login to the portal with registered credentials & 2FA
    2. Click on the drop down from the top left upper corner & select the desired project
    3. Click on SMS dropdown from left menu options and navigate to Settings
    4. On the Request sender ID page, select the type of sender ID required based on the purpose
    5. Enter the template message i.e. the content/body of the SMS & select the country code
    6. Enter three preferred sender ID options in Option 1, Option 2 & Option 3 fields & click on make request
    7. The sender ID once provisioned will be available to use and can be viewed from the portal

### **View Existing Sender IDs**

* + 1. Login to the portal with registered credentials & 2FA
    2. Click on the drop down from the top left upper corner & select the desired project
    3. Click on SMS dropdown from left menu options and navigate to Settings
    4. The right section of the page displays the available sender ids along with corresponding country code that can be used with respective project
  1. **Configure Delivery Notifications** – Delivery notifications can be handled via 2 approaches. One of them is to use webhooks whilst the other is to use polling API to fetch the status. Please see the below for more details

### **Webhook**

To receive delivery notifications for an SMS, pass the *dlr\_url* parameter while calling the *send\_sms* API with the http URL which will receive delivery notification. The CPaaS server will then make a POST request to the specified URL along with the message id and delivery status

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| *Table 4* | |  |  | |  |
| **Examples** | | | | | |
| DELIVERY NOTIFICATIONS  Via WEBHOOKS | Request | | | curl -X POST "https://api.vox-cpaas.com/sendsms" \  --data-urlencode 'projectid=xxxxxxxx\_xxxx\_xxxx\_xxxx\_xxxxxxxxxxxx' \  --data-urlencode 'authtoken=xxxxxxxx\_xxxx\_xxxx\_xxxx\_xxxxxxxxxxxx' \  --data-urlencode 'to=+919603643259,+1891231231' \  --data-urlencode 'body=test' \  --data-urlencode 'dlr\_url=http://client-host:port' | |
| Success Output | | | {​​​​​​​​"status": "Success", "resp": {​​​​​​​​" xxxx-xxxx-xxx-xxxxxx ": "DELIVRD", " xxxx-xxxx-xxx-xxxxxx ": "DELIVRD"}​​​​​​​​, "code": 200}​​​​​​​​  Note – xxxxx in response refers to the corresponding message ID | |
| Failure Output | | | Refer to the error codes in Table 2 | |

### **Polling API**

Polling API can fetch status for one or more message ID’s. Response will be JSON reply as shown in the below examples. Please replace project ID and Auth token with your respective project keys

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| *Table 5* | |  |  | |  |
| **Examples** | | | | | |
| DELIVERY NOTIFICATIONS  Via POLLING API | Request 1 - To get status on 1 msg | | | https://api.vox-cpaas.com/getsmsstatus?projectid=<your projectid>&authtoken=<your authtoken>&messageids=1920412238 | |
| Success Output | | | {"status": "Success", "resp": {"1920412238": "DELIVRD"}, "code": 200} | |
| Request 2 - To get status on 2 msgs | | | https://api.vox-cpaas.com/getsmsstatus?projectid=<your projectid>&authtoken=<your authtoken>&messageids=1920412238,1921145471 | |
|  | Success Output | | | {"status": "Success", "resp": {"1920412238": "DELIVRD", "1921145471": "DELIVRD"}, "code": 200} | |
|  | Failure Output | | | Refer to the error codes in Table 2 | |

* 1. **Receive an SMS, 2 way SMS –** To receive SMS, i.e. once a number with SMS capability is purchased, it must be configured from the developer portal. Build a REST API that accepts json input parameters and POST or GET method over HTTP or HTTPS

### **Configure REST API**

* + 1. Login to the portal with registered credentials & 2FA
    2. Click on the drop down from the top left upper corner & select the desired project
    3. Click on SMS dropdown from left menu options and navigate to Settings
    4. Scroll down to Numbers with SMS Capability section where in all SMS capable numbers will be listed
    5. Select the number from which the client wants to receive the SMS and click on Expand to configure
    6. Paste the REST URL with port number in the URL field under SET MESSAGING POST/GET URL
    7. Select the webhook method POST/GET and click on Update URL button
    8. The method i.e. POST/GET along with given URL will be displayed for that number under the configuration column on the same page
    9. The same can be done from Numbers - Purchased numbers from the left menu options

