



SMS BETA - *Integration*

All you need to know before starting testing!



Today's Presenters



Dalibor Bradvic
PBXware
BICOM SYSTEMS



Semir Karic
gloCOM
BICOM SYSTEMS



Steele Shemeld
Enterprise Acc. Executive
TELNYX



Stephen Malito
TELNYX



Patrice Bramat
Business Success Manager
BICOM SYSTEMS



Agenda



- **Features & configuration** of TELNYX Accounts and PBXware (DB)
- **Features** available in SMS Beta – gloCOM (SK)
- How to provide **feedback**?
- Full **Q&A** session
- All the **documents** you need
- and...**BETA SMS Contest!**



About our Partner: TELNYX



Telnyx is a global carrier, mobile operator and communications platform as a service (CPaaS) that enables messaging, voice, fax, video and wireless through our easy-to-use Mission Control Portal and robust suite of APIs.

Telnyx has vertically integrated the CPaaS, telecom service provider and telecom equipment layers, allowing them to eliminate middlemen, drive efficiencies, and provide a secure, reliable solution to our customers.

SMS – Telnyx master account



- Master account is owned by Bicom Systems
- Bicom Systems will create sub accounts for resellers
 - Bicom System will create user and set all permissions for reseller
 - Upon user creation Telnyx will send email invite to reseller
- Bicom Systems can view all sub accounts

SMS – Telnyx sub account



- Owned by resellers
- Fully configurable by resellers

SMS – Telnyx sub account



Resellers responsibilities:

- Accept invitation and create user
- Fill company info
- Manage payment methods and available funds
- Create messaging profile per customer/tenant
- Create API key per customer/tenant
- Buy numbers for each customer/tenant (Messaging Profile)
- Bills customers (MDR and numbers monthly fee)

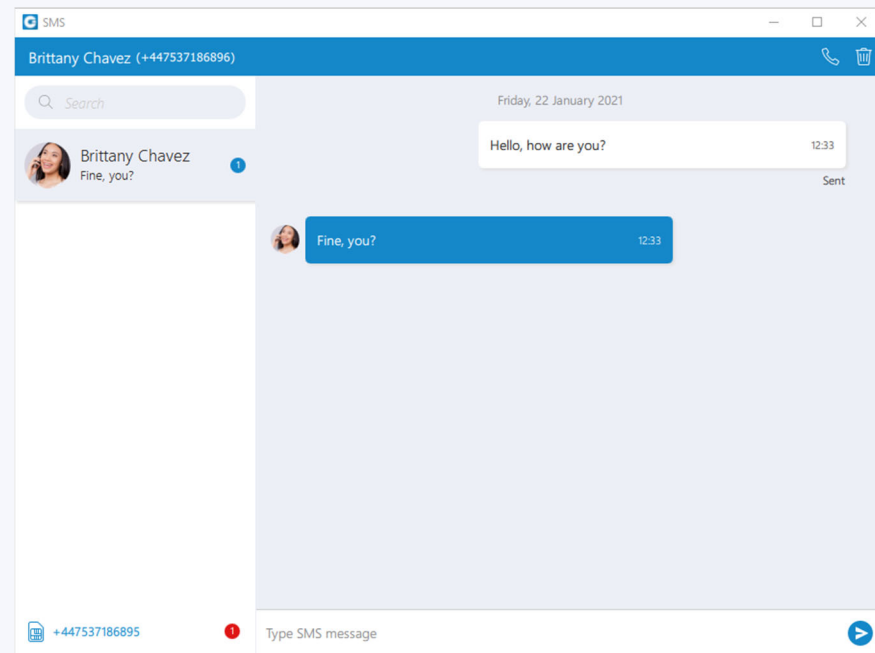
SMS – PBXware configuration



- SMS must be enabled in PBXware license
- SMS trunks must be created (and assigned to tenant on MT systems)
- SMS numbers must be uploaded (tenant option, Telnyx CSV file)
- Extensions must be assigned to SMS numbers
- gloCOM must be used to send and receive SMS messages (chat like interface)

SMS – Main Features

gloCOM 6.3 brings a new SMS feature that allows users to send and receive SMS messages.




SMS – Main Features

In case you have associated an SMS number with your Extension, open the “Personal Information” screen to see your SMS number.


To see a contact’s SMS number, right-click on it, and from the drop-down menu select the “Contact Information”.

