Report Manager for SMS 365, Enterprise Service
User Guide

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Content

Getting started

The report manager for SMS 365, enterprise service, is a Web-based reporting portal that gives you the ability to **view SMS traffic statistics and messages investigations**. This document provides step-by-step instructions on using the report manager to generate traffic statistics and message information.

To help you connect customers around the world, we offer the enterprise service for SMS 365. This mobile service removes the complexity from developing and implementing SMS-based mobile services.

Included in the enterprise service for SMS 365 is a Web-based reporting portal called report manager that displays detailed statistics. With the report manager, you can view data by country or by operator, and for a time range that you specify. The report manager displays traffic trends graphically and provides tools for message investigation. This guide helps you create reports that provide insight into essential measures of operation, such as traffic and messages.

The following sections describe the steps you must take to begin using the report manager.

Supported browsers

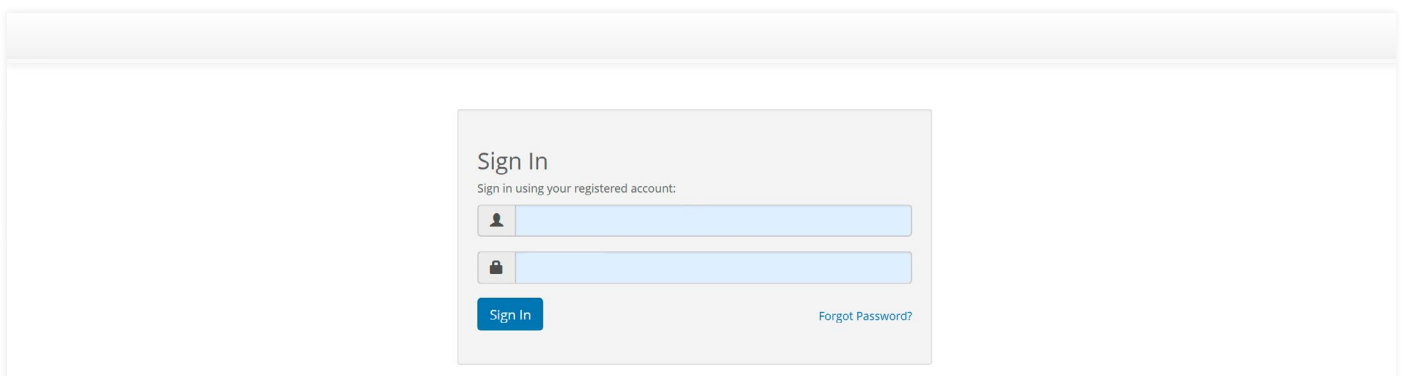For the best performance, we recommend you use one of the following browsers:
- Internet Explorer (version 11 or higher)
- Google Chrome
- Firefox
- Safari

Accessing the service

Access the report manager **online.**

The report manager displays the Sign-In screen, shown in Figure 1.

Figure 1: Report manager sign-in screen

Logging in to the report manager

To log in to the report manager from the sign-in screen:
1. Enter your user name.
2. Enter your password.
3. Click the Sign In button.

Note: If you are a new user or use Forget Password, you will receive an e-mail to authenticate and set your password. Passwords must be between 8 and 32 characters long and contain at least three of the following: uppercase letter, lowercase letter, numeric digit, special character.

The report manager displays the Launchpad screen, as shown in Figure 2.

