



**Report Manager for SMS 365,  
Enterprise Service**  
User Guide

**sinch**

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# 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:

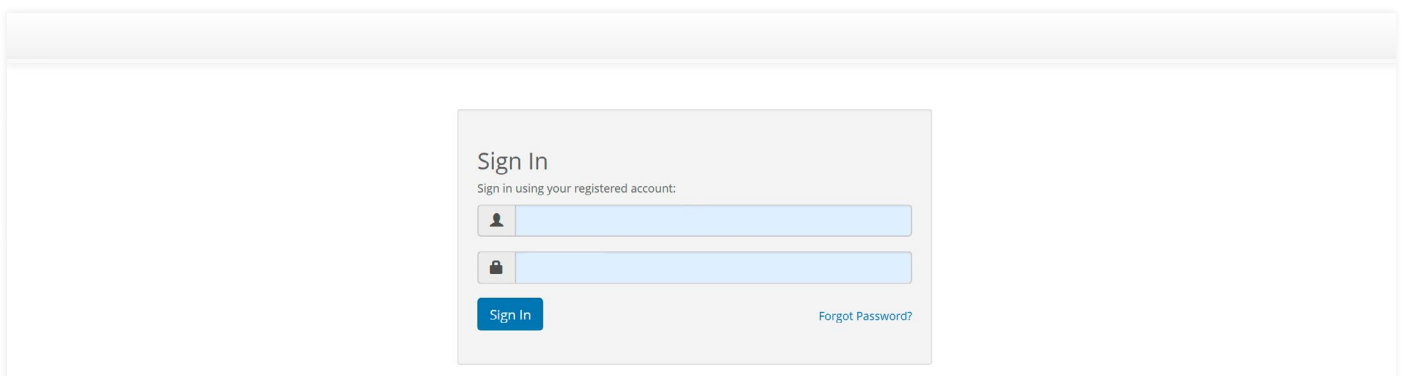
- Internet Explorer (version 11 or higher)
- Google Chrome
- Firefox
- Safari

## 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.

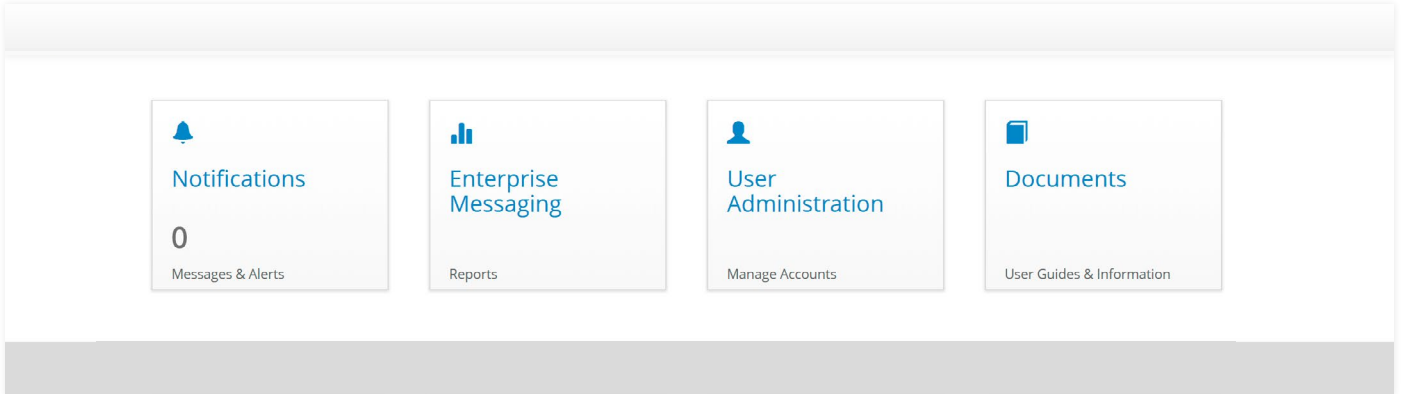
Note: If you are a new user or use Forget Password, you will receive an e-mail to authenticate and set your password. Passwords must be between 8 and 32 characters long and contain at least three of the following: uppercase letter, lowercase letter, numeric digit, special character.