Personal Information ? X


Margarita Fox
1002


E-mail: 1002@test.com
Department: None
Status message: Available
SMS number: +447537186895

Currently logged devices

 Desktop (gloCOM v6.3.0-alpha.3+build.2, B...


Close

Contact information ? X


Brittany Chavez
1001

E-mail: 1001@test.com
Department: None
Status message: Available
SMS number: +447537186896

Currently logged devices

 Desktop (gloCOM v6.3.0-alpha.3+build.2, B...

Close

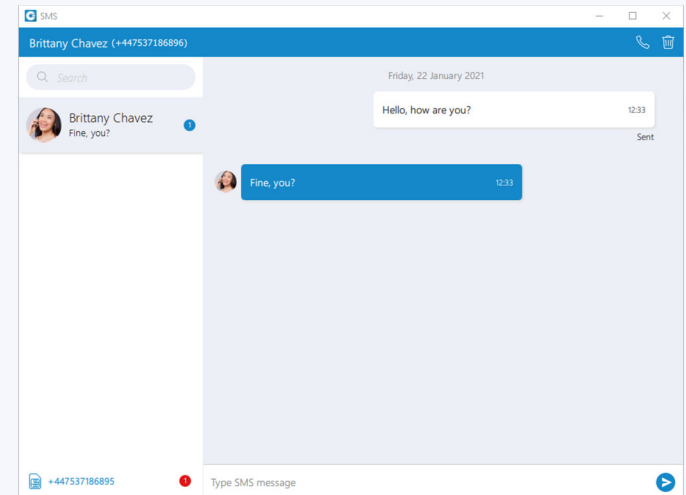
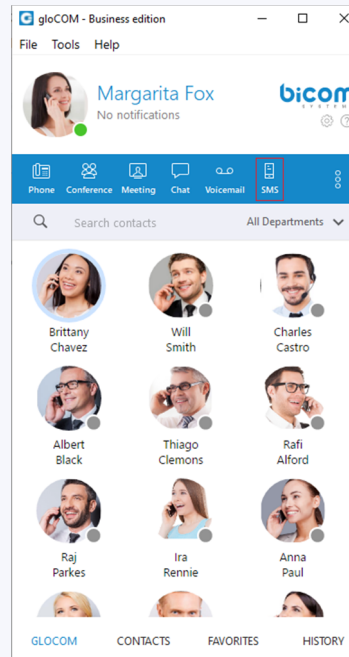
SMS – Send SMS



The first way is to open the SMS window by clicking on the SMS icon in the toolbar inside the main gloCOM window.

The SMS window will appear.

Next, enter the name or number of the contact inside the search field and click on the result to start a conversation.

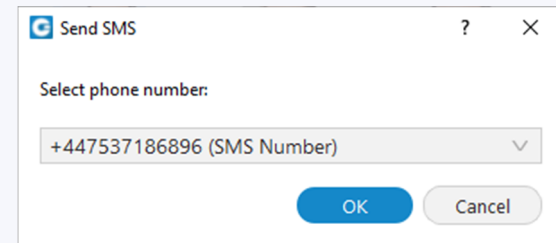
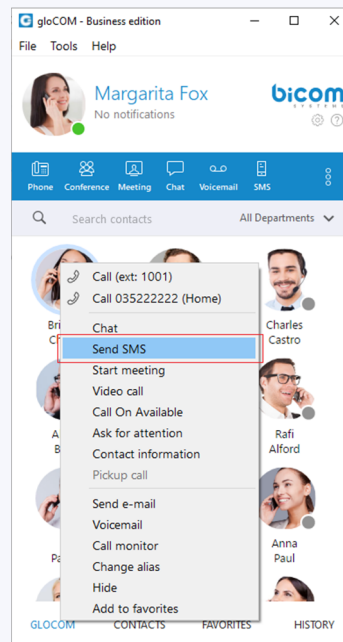


SMS – Send SMS

The second way is to right-click on the contact, and from the drop-down menu choose the “Send SMS” option.

In case the contact has more than one number entered in his/her mobile list, the pop-up window will appear, and you will be able to choose which number you want to send an SMS.