The Launchpad screen serves as the main navigation point for any task you want to execute. From this screen, you can:
- Manage your account
- Access the dashboard
- Investigate messages
- View traffic statistics
- Manage users (for administrators only)
- View news and alerts
- Display documents
- Access support information

Figure 2: Launchpad screen of the report manager
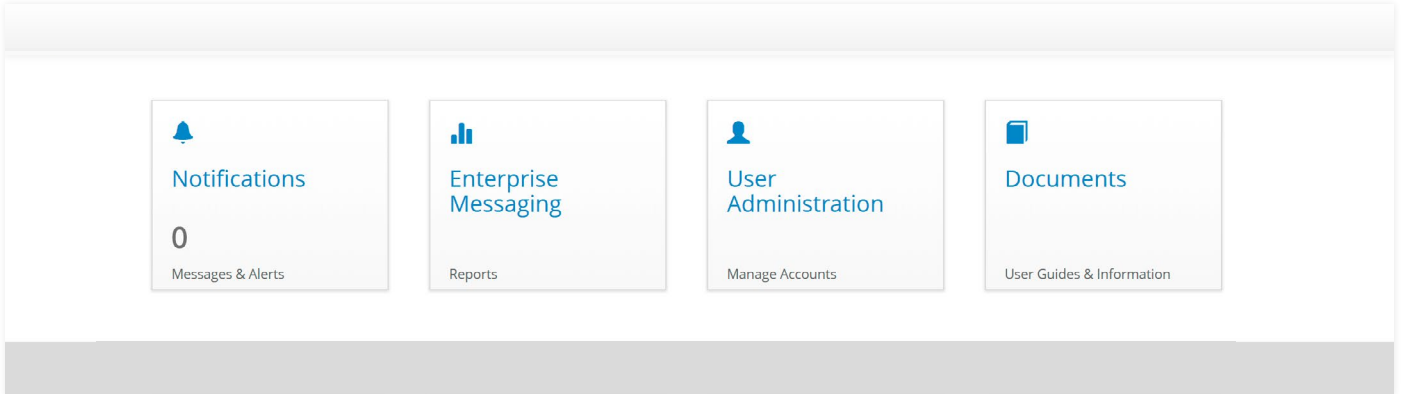
Managing your account
You can use the report manager to change personal information and your password.

Accessing account details
To access your account details from the Launchpad screen of the report manager:
1. Locate your user name at the top right of the screen and click the drop-down menu.
2. Click My Account. (The My Account screen appears, as shown in Figure 3.)

Changing personal information
To change your personal information, do the following:
1. In the Personal Information field at the top of the screen, type in a new first name and last name.
2. Click the Update button immediately below these fields. (The report manager displays a message confirming that your account information has been updated.)

Figure 3: My account screen

Changing your password
To change your password:
1. Type your current password in the Current Password field.
2. Type a new password in the New Password field. (Passwords must be between 8 and 32 characters long and contain at least three of the following: uppercase letter, lowercase letter, numeric digit, special character.)
3. Retype your new password in the Confirm New Password field.
4. Click the Update button immediately below these fields. (The report manager displays a message confirming that your password has been updated.)

Logging out
To log out:
1. Locate your user name at the top right of the My Account screen and click the drop-down menu.
2. Click Logout.

Note: The report manager automatically logs out a user after 30 minutes of inactivity.

Returning to the home page
At the top left of the My Account screen, click Launchpad or the home icon.

Using report manager

You can use the report manager to view notifications, access the dashboard, investigate messages, and view traffic statistics.

Notifications

From the Launchpad screen, click the Notifications tile to view important news, messages, and alerts (see Figure 4).

Accessing statistics

The Traffic Statistics screen (see **Figure 5**) is where you generate and view reports. If your company has multiple accounts, you can select multiple or all of the appropriate accounts for your report.

You will be presented with the Traffic Statistics screen after clicking the Enterprise Messaging tile.

You can use the report manager to generate traffic statistics for up to two years.