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**

The screenshot shows the 'My Account' interface. At the top left is a 'Launchpad' icon. The main heading is 'My Account' with a subtitle 'Manage Personal Information, Passwords and Preferences'. There are two expandable sections. The first, 'Personal Information', contains a 'Username' field with 'david.hong@gmail.com', a 'First Name' field with 'David', and a 'Last Name' field with 'Hong'. An 'Update' button is below. The second section, 'Change Password', has 'New Password' and 'Confirm New Password' fields. A password requirement note is below: 'Passwords must be between 8 and 32 characters in length, contain at minimum: 1 upper-case, 1 lower-case and 1 numeric digit'. An 'Update' button is at the bottom.

## 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).

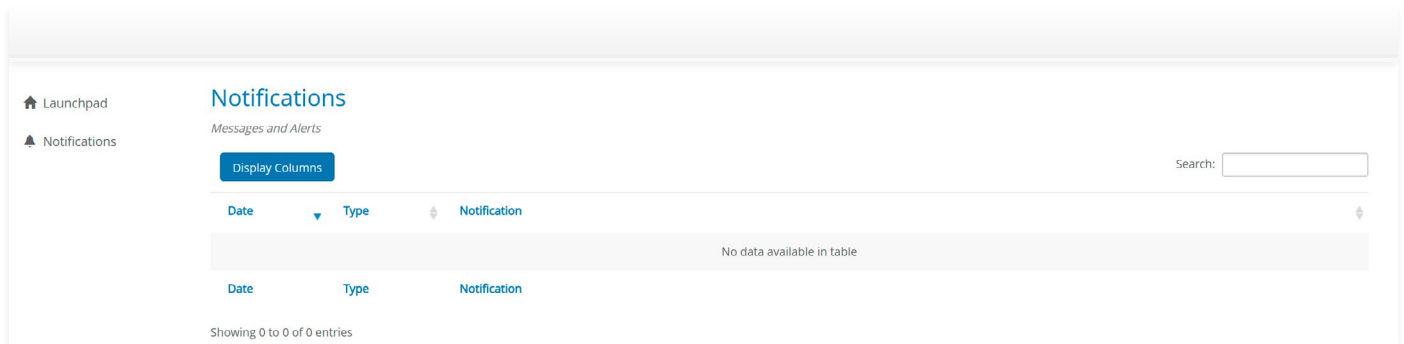
## Accessing statistics

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

The screenshot displays the 'Enterprise Messaging Traffic Statistics' interface. On the left, a navigation menu includes 'Launchpad', 'Traffic Reports', 'Traffic Statistics', and 'Message Investigation'. The main content area is titled 'Enterprise Messaging Traffic Statistics' and includes a note: 'Traffic data is available for the past 2 years with a maximum of 1,000 results returned per query'. Below this is a 'Filters' section with the following settings:

- Company: SAP
- Hub Accounts: SAP\_INTERNAL\_TEST\_HTTP
- Date Range: 2019-09-01 12:00 AM - 2019-09-30 11:59 PM
- Timezone: Universal Coordinated (GMT 0)
- Report type: Accounts
- Group by: Account (selected), TPOA/TPDA, Date

A 'Run Report' button is located at the bottom of the filter section.