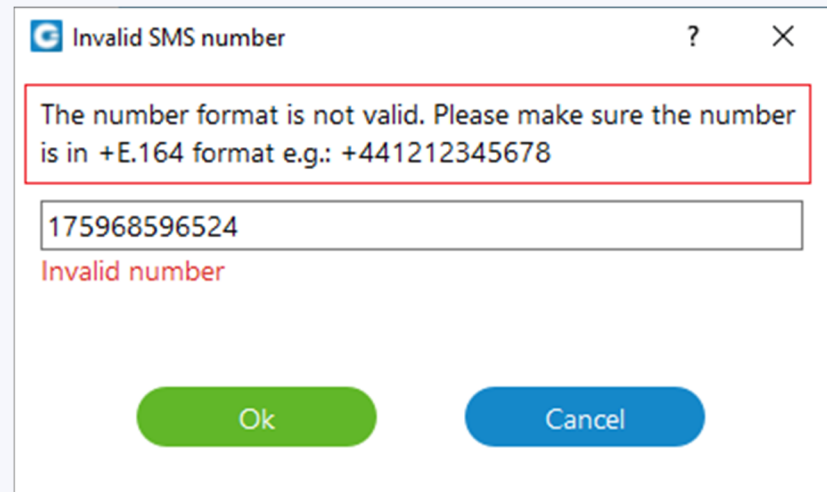
Otherwise, the SMS window will appear and you can start sending an SMS messages.



SMS – Main Features

The entered number must be in E.164 format or a local number relative to PBX.

If the entered number is not in the appropriate format a pop-up window will appear, asking the user to enter the number in E.164 format. After that, the user can start sending SMS messages.



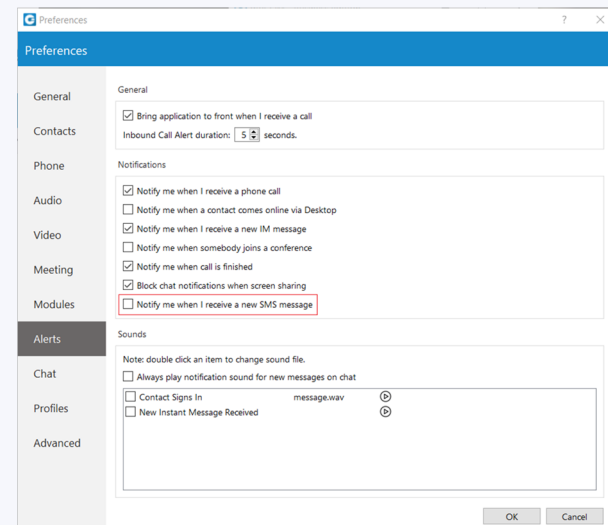
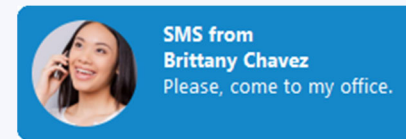
SMS – Main Features

When users receive an SMS message, a pop-up notification will appear, as same as for the chat message.

The number of missed SMS messages will be displayed inside a gloCOM main window, taskbar, and tray icon.

To turn off the SMS notifications, please navigate to "Preferences" => "Alerts" and uncheck the "Notify me when I receive a new SMS message" option.

This option is checked by default.

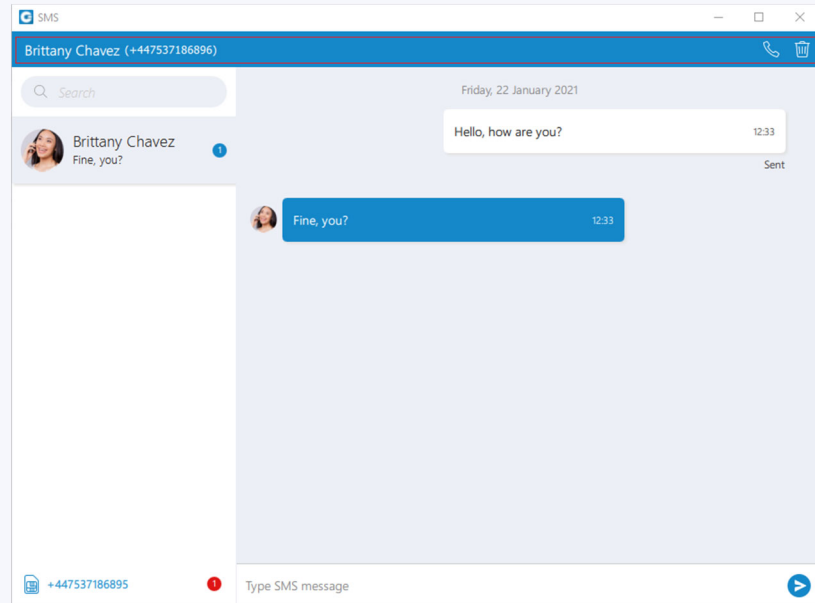


SMS – Main Features

As you can see from the picture, the SMS window is quite the same as the chat window.