Figure 4: Notifications
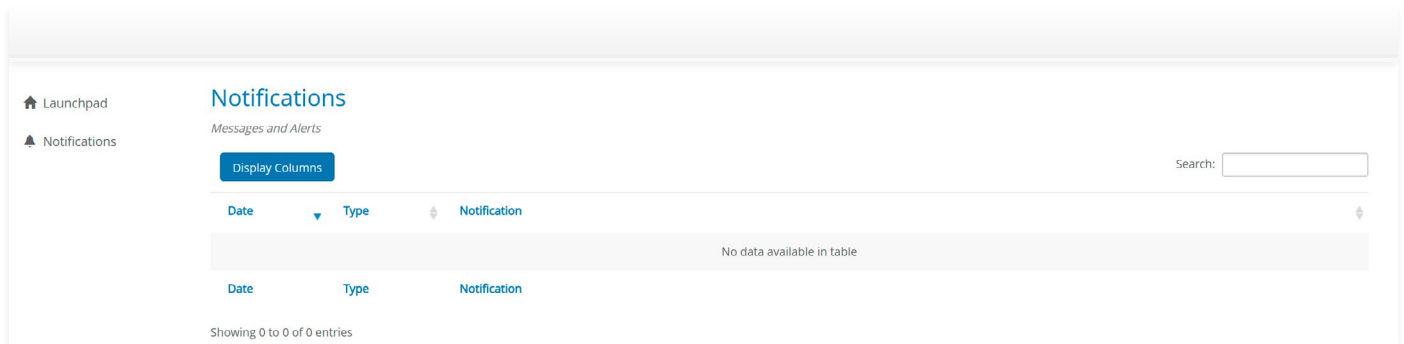
Display traffic statistics

To display traffic statistics, do the following:

1. Select the company and hub account(s) for which you would like to get traffic statistics.
2. Select the date range. (You can also pick the quick selection on the left by Last Month, This Month, Last Week, This Week, Yesterday, Today, or Custom Range.)
3. Select the time zone in which you would like the report to display.
4. Select the report type by Accounts, Operators, or Countries.
5. Group the report by Account, TPOA/TPDA, or Date.
6. Click Run Report.

Figure 5: Traffic statisticsv

Traffic statistics results

After filtering on the Traffic Statistics screen, the results will be presented in a chart based on the top 10 hub accounts (see Figure 6) followed by the detailed statistics of each of the hub accounts (see Figure 7).
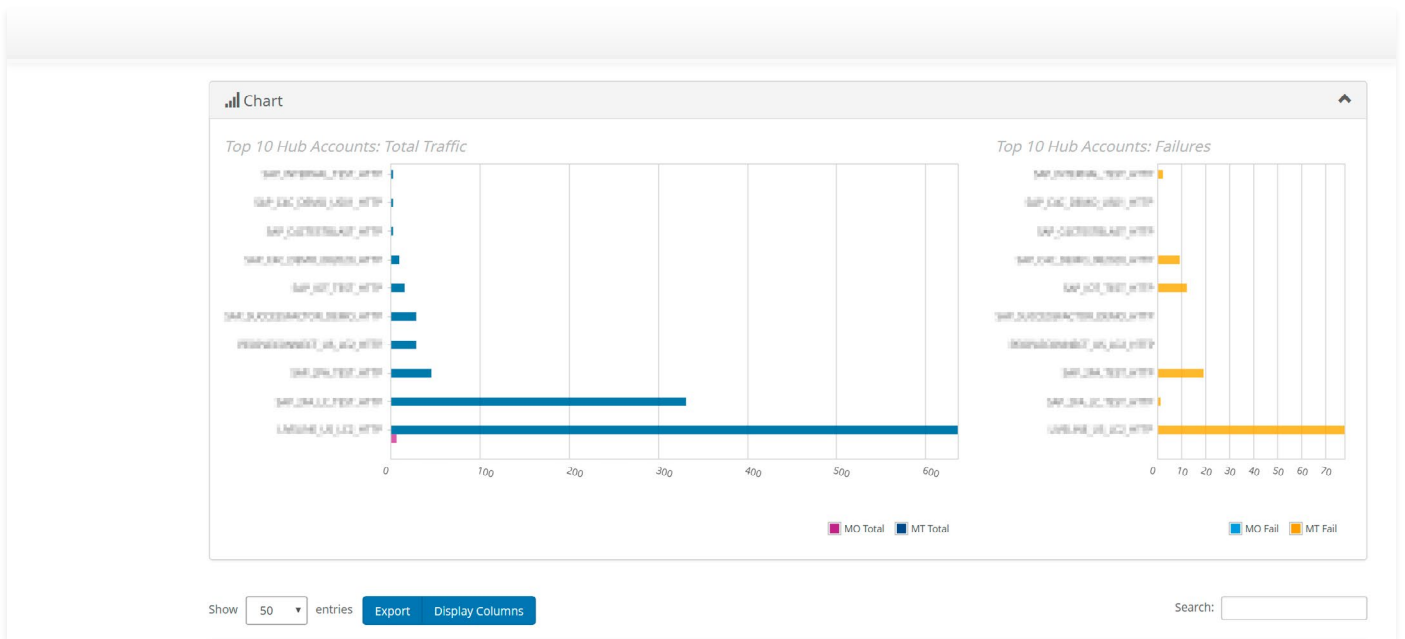
Figure 6: Traffic statistics chart