## 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

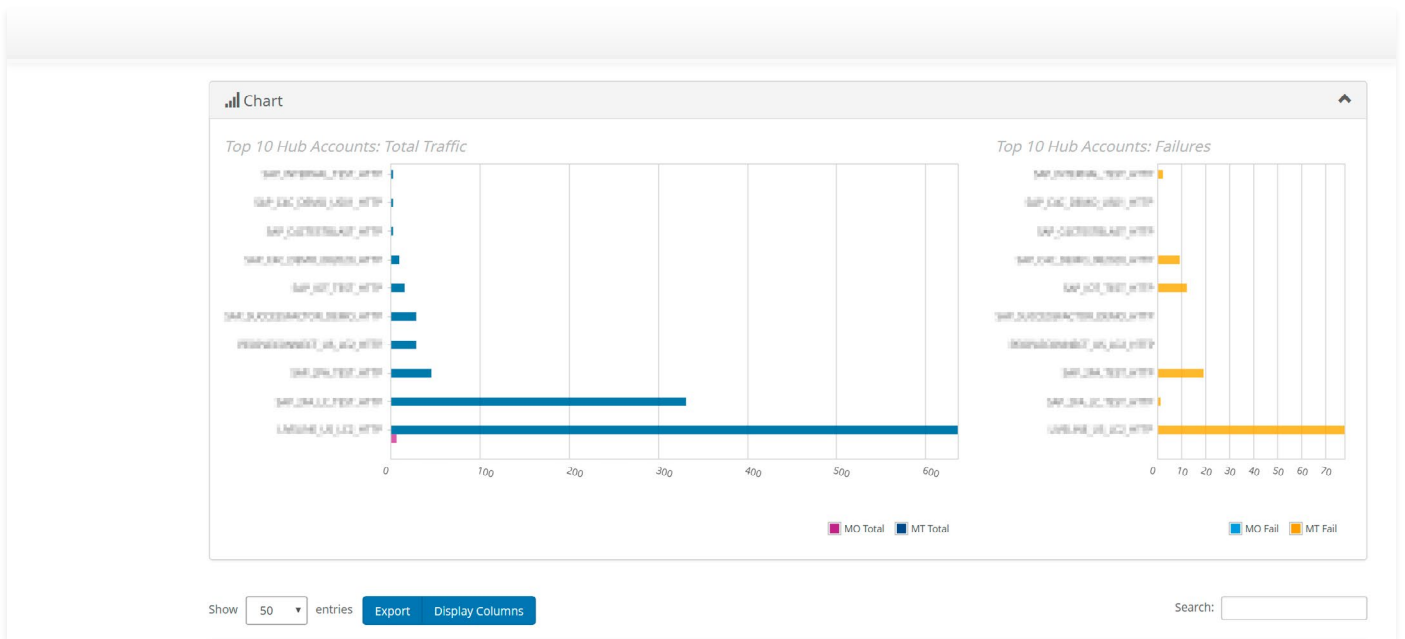


Figure 7: Traffic statistics details

Account	Mobile ack.	SMSC ack.	MT Pending	MT Failed	MT Total	MO Received	MO Failed	MO Total
SAP_JOT_TEST_HTTP	26	0	0	19	45	0	0	0
SAP_USA_US_HTTP	15	315	0	1	331	0	0	0
SAP_JOT_TEST_HTTP	3	0	0	12	15	0	0	0
USBLINK_US_02_HTTP	0	558	0	78	636	6	0	6
PEOPLECONNECT_US_02_HTTP	0	28	0	0	28	0	0	0
SAP_CACTESTBLAT_HTTP	0	2	0	0	2	0	0	0
SAP_CAC_DEMO_BROOK_HTTP	0	0	0	9	9	0	0	0
SAP_CAC_DEMO_US01_HTTP	0	2	0	0	2	0	0	0
SAP_INTERNAL_TEST_HTTP	0	0	0	2	2	0	0	0
SAP_SUCCESSEACFOR_BROOK_HTTP	0	28	0	0	28	0	0	0
SAP_USA_US_HTTP	0	0	0	0	0	302	0	302
<b>Total</b>	<b>44</b>	<b>933</b>	<b>0</b>	<b>121</b>	<b>1,098</b>	<b>308</b>	<b>0</b>	<b>308</b>