**URL** – URL must be FQDN with port number

*Example* - https://example.com/incomingsms:443

**Method** – POST OR GET

|  |  |  |  |
| --- | --- | --- | --- |
| *Table 6* |  |  |  |
| **Parameter** | **Syntax** | **Description** | **Required** |
| Sender Number | source | The phone number with the country code the SMS is being sent from | Yes |
| Destination Number | destination | The phone number with the country code the SMS should be sent to | Yes |
| Message Body | message | The content, body of the SMS | Yes |
| Static Token to notify of incoming SMS | request | Any text passed as a static token to identify this is an incoming message. Helps in identification for troubleshooting purpose and for analytics. Example – *'incoming-sms'* | Yes |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| *Table 7* | |  |  | |  |
| **Examples** | | | | | |
| REST API FOR RECEIVING INCOMING SMS | Example Input to REST API | | | {'request':'incoming-sms', 'source':'+123456789','destination':'+1987654321','message':'test message'} | |
| Success Output | | | {"status": "Success", "resp": {" xxxx-xxxx-xxx-xxxxxx ": "DELIVRD"}, "code": 200}  Note – xxxxx in response refers to the corresponding message ID | |
|  | Failure Output | | | Refer to the error codes in Table 2 | |

* 1. **Send or Schedule Customised SMS,** **Campaigns** – Send personalised & customised SMS campaigns. Send campaigns immediately or schedule campaigns to run at chosen date and time. Follow the below steps to create and schedule campaigns

### **Send Campaign**

* + 1. Login to the portal with registered credentials & 2FA
    2. Click on the drop down from the top left upper corner & select the desired project
    3. Click on Bulk SMS dropdown from left menu options and navigate to Custom Send SMS
    4. On the create campaign page, select the type of campaign - Transactional or Promotional
    5. Enter the campaign name, select the sender ID in from field. Select default for system to automatically use an available number from the random pool
    6. Click on Choose File in the To field to upload the campaign details in an .xlsx format
    7. Either type the message in the Message field or choose from templates. Please refer 3.10 to manage templates
    8. Click on Send to send campaign immediately

### **Schedule Campaign**

* + 1. Follow the same steps until
    2. Click on schedule campaign and select desired date and time
  1. **Quick Send SMS to a Group** – Quick send SMS allows you to send campaigns to selected contacts or groups. Campaigns can be sent immediately or scheduled for a later date and time. Campaigns once created can also be previewed including the estimated cost before they are sent. Quick Send SMS makes it easy to send or schedule campaigns by eliminating the time and effort required to format or prepare recipient list

### **Create Campaign**

* + 1. Login to the portal with registered credentials & 2FA
    2. Click on the drop down from the top left upper corner & select the desired project
    3. Click on Bulk SMS dropdown from left menu options and navigate to Quick Send SMS
    4. On the create campaign page, select the type of campaign - Transactional or Promotional
    5. Enter the campaign name, select the sender ID in from field. Select default for system to automatically use an available number from the random pool
    6. Enter 1 numbers per line in the To field. Alternately, choose group of contacts by clicking Choose from groups option. Please refer 3.11 to manage groups
    7. Either type the message in the Message field or choose from templates. Please refer 3.10 to manage templates
    8. Schedule campaign by selecting future date and time or use the send option to send a campaign immediately

### **Preview Campaign**

* + 1. Follow the same steps until 3.7.7.
    2. The right side preview section of the page then displays the message, message length including the number of messages it constitutes to, chosen sender ID, count of numbers to which the campaign is intended for, units i.e. the number of messages it constitutes to and in other words billing units for each number included in the campaign, total cost that would be incurred for the campaign is shown as charges
  1. **Send or Schedule Bulk SMS** – Bulk SMS allows you to send or schedule Bulk campaigns i.e. to a larger group of recipients in one go. Campaigns once created can also be previewed before they are sent

### **Create Campaign**

* + 1. Login to the portal with registered credentials & 2FA
    2. Click on the drop down from the top left upper corner & select the desired project
    3. Click on Bulk SMS dropdown from left menu options and navigate to Bulk Send SMS
    4. On the create campaign page, select the type of campaign - Transactional or Promotional
    5. Enter the campaign name, select the sender ID in from field. Select default for system to automatically use an available number from the random pool
    6. Select the .xls file in the To field. Column (1 column) in the file should contain mobile number only and each row should have only 1 number
    7. Either type the message in the Message field or choose from templates. Please refer 3.10 to manage templates
    8. Schedule campaign by selecting future date and time or use the send option to send the Bulk SMS campaign immediately