On the top left side of the blue bar, you can see the contact number you are corresponding with.

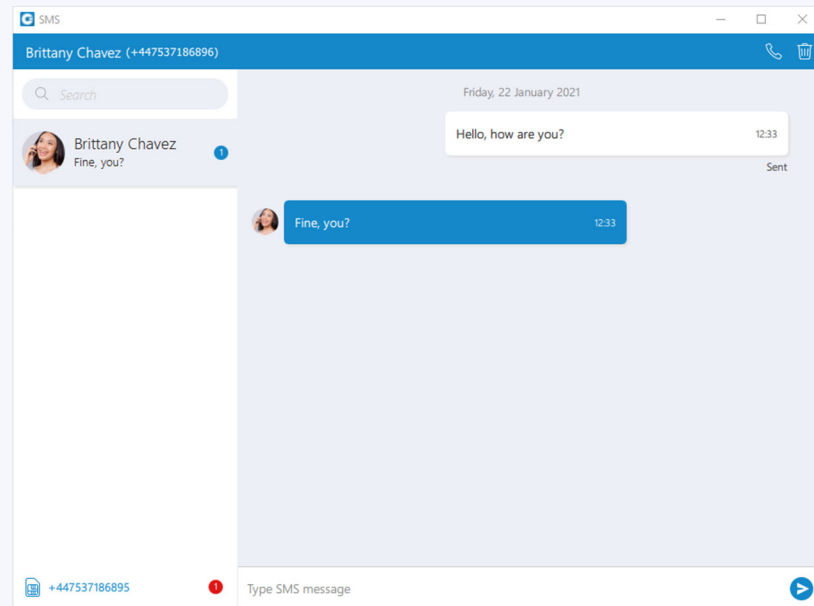
On the right side of the blue bar, there are two options:
Call the currently selected user
Delete the current conversation.



SMS – Main Features

On the left side of the window, below the contact number, is a search field. It can be used for filtering contacts, conversations, or for searching messages.

Below the search field is the SMS conversations list of all your conversations sorted by their most recent activity.



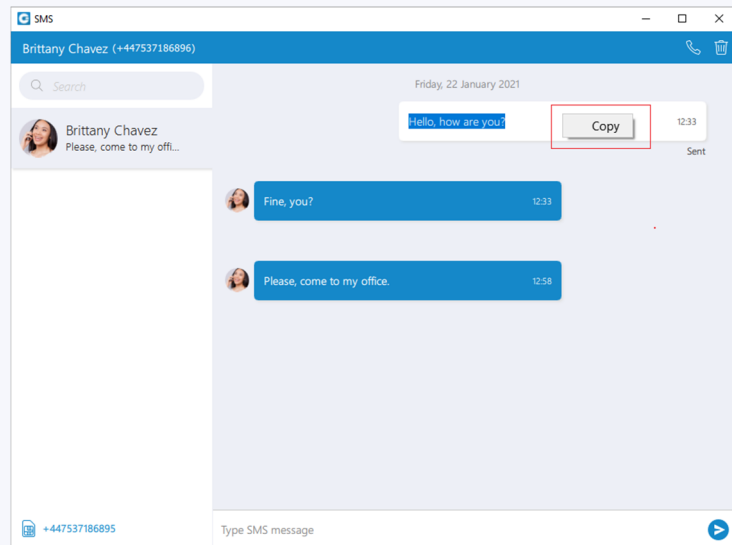
SMS – Main Features

Next to it is the SMS messages view.

For now, there is only a copy option.

Right-click inside the white or blue rectangle to copy the previously selected text.

The white rectangle represents outgoing messages and blue incoming messages.