Figure 7: Traffic statistics details

	Account	Mobile ack.	SMSC ack.	MT Pending	MT Failed	MT Total	MO Received	MO Failed	MO Total
⊕	SAP_2FA_TEST_HTTP	26	0	0	19	45	0	0	0
⊕	SAP_2FA_UC_TEST_HTTP	15	315	0	1	331	0	0	0
⊕	SAP_IOT_TEST_HTTP	3	0	0	12	15	0	0	0
⊕	LIFELINE_US_UC1_HTTP	0	558	0	78	636	6	0	6
⊕	PEOPLECONNECT_US_UC2_HTTP	0	28	0	0	28	0	0	0
⊕	SAP_C4CTESTBLAST_HTTP	0	2	0	0	2	0	0	0
⊕	SAP_C4C_DEMO_IND026_HTTP	0	0	0	9	9	0	0	0
⊕	SAP_C4C_DEMO_US01_HTTP	0	2	0	0	2	0	0	0
⊕	SAP_INTERNAL_TEST_HTTP	0	0	0	2	2	0	0	0
⊕	SAP_SUCCESSFACTOR_DEMO_HTTP	0	28	0	0	28	0	0	0
⊕	SAP_US_GE_HTTP	0	0	0	0	0	302	0	302
	Total	**44**	**933**	**0**	**121**	**1,098**	**308**	**0**	**308**
	Account	**Mobile ack.**	**SMSC ack.**	**MT Pending**	**MT Failed**	**MT Total**	**MO Received**	**MO Failed**	**MO Total**

Showing 1 to 11 of 11 entries

First Previous **1** Next Last

You can click the + icon to view the detailed statistics information for the particular hub account (see Figure 8).

