Inbound SMS User Guide

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1: Introduction

This document provides instructions for using the Cosmic SMS Inbound SMS service to receive SMS messages to a virtual mobile number (VMN) and managing the SMS auto-response, message forwarding and reporting options provided.

The Inbound SMS service has been designed with flexibility in mind and can be used in a multitude of ways – as a reply number for feedback; surveys and competitions; for collecting subscriber data and receiving automated texts from telemetry systems; corralling sales enquiries; getting appointments confirmed by text and much more. You can also use your VMN as a means to text people from your mobile by setting up message forwarding to SMS recipient groups, who can then be reached collectively by a single text sent to your VMN.

The main features of the Inbound SMS service are described below:

SMS Inbox

View online, messages received to your VMN and/or download a report in a CSV Excel format.

Send SMS auto-reply

Send an SMS reply when a message is received to your VMN.

Forwarding via email

Forward the received SMS message to a specified email address.

Forwarding via SMS

Send the received message to any number of Cosmic SMS Groups via SMS. Ideal for 'out in the field' communications, when the internet or web access is not available and/or fast delivery of any critical message content.

Auto Group subscription

Save sender mobile numbers for received messages to an SMS group.

Set up Keywords

Based on the first word in the received text message, each keyword can be configured with their own SMS auto-response and message forwarding options. Any number of keywords can be configured. For example, keywords (A, B, C etc.) might be configured for a survey feedback with tailored SMS auto-response and forwarding options set depending on the message received.

2: Getting Started

After logging on, select the **Manage Inbox** menu option to access the page shown below. This page provides an 'at a glance' view of your VMN settings. The status of keywords and default actions are indicated by the colour of the circle within each option – red indicating disabled and green, active.

In the example shown below the VMN is configured to use the '[DEFAULT]' auto-response/forwarding options when a message is received, unless the received message starts with a word that matches one of the configured keywords (JOIN or INFO), in which case the matching keyword auto-response/forwarding options are used instead.

From this page you can control your VMN settings - add/delete keywords and modify your auto-response and message forwarding options.

2.1: VMN and Keyword Rules

When a message is received to your VMN there are rules of precedence that control whether the VMN or the keyword auto-response and message forwarding options are activated.

- If a message is received that starts with a word that matches an existing keyword, then the associated keyword actions for auto-response, message forwarding etc. will be used.
- If a message is received that starts with a word that does not match an existing keyword then the VMN actions are used.

Should you wish to only respond or set up forwarding for messages that match a configured keyword then you would set the '[DEFAULT]' to disabled, confirmed by a red circle in the 'Active' column.
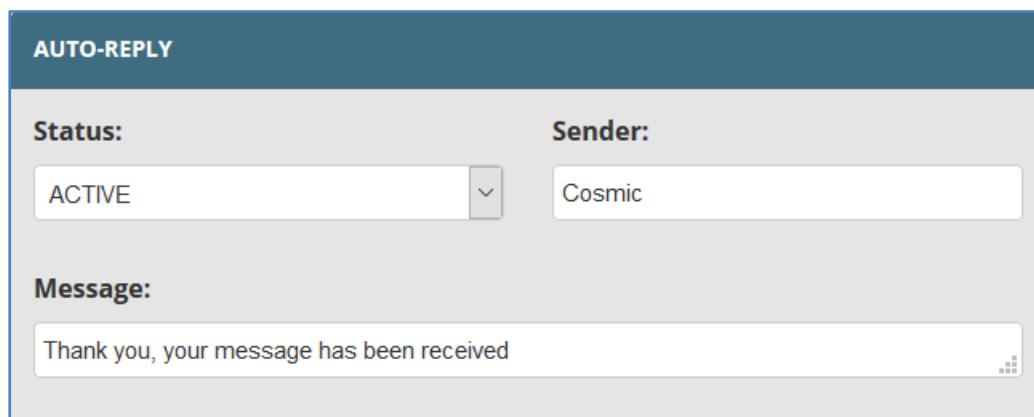
Alternatively, the VMN can be used as a catch-all – for example, if a message is received but doesn't match an existing keyword then the VMN auto-response can be sent informing the sender that the message was invalid.

3: Edit Inbox

From the **Manage Inbox** page (as shown in Section 2) click on your VMN to access the **Edit Inbox** page where you can enable, disable and change your SMS auto-response, message forwarding options and other settings.

3.1: SMS Auto-Reply

An SMS reply can be sent automatically when a message is received to your VMN.

Auto-Reply Message

Enter the message to be sent when a message is received and select the 'Active' setting from the 'Status' box to enable your SMS auto-reply.
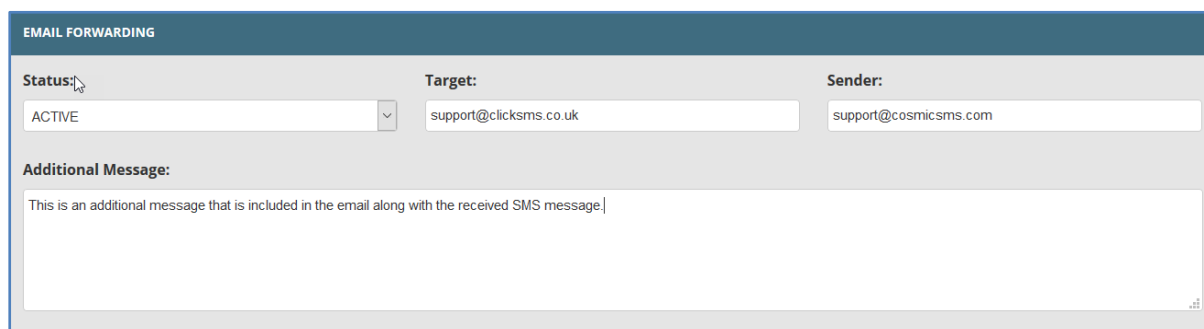
Response Sender ID

The Response sender ID is shown as the message sender on the recipient phone. Sender ID's can be alphanumeric [max length 11, a-z, A-Z, no spaces) or numeric (max length 15, 0-9, no spaces).