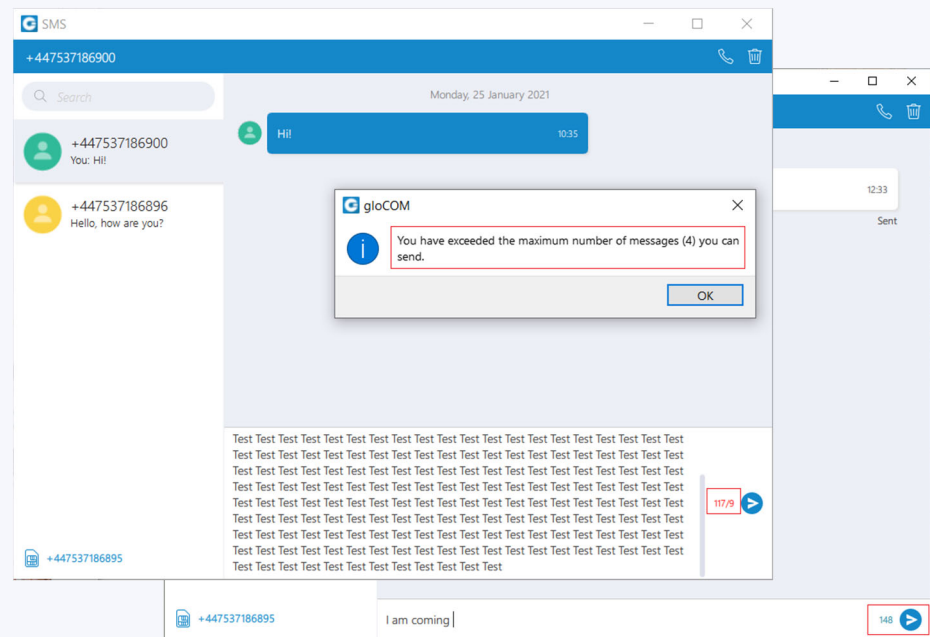
SMS – Main Features

Below the SMS message view is an input field.

Click on the send icon on the right side of the input field to send an SMS message.

The enter key on your keyboard represents a new line.

The maximum number of messages you can send at the same time is four.

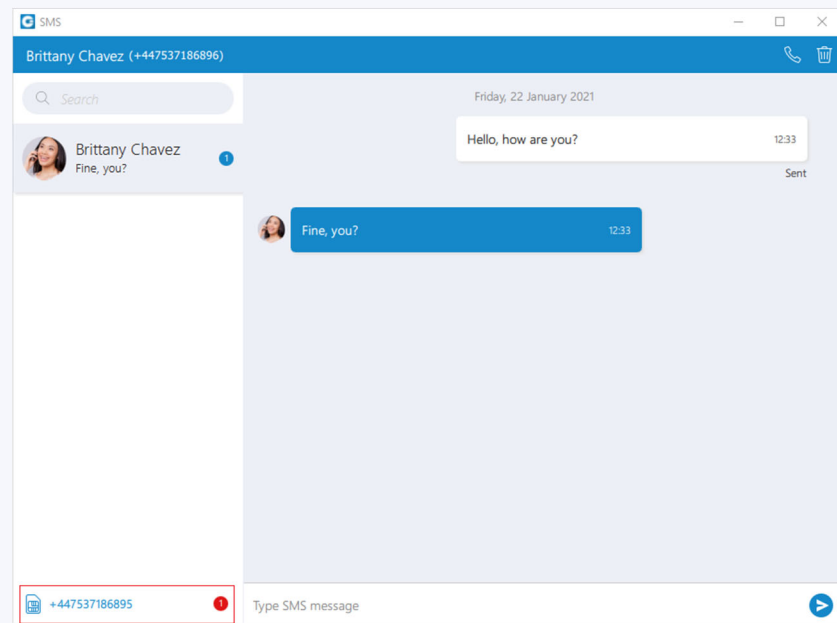


SMS – Main Features

Next to your SMS number is an unread SMS messages indicator to inform the user if there are currently any unread SMS messages.

It is useful in cases where you've scrolled down, and you don't see your most recent conversations, or if you are in search mode.