Showing 1 to 11 of 11 entries

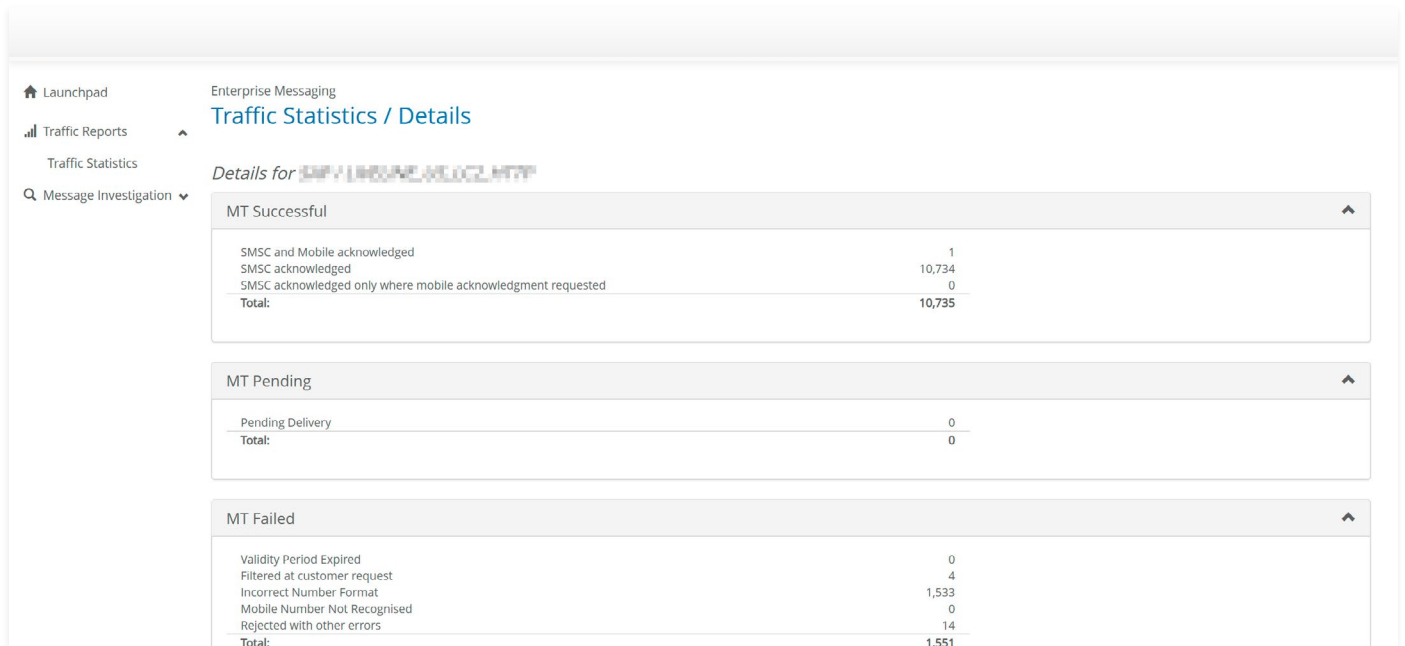
Account Mobile ack. SMSC ack. MT Pending MT Failed MT Total MO Received MO Failed MO Total