Figure 8: Traffic statistics details of hub account
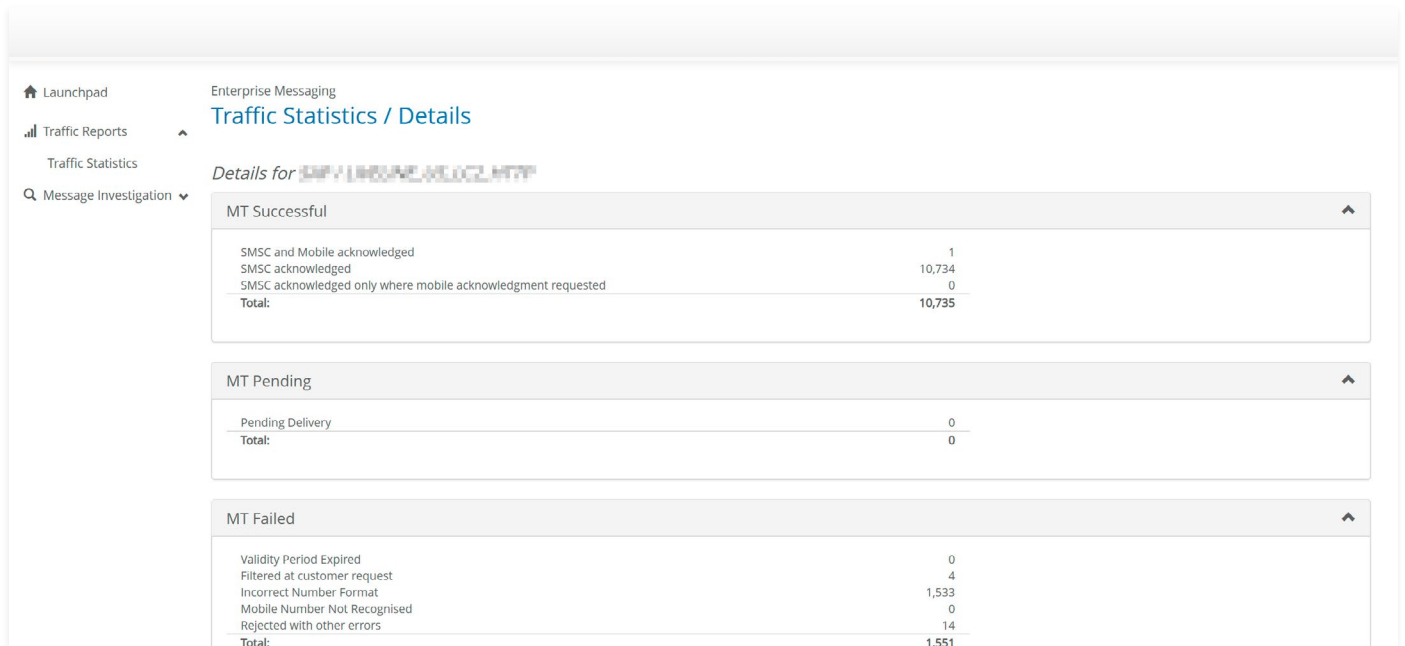
Message investigation

Whenever you need additional information about a mobile number or its related messages, you can use the report manager to look up mobile numbers, search messages, and extract records of call details. The following sections describe these functions.
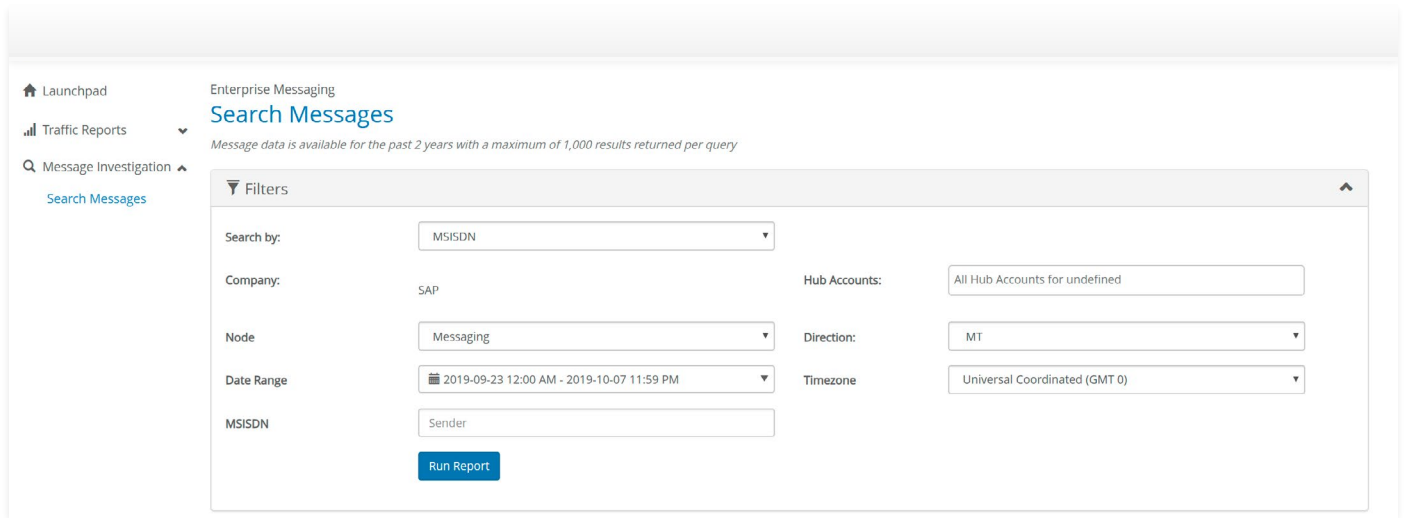
Search messages

