SMART ENTERPRISE
SOLUTIONS

Welcome to Smart Enterprise Solutions

USER MANUAL

ENTITY

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USER FUNCTIONALITY PAGE #

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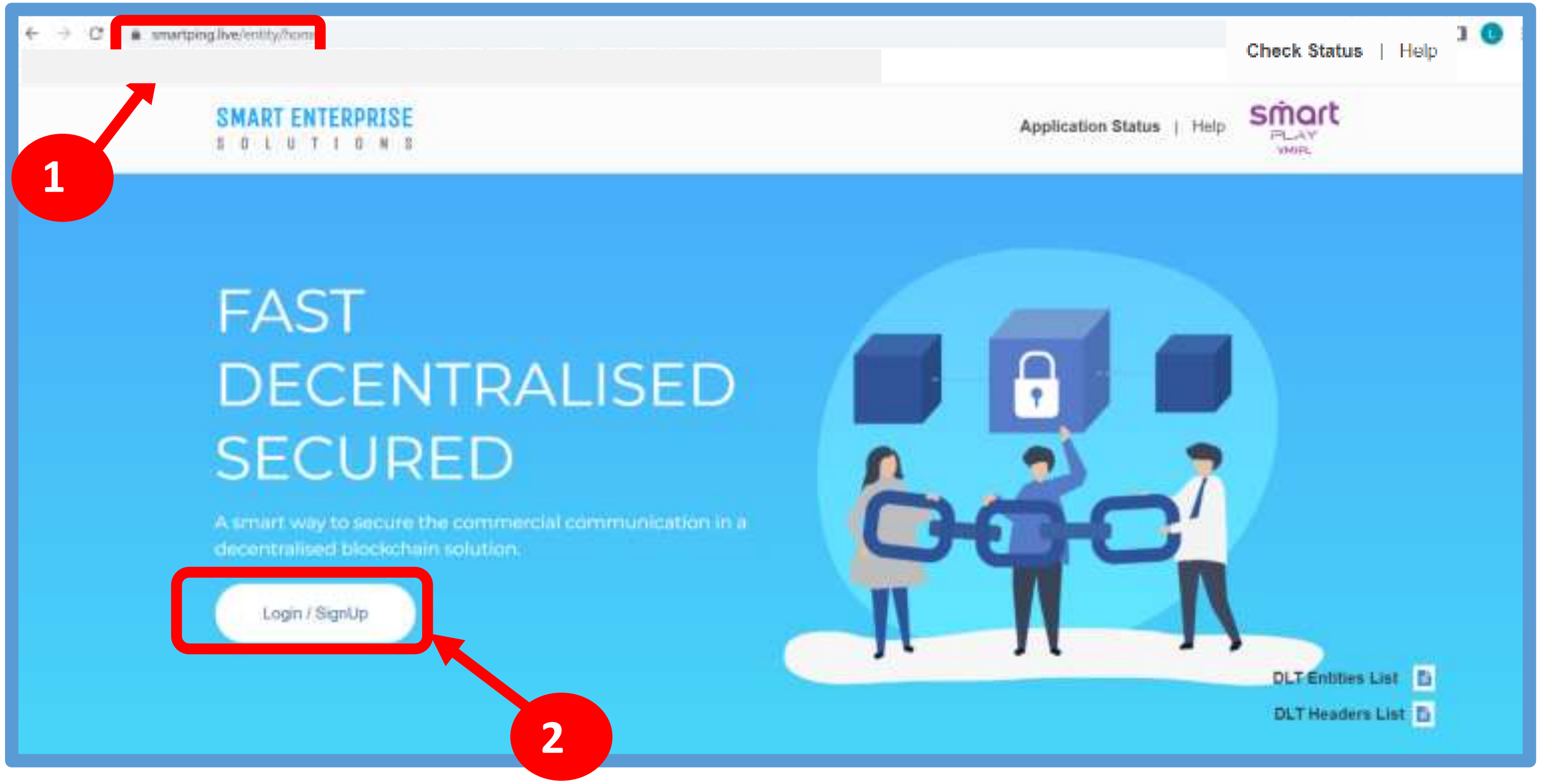
WEBSITE / LANDING PAGE