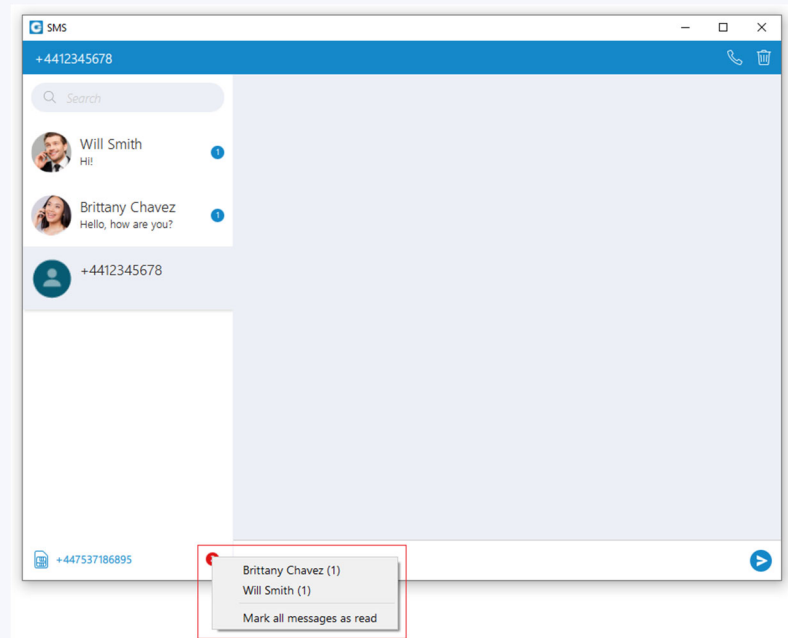
If there are any unread messages, the red circle will appear with the number of the missed SMS messages inside it to draw the user's attention.



SMS – Main Features

Click on it to open up a menu showing a list of all conversations with unread messages indicating the number of unread messages in the parenthesis.

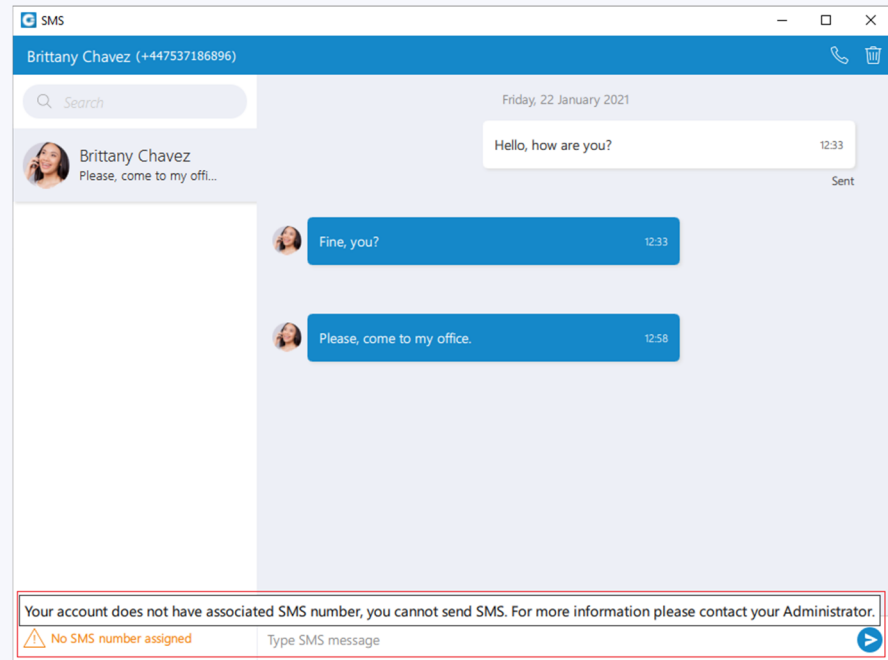
Also, there is an option to mark all messages as read.



SMS – Main Features

In case you have not associated an SMS number with your Extension, the alert icon will appear with the message “No SMS number assigned”.

It means that you can not send/receive SMS messages.



