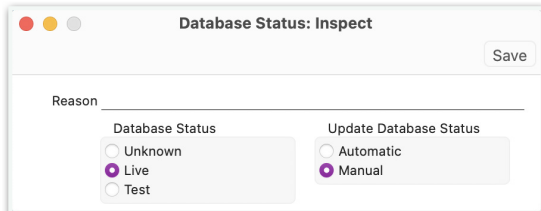


SMS Integration

Requirements

1. Customer Database should be Live:

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



Configuration

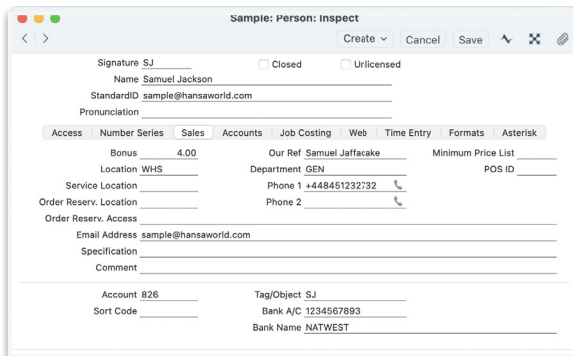
1. Enabled Contract

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.

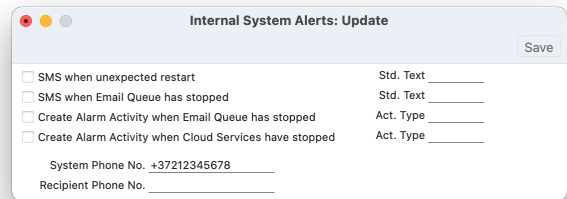
- System Module > Registers > Persons > Number Series > Phone 1



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.



Example of how to use SMS

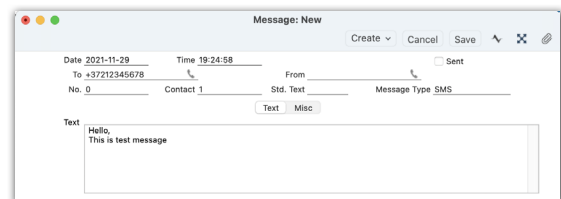
There are two ways to test if SMS integration is properly working.

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'



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



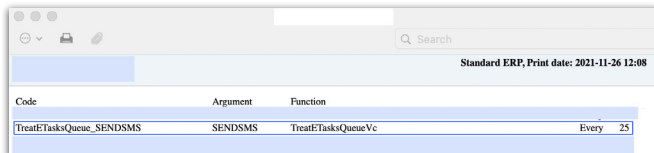
Choose 'SMS' from paste special in 'Alarm' field.

SMS Integration

Debugging

1. Check if TreatETasksQueue_SENDSMS is enabled:

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



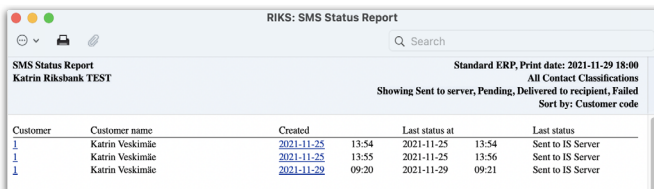
Standard ERP, Print date: 2021-11-26 12:08

Code	Argument	Function	
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 Status Report

Standard ERP, Print date: 2021-11-29 18:00

SMS Status Report
Katrin Riksbank TEST

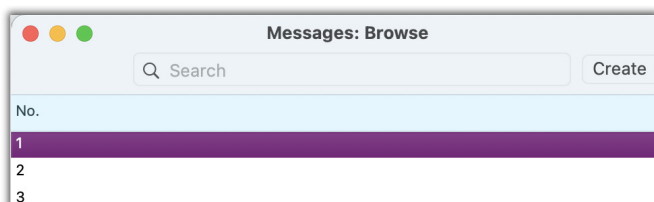
All Contact Classifications
Showing Sent to server, Pending, Delivered to recipient, Failed
Sort by: Customer code

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.



Messages: Browse

Search Create

No.
1
2
3