Use this report to search for a mobile number, date range, order ID, country, operator, or TPOA/TPDA so that you can troubleshoot delivery issues. To access this report:

1. From the Launchpad screen, click the Message Investigation tile. Select Search Messages from the menu on the left. The Search Messages screen displays (see **Figure 9**). Enter the search filters required.

Options include:
- **MSISDN** – Mobile number
- **Date** – Enabling you to specify the range of dates and times you want to search in the Date Range field.
- **Order ID** – The order ID of the message
- **Country** – The destination country the message was sent to
- **Operator** – The operator that the message was sent to
- **TPOA/TPDA** – The sender ID used

2. Click Run Report. The report manager displays the report listing of up to 1,000 messages from the previous two years of traffic.

Figure 9: Search messages screen

The search messages report displays (see Figure 10).

Figure 10: Search messages report

You can use Display Columns to select the columns you want to show. You can also use the Export button to export the data into Microsoft Excel, CSV format, or pdf.

Administering reporting features

Account administrators can use the report manager to create new accounts, manage users, and administer their accounts. The report manager includes multiple internal and external user profiles to streamline user administration.

Managing users

From the Launchpad screen, click the User Administration tile. The report manager displays the User Administration screen (see Figure 11). The User Administration screen provides functions that allow you to:
- Perform in an administrative role to manage user accounts
- Create users

Figure 11: User administration screen

Create a new user account

To add a new user to the report manager, go to the Launchpad screen and click the User Administration tile. The Create User screen displays (see **Figure 12**). On the Create User screen:
1. Enter the user's first name.
2. Enter the user's last name.
3. Enter the user's e-mail address.
4. Set the date for the account to expire.
5. Check the platform access (enterprise messaging in this case) and click Next.

6. Select the accounts to be assigned for this user – highlight from the Available Accounts and use the right arrow button to assign the account to the user.
7. Choose an account for the user for the following roles:
   - **External Admin** – Able to view all customer data and create and administer customer accounts
   - **External User** – Able to view all customer data
8. Review the account creation summary.
9. Click Create Account to proceed to create the account for the user.

Figure 12: Create user screen

Manage a user account

You can use the report manager to change information associated with an existing user account.

From the Launchpad screen, click the User Administration tile and select Manage Users from the left menu. The Manage Users screen displays (see Figure 13).

Figure 13: Manage users screen

On the Manage Users screen:
1. Select a user from the lower section of the screen. Click the "+" sign to the left of the user's name. The report manager displays the User Administration/Account Details screen.
2. In the Account Details set of fields, you can modify the following information:
   • First Name – Type a new user first name.
   • Last Name – Type a new user last name.
   • Expiry Date – Change the expiry date.
   • Account Type (Role) – Select a new user account type or role.
   • Available Hub Accounts – Add or remove hub accounts.
3. Click the Update button to update the account details.

Accessing resources

More information about the report manager
for SMS 365, enterprise service, is available
from the Launchpad screen by clicking the
Documents tile. From this screen, you can:

- Access the user guide
- Connect to the customer portal for SMS 365
- Send an e-mail to the support team
  responsible for the SMS 365 mobile service
- Locate support telephone numbers

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