SMS Integration

Requirements

1. Customer Database should be Live:

 Technics Module > Settings > Database status > > Database status Live

	Database Status: Inspect						
		Save					
Reason							
	Database Status	Update Database Status					
	OUnknown	Automatic					
	O Live	Manual					

Configuration

1. Enabled Contract

Currently Int. Service Contract is unavailable in marketplace. Please contact your local HansaWorld representative to sign a contract before starting to use it.

2. Set up Phone number

When user will send SMS, system will take user's phone number from Person Register to send SMS.

System Module > Registers > Persons > > Number Series > Phone 1

				Sample:	Person: Ir	spect						
$\langle \rangle$						Create 、	Can	icel	Save	\mathbf{A}	x	6
	Signature Name	SJ Samu	el Jackson		losed	Urlicen	sed					
S	tandardID	sampl	e@hansav	vorld.com								
Pro	nunciation						_					
Access	Number S	Series	Sales	Accounts	Job Costin	g Web	Time Ent	ry	Formats	Aste	risk	
	Bonus		4.00	0	ur Ref Sami	uel Jaffacake		Min	imum Pric	e List		_
	Location	WHS		Depar	tment GEN				P	OS ID		_
Service	Location			PI	none 1 +448	451232732	e.					
Order Reserv	Location			Pł	ione 2		6					
Order Reser	v. Access											_
Ema	I Address	sample	e@hansaw	orld.com								_
Spe	cification											_
	Comment											_
	Account	826		Tag/0	Object SJ							
	Sort Code			Bar	nk A/C 1234	567893						
				Bank	Name NAT	VEST						

3. Set up System Phone Number:

System Phone Number will be displayed as the Text Message sender. This Phone Number applies to the Company in which you are logged in to, and will be only used to send Text Messages to customers. It should be a valid phone number so that the recipient can reply to it. You can set up system phone number in

 Business Alert Module > Settings > Internal System Alerts Settings > System Phone No.

🖲 🕘 👘 Internal S	ystem Alerts: Update	
		Save
SMS when unexpected restart	Std. Text	-
SMS when Email Queue has stopped	Std. Text	-
Create Alarm Activity when Email Queue	has stopped Act. Type	-
Create Alarm Activity when Cloud Service	es have stopped Act. Type	-
System Phone No. +37212345678		
Recipient Phone No.		

Example of how to use SMS

There are two ways to test if SMS integration is properly working.

1. Communication Centre

 Open Communication Center > Choose 'Contact' > Click on 'Text Message'.

System will fill 'To' field from number defined in contact register and 'From' field will be field up from person's register.

 Enter you text message in text field > Tick 'Send' > Click on 'Save'

9 🛛			Message: New				
				Create - Cancel Save	\sim	х	0
Date To No.	2021-11-29 +37212345678 0	Time <u>19:24:58</u> <u>Contact</u>	From Std. Text	Sent			
Text	Hello, This is test messa	ige	Text Misc				

System should send SMS to the number filled in 'To' field

2. Business alerts

Text Message can be useful to sent critical business alerts, when immediate action is required by the responsible person. Alert rules can be set in

Business Alert Module > Registers > Approval Rules

•				Sample: Approval F	Rules: New						
>					Create ~	Ca	ancel	Save	\mathbf{A}	\times	6
	Register	Purcha	se Orders	Comment							
	Contact	SJ									
				Activity Types	Rules						
	Up to		Туре	Approval By	A	ction	Alarm	Next	Level		A
1		1.00	User	SJ	В	y all	SMS	Not R	equire	Q.D	B
0											

Choose 'SMS' from paste special in 'Alarm' field.



SMS Integration

Debugging

1. Check if TreatETasksQueue_SENDSMS is enabled:

Technics Module > Report > Idle tasks list > should have enabled 'TreatETasksQueue_SENDSMS'

000			
⊙ × 🖴 🖉			Q Search
			Standard ERP, Print date: 2021-11-26 12:08
Code	Argument	Function	
TreatETasksQueue_SENDSMS	SENDSMS	TreatETasksQueueVc	Every 25
TreatETasksQueue_SENDSMS	SENDSMS	TreatETasksQueueVc	Every 25

2. Check SMS status

It help to check status of all the messages sent by system.

 Business Alert > Reports > SMS Status > choose period when you sent SMSes > Run

• • •		RIKS: SMS St	atus Repo	port				
•• • 🔒	0		Q Search					
SMS Status Report Standard ERP, Print date: 2021-11-29 18:00 Katrin Riksbank TEST All Contact Classification Showing Sent to server, Pending, Delivered to receipent, Failed Sort by: Cussioner code								
Customer	Customer name	Created		Last status at		Last status		
1	Katrin Veskimäe	2021-11-25	13:54	2021-11-25	13:54	Sent to IS Server		
1	Katrin Veskimäe	2021-11-25	13:55	2021-11-25	13:56	Sent to IS Server		
1	Katrin Veskimäe	2021-11-29	09:20	2021-11-29	09:21	Sent to IS Server		

3. Check sent Messages

It is possible to see all sent message by SERP.

 Database Maintenance Module > Registers > > Messages.