### **Preview Campaign**

* + 1. Follow the same steps until 3.8.7.
    2. The right side preview section of the page then displays the message, message length including the number of messages it constitutes to, chosen sender ID, count of numbers to which the campaign is intended for, units i.e. the number of messages it constitutes to and in other words billing units for each number included in the campaign
  1. **Templates** – Templates (message content) can be created & saved to reuse them for future campaigns. All past templates can be viewed and managed from the Templates page

### **Create Templates**

* + 1. Login to the portal with registered credentials & 2FA
    2. Click on the drop down from the top left upper corner & select the desired project
    3. Click on Bulk SMS dropdown from left menu options and navigate to Templates
    4. Click the +New option from top upper right section of the template page
    5. Enter the template name & body which will be the reusable message
    6. Click on create and the template will be created and is ready to use any number of times within the given project

### **View Templates**

* + 1. Follow the same steps until 3.9.3. to view the list of templates available along with the name of the template, body and the date, time the template was created

### **Delete Templates**

* + 1. Follow the same steps until 3.9.3. to view the list of templates along with the delete button against each one through which the unwanted templates can be deleted
  1. **Groups** – Groups section on the Developer portal is to create & manage contact groups that can be reused for sending campaigns. Contact groups can be imported, exported and modified

### **Create Contact Group**

* + 1. Login to the portal with registered credentials & 2FA
    2. Click on the drop down from the top left upper corner & select the desired project
    3. Click on Bulk SMS dropdown from left menu options and navigate to Groups
    4. Click the + Add New Group option from top upper right section of the Groups page
    5. Enter the name for the contact group and click on create
    6. The new contact group is now available on the page, click on the group to start adding contacts to the group using import option from top upper right section
    7. Upload .xls spreadsheet containing contact details, maximum 2 columns i.e. phone number and second column for email address which is not mandatory
    8. Alternately, use the import button besides the group from the groups page to add contacts to the group and follow the same upload procedure to add contacts

### **Manage Contact Groups**

* + 1. Follow the same steps until 3.10.3. to view the list of groups available along with details for each group such as name, number of contacts in the group and the date, time the group was created
    2. Use the options besides each group to manage groups such as viewing contacts in the group, edit option to edit the name of the group, import contacts and export contacts options to upload and download contact group contents in a .csv file

### **Delete Contacts & Contact Groups**

* + 1. Follow the same steps until 3.10.3. to view the list of groups available along with details for each group such as name, number of contacts in the group and the date, time the group was created
    2. To delete contact groups, use the delete button besides the contact group to delete the complete group
    3. To delete contacts in a contact group, click on the contact group and use the delete button besides the contact that requires deleting
  1. **View SMS History/Logs** – SMS Logs including usage summary can be viewed from the Developer portal for all the campaigns/Bulk SMS sent. Logs can also be retrieved via REST API

### **Spent Summary**

* + 1. Login to the portal with registered credentials & 2FA
    2. Click on the drop down from the top left upper corner & select the desired project
    3. The dashboard page shows the usage summary for the current month which includes the no. of SMS sent and the amount incurred for the same
    4. To view the summary for a specific period, select the from and to dates and the updates statistics will be displayed on the dashboard summary

### **Detailed SMS Logs**

* + 1. Login to the portal with registered credentials & 2FA
    2. Click on the drop down from the top left upper corner & select the desired project
    3. Click on SMS dropdown from left menu options and navigate to Overview
    4. The spent summary on top upper right hand corner shows the quantity i.e. number of SMS sent along with the amount incurred for the same
    5. The usage logs display the detailed logs for each SMS. This includes the Date and Time the message was sent, Direction (incoming, outgoing), From (sender ID), To number which is the recipient number, Message ID (if available), Status (Delivered, Failed etc) and the cost incurred for the message
    6. Click on All SMS logs available at the bottom of the list to view all the SMS logs available for the given project since its registration
    7. The same information can directly be viewed (without clicking on All SMS logs) by navigating to SMS Logs from SMS dropdown on the left menu panel