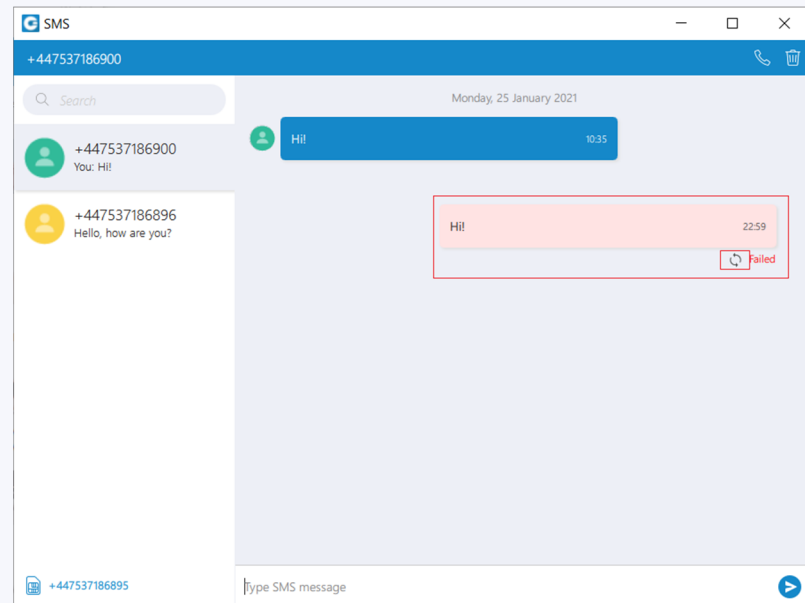
SMS – Main Features

The SMS message has only three states:

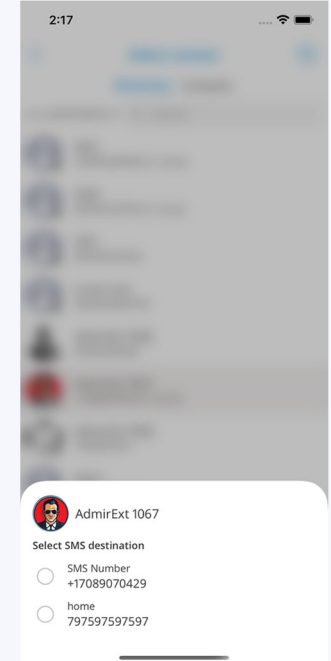
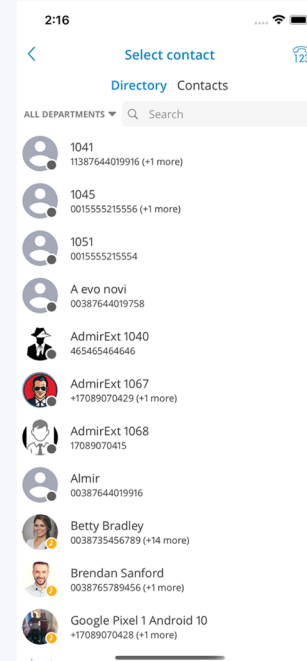
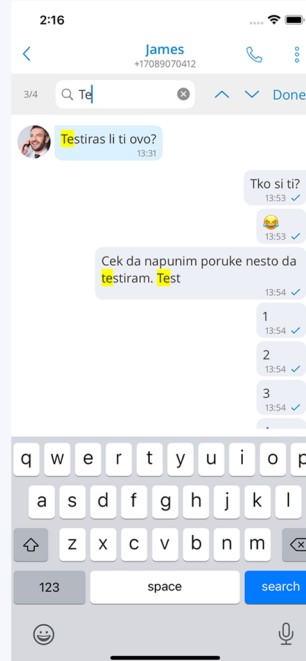
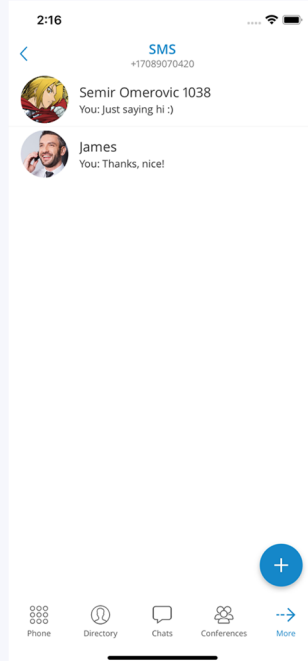
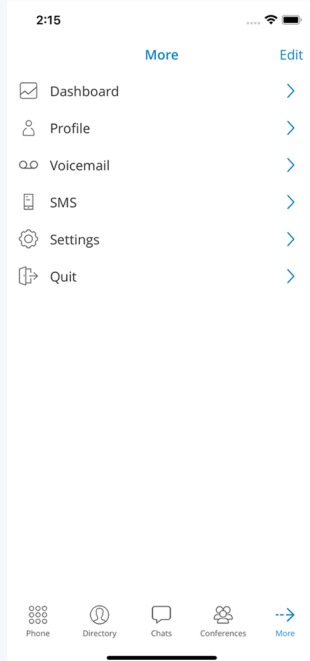
Sending

Sent (This does not mean that the message has been delivered.)