1. Visit www.smartping.live URL
to Login/Register yourself as Entity/Telemarketer

2. Click on Login/Signup button to Login or register yourself as Entity/Telemarketer



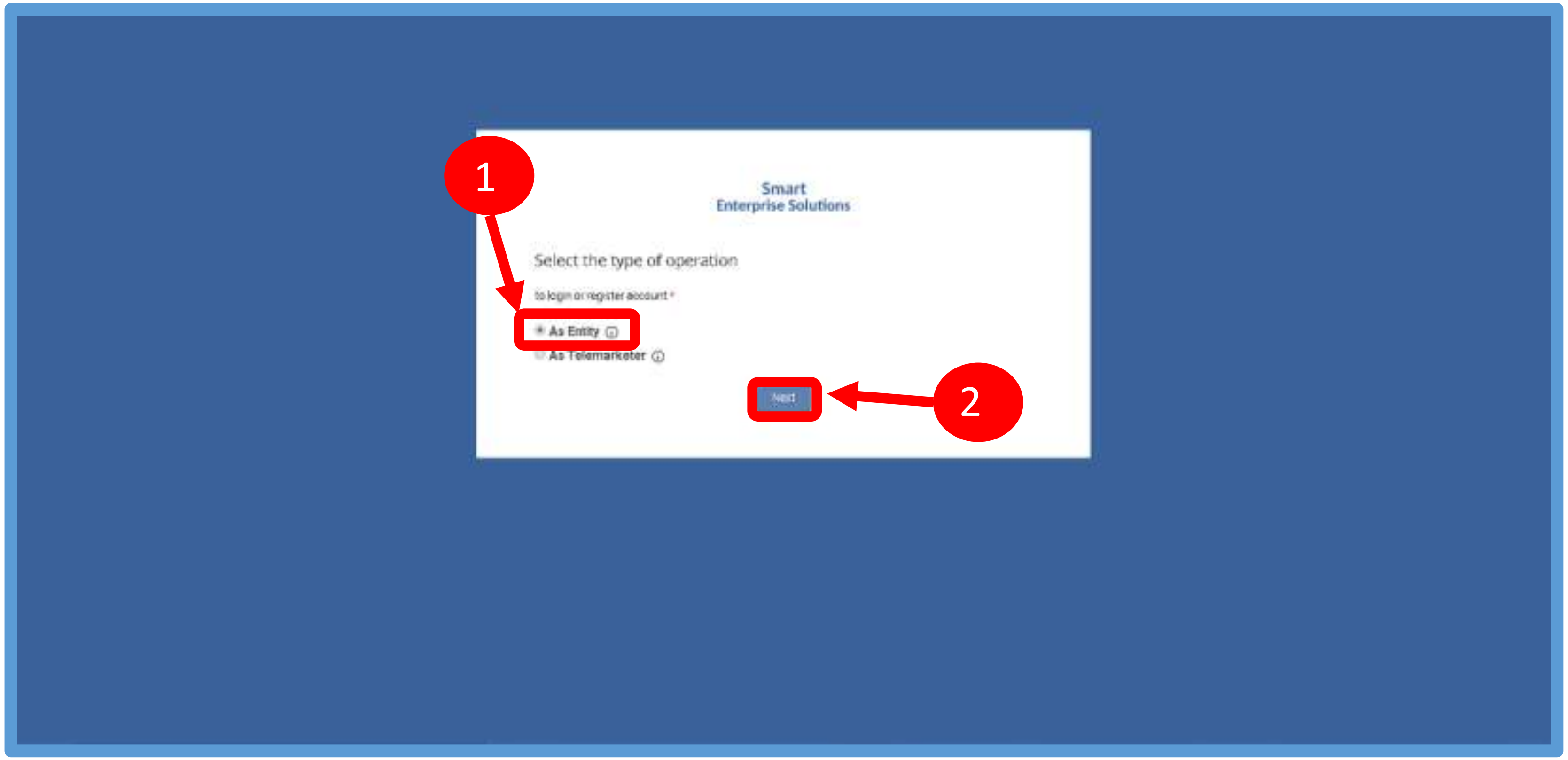
REGISTRATION

REGISTRATION – SELECT TYPE OF REGISTRATION

1 To register yourself as an Entity on the portal, select the “**As Entity**” option in the Type of Operation.

A Business unit, Company, Legally Recognised Institution or Person engaged in business or service who would like to send communications to customers or intended recipients through SMS or voice call through a registered telemarketer.