### **Sent Campaigns Summary**

* + 1. Login to the portal with registered credentials & 2FA
    2. Click on the drop down from the top left upper corner & select the desired project
    3. Click on SMS dropdown from left menu options and navigate to Campaigns
    4. The campaigns page displays the logs of each campaign that include the Name of the campaign, Number of recipients of the campaign, Charges incurred for the campaign, Delivered %, Date and Time the campaign was sent
    5. The export button against each campaign can be used to download further details of the chosen campaign in a .csv file. Each row of this file contains information for each recipient of the campaign such as From ID/number, To number, Message ID, Direction, Status (Delivered, Failed etc) and the cost incurred for the message, the Date and Time the message was sent to that particular recipient

### **Scheduled Campaigns Summary**

* + 1. Login to the portal with registered credentials & 2FA
    2. Click on the drop down from the top left upper corner & select the desired project
    3. Click on SMS dropdown from left menu options and navigate to Campaigns
    4. Click on Scheduled on the campaigns page to view the list of future campaigns. This displays the name of the campaign, the message and the date, time the campaign is scheduled for

### **SMS Logs via REST API**

**URL** – https://proxy.vox-cpaas.com/api/getsmshistory

**Method** – GET

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| *Table 8* | |  |  | |  |
| **Parameter** | | **Syntax** | **Description** | | **Required** |
| Project ID | | Projectid | Identifies the project from which SMS should be sent. This can be obtained from the portal, refer section 2.2 | | Yes |
| Auth Token | | Authtoken | Authentication token of the relevant project. This can be obtained from the portal, refer section 2.2 | | Yes |
| SMS Status | | Status | To retrieve logs based on the status of the SMS i.e. delivered, failed etc. Can pass the value *null* to not specify a specific status i.e. to retrieve logs irrespective of the status | | Optional |
| Recipient | | Tonumber | The phone number with the country code to retrieve SMS logs of a specific number. Can pass the value *null* to avoid filtering by a number | | Optional |
| Start Time | | Starttime | The start date and time from which the logs are required. Should be in *yyyy-mm-dd hh:mm:ss* format. Can pass the value *null* to retrieve all logs for the project | | Optional |
| End Time | | Endtime | The end date and time up to which the logs are required. Should be in *yyyy-mm-dd hh:mm:ss* format. Can pass the value null to not specify a specific status | | Optional |
| Offset | | Offset | Index of the record | | Yes |
| Page Size | | Size | Page size determines the no. of records per page | | Yes |
| *Table 9* | |  |  | |  |
| **Examples** | | | | | |
| SMS LOGS via REST API | Request | | | curl -X GET --header 'Accept: application/json' 'https://proxy.vox-cpaas.com/api/getsmshistory? projectid=xxxx\_xxxxx\_xxxxx\_xxxxxx  &authtoken=xxxx\_xxxxx\_xxxxx\_xxxx&status=NULL&tonumber=NULL&starttime=NULL  &endtime=NULL&offset=0&size=1'  Note – The page size is set to 1 so this is a request for 1 record | |
| Success Output | | | "data": {  "message": [  {  "id": 1234567,  "fromnumber": "xxxxxxxxx",  "tonumber": "xxxxxxxxxxx",  "message": "-",  "accountid": xxx,  "projectid": "xxxx\_xxxxx\_xxxxx\_xxxxx\_xxxxx",  "status": "DELIVRD",  "sms\_gateway": "xxxxxxxx",  "pre\_balance": "0.1348183E4",  "smscost": 0.03,  "post\_balance": "0.1348153E4",  "timestamp": "2020-01-06 09:42:36",  "dlr\_submitdate": "2020-01-06 09:42:43",  "dlr\_donedate": "2020-01-06 09:42:43",  "dlr\_cost": "0.0",  "dlr\_url": "NULL",  "messageid": "xxxxxxxxxx",  "msglength": 146,  "msgparts": 3,  "direction": "outgoing",  "campaignname": "",  "campaignid": 0  }  ],  "count": xxxxxx,  "usagecost": xxx.xxxx  }  }  Note – The response is 1 record of information as the page size is set to 1 in the request | |
| Failure Output | | | Refer to the error codes in Table 2 | |

# **SUPPORT**

For any other technical & billing queries or for further support, please email [support@voxvalley.com](mailto:support@voxvalley.com)

For complete contact details, please refer to https://voxvalley.com/contact-support-team/