3.2: Message Forwarding

SMS Messages received to your VMN can be forwarded via email or SMS. All forwarding options can be enabled at the same time.
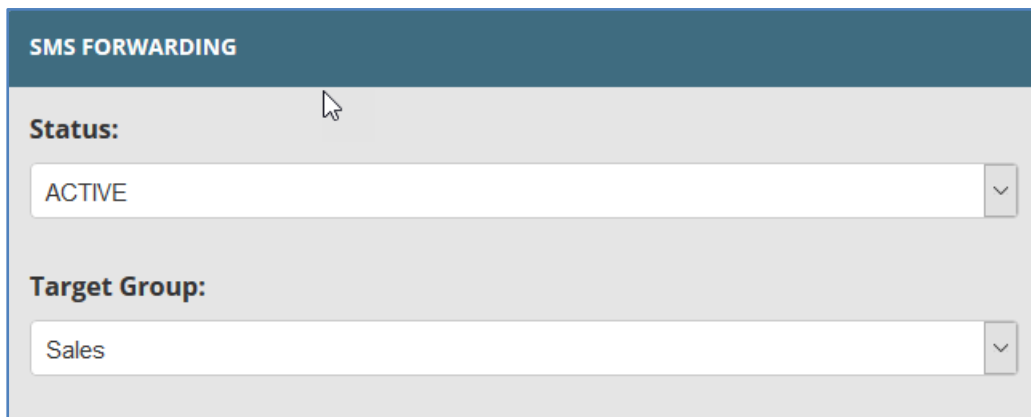
3.2.1: Forwarding via Email

In the Email Forwarding section shown below you can set the sender and recipient, plus an additional message that is sent along with the received SMS message in the forwarded email.

3.2.2: Forwarding via SMS

Received SMS Messages can be forwarded by SMS to an existing Cosmic SMS Group as shown in the example below.
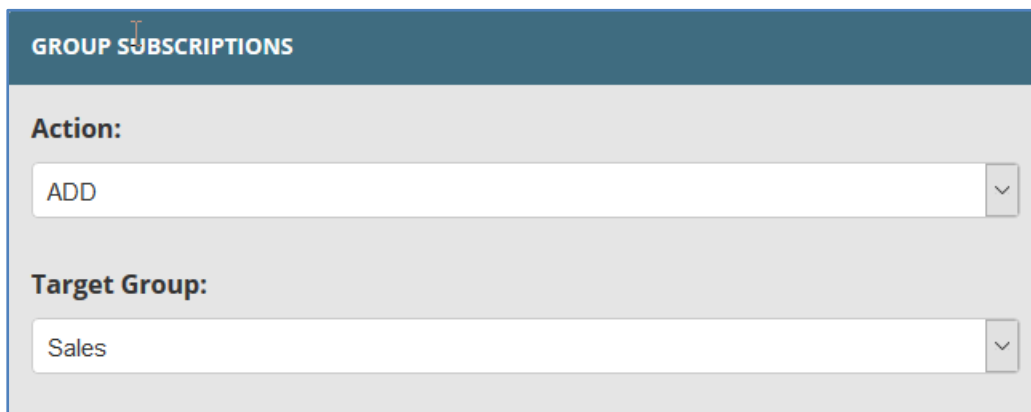

Note: Forwarding via SMS uses credit from your SMS account.

3.3: Group Subscription

The mobile numbers of people who send messages to your VMN can be added to, or removed from, an existing Cosmic SMS group. Group subscriptions can also be tuned off for received messages.

4: Add/Modify Keyword

The process of configuring a keyword SMS auto-response, message forwarding options and other settings is almost identical to the VMN set-up process described in the preceding steps.

To add a keyword select the **Add Keyword** page link on the **Manage Inbox** page, as shown at the start of Section 2. Keywords are not case sensitive. For example, the keyword INFO (shown below) would be a match for received SMS messages that start INFO, info, Info etc.

INBOX DETAILS

Virtual Number:

447860041960

Keyword:

INFO

Status:

ACTIVE

After adding a new keyword, click on the 'Save' button at the bottom of the page to finish.

5: Received Messages

Received message details can be viewed online from the **Received Messages** page, as shown below.

5.1: Report Filters

The default view is to display messages received today. Search filters can be combined to refine the report output.

Search by:

- Selected on selected keyword or 'ALL' keywords.
- Mobile number.

- Date range.

5.2: Generate CSV Report

A report, based on the current selection and generated in a spread sheet format, can be requested and delivered by email.

To generate the report, check the 'Generate CSV Report'. Then select your search criteria and click on the 'Go' button.