2 Click **Next** button for further steps towards registration.



REGISTRATION - ENTITY LOGIN /SINGUP PAGE

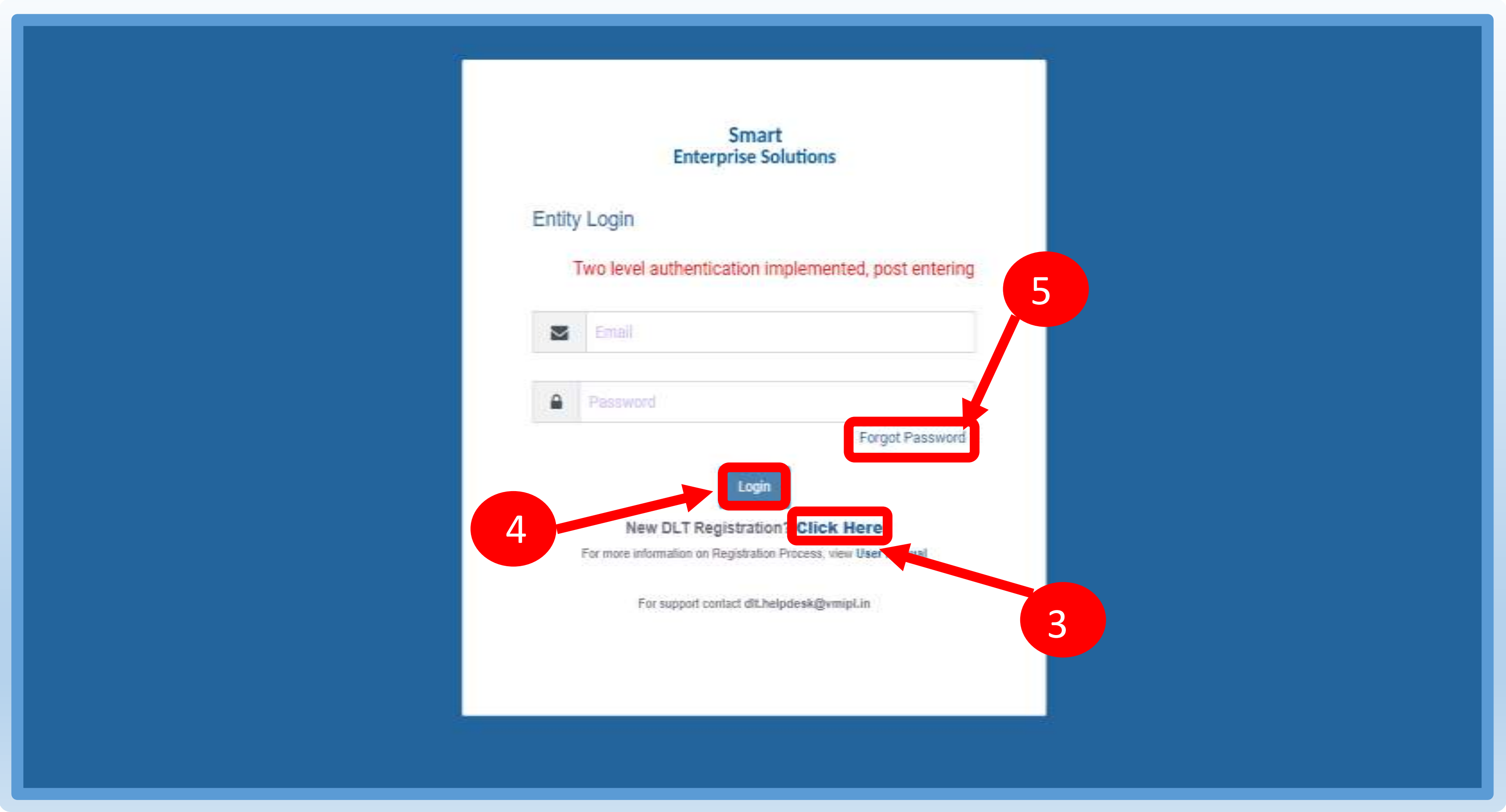
3 Click on ***Click Here*** Button to start new registration process.

4 Put in Email ID & Password and

Click ***Login*** Button to access the panel, if you already registered as Entity.