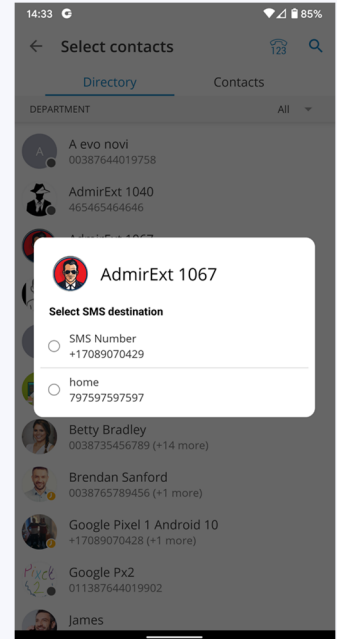
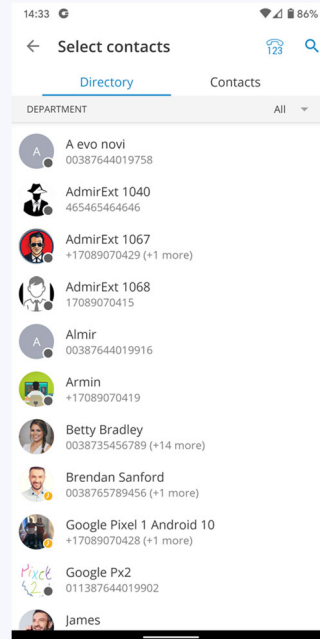
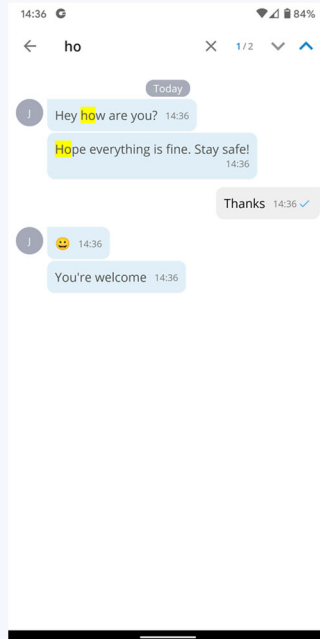
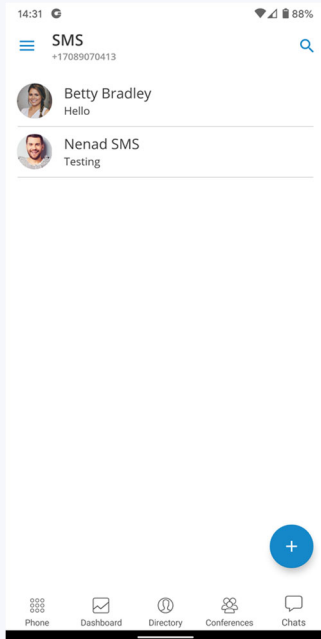
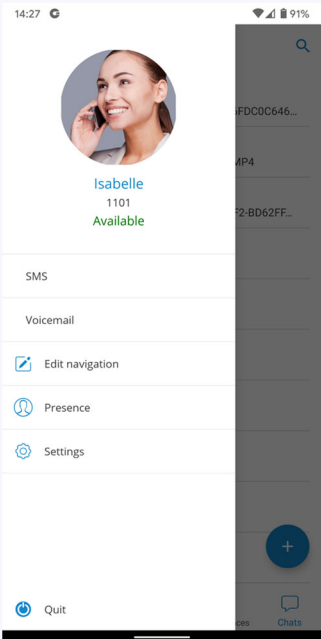
Failed (When the SMS message is in this state, you can click the 'Retry' option to send it again.)



SMS – iOS



SMS – Android



Feedbacks – How to provide?



2 Options

- [SMS Beta Testers Survey](#)
- *or*
- beta-tester-feedback@bicomsystems.com

All the documentation you need



- [HOW TO configure TELNYX provider?](#)
- Most FAQ
- How To? wiki <https://185.59.93.39/PBXware>
- How to upgrade to SMS Beta?
- iOS and Android Installation guide

BETA Testing - CONTEST!



Best bug reports & Best feature requests

= **50 gloCOM* extensions + 50 Meetings* options**
1 year FREE !

**business editions for both*

Q&A session



Thank you!

business-success@bicomsystems.com

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SYSTEMS