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

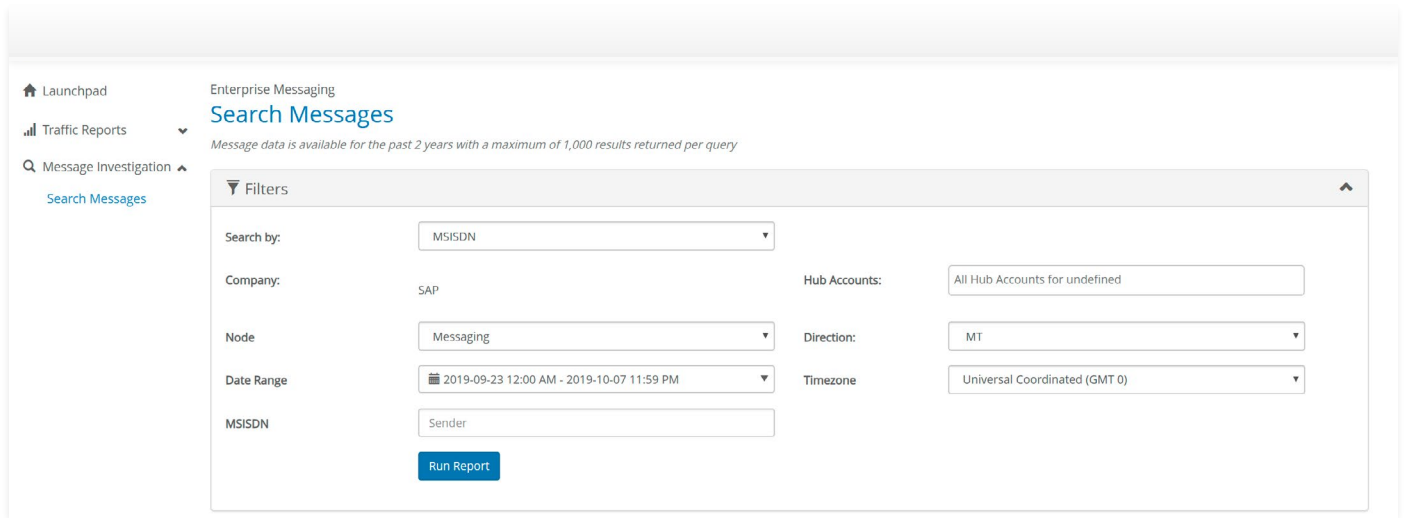
Use this report to search for a mobile number, date range, order ID, country, operator, or TPOA/TPDA so that you can troubleshoot delivery issues. To access this report:

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

Results

Show 50 entries Export Display Columns Search:

MT #	Order Id	MessageID	Submit Date	Mobile Delivery Time	SMSC	Phone number	TPOA	Operator	Notification Indicates	Status	Message body
01/01	1	1	2019-10-01 05:03:23	2019-10-01 05:03:24	2019-10-01 05:03:24				Request for SMSC delivery	Delivered to SMSC	
01/01	1	1	2019-10-01 05:03:35	2019-10-01 05:03:37	2019-10-01 05:03:37				Request for SMSC delivery	Delivered to SMSC	
01/01	1	1	2019-10-01 05:03:38	2019-10-01 05:03:40	2019-10-01 05:03:40				Request for SMSC delivery	Delivered to SMSC	
01/01	1	1	2019-10-01 05:03:36	2019-10-01 05:03:37	2019-10-01 05:03:37				Request for SMSC delivery	Delivered to SMSC	
01/01	1	1	2019-10-01 05:03:37	2019-10-01 05:03:39	2019-10-01 05:03:39				Request for SMSC delivery	Delivered to SMSC	
01/01	1	1	2019-10-01 05:16:04	2019-10-01 05:16:05	2019-10-01 05:16:05				Request for SMSC delivery	Delivered to SMSC	
01/01	1	1	2019-10-01 05:16:14	2019-10-01 05:16:15	2019-10-01 05:16:15				Request for SMSC delivery	Delivered to SMSC	

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

First Name	Last Name	Username (Email)	Account Type	Account Status	Last Login	Brand
Oleander	Oleander	oleander@report.com	EM RM External User	active	2019-10-03 14:10	SAP
Morgan	Morgan	morgan@report.com	EM RM External Admin	active	2019-10-04 00:10	SAP

## 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**

Launchpad

User Administration

Manage Users

Create User

### Create User

Account Setup

User Information:

First Name:  Last Name:

Email:  Brand: SAP

Expire Date:  Never

Platform Access:

Choose the services the account can access

Enterprise Messaging

Next

## 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**

Launchpad

User Administration

Manage Users

Create User

### Manage Users

Show 50 entries [Export](#) [Display Columns](#) Search:

First Name	Last Name	Username (Email)	Account Type	Account Status	Last Login	Brand
Michael	Strong (RM)	mstrong@external.com	EM RM External User	active	2019-10-01 11:10	SAP

Showing 1 to 1 of 1 entries

First Previous 1 Next Last

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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