5 Click ***Forgot password?*** in case you forgot the password.

(The New Password will be sent to your Registered Email ID.)

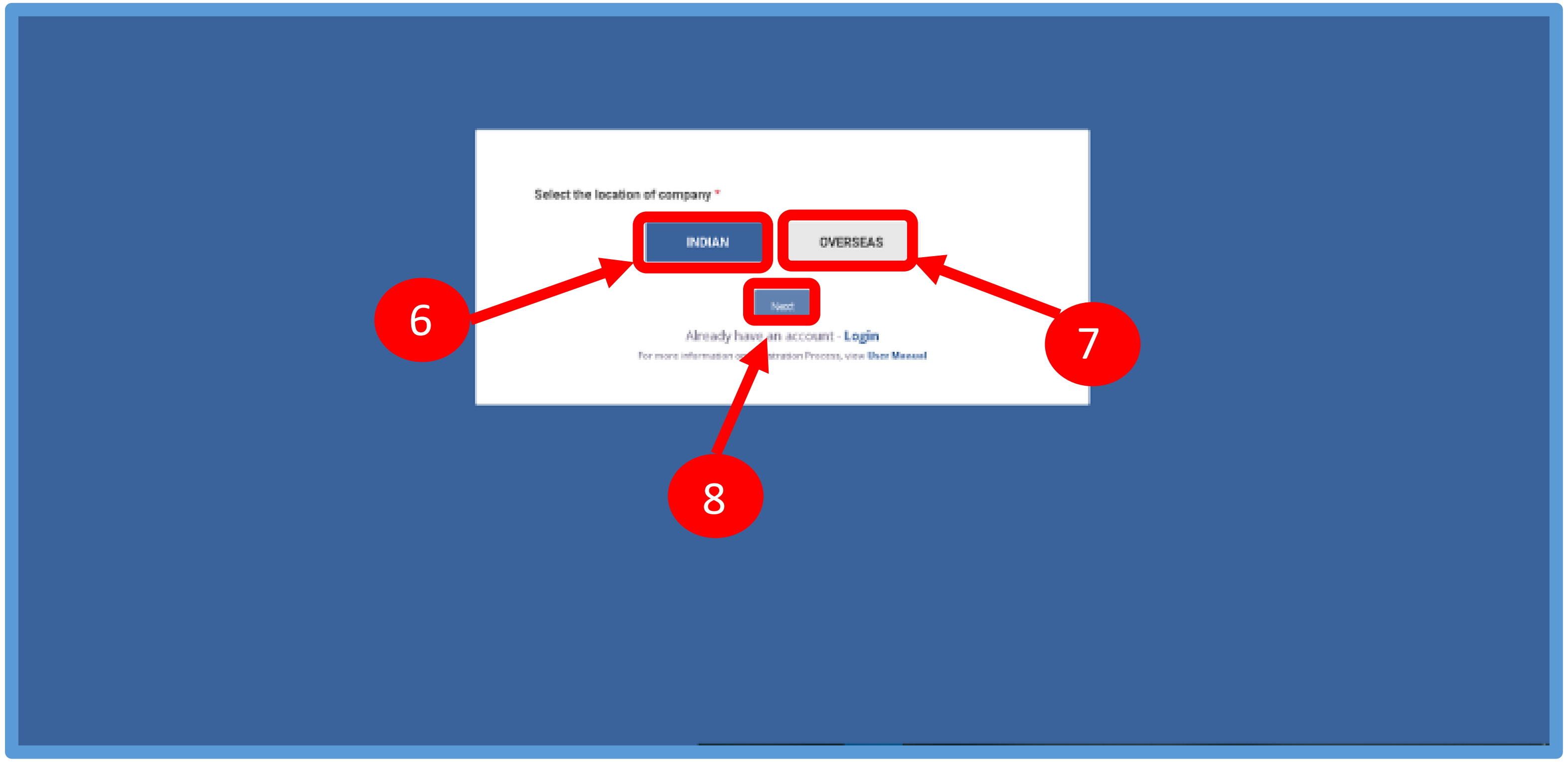


REGISTRATION - SELECT COMPANY LOCATION

6 Select the Location of Company. Choose ***Indian*** if your company is Indian Origin.

7 Choose ***Overseas*** if your company is Overseas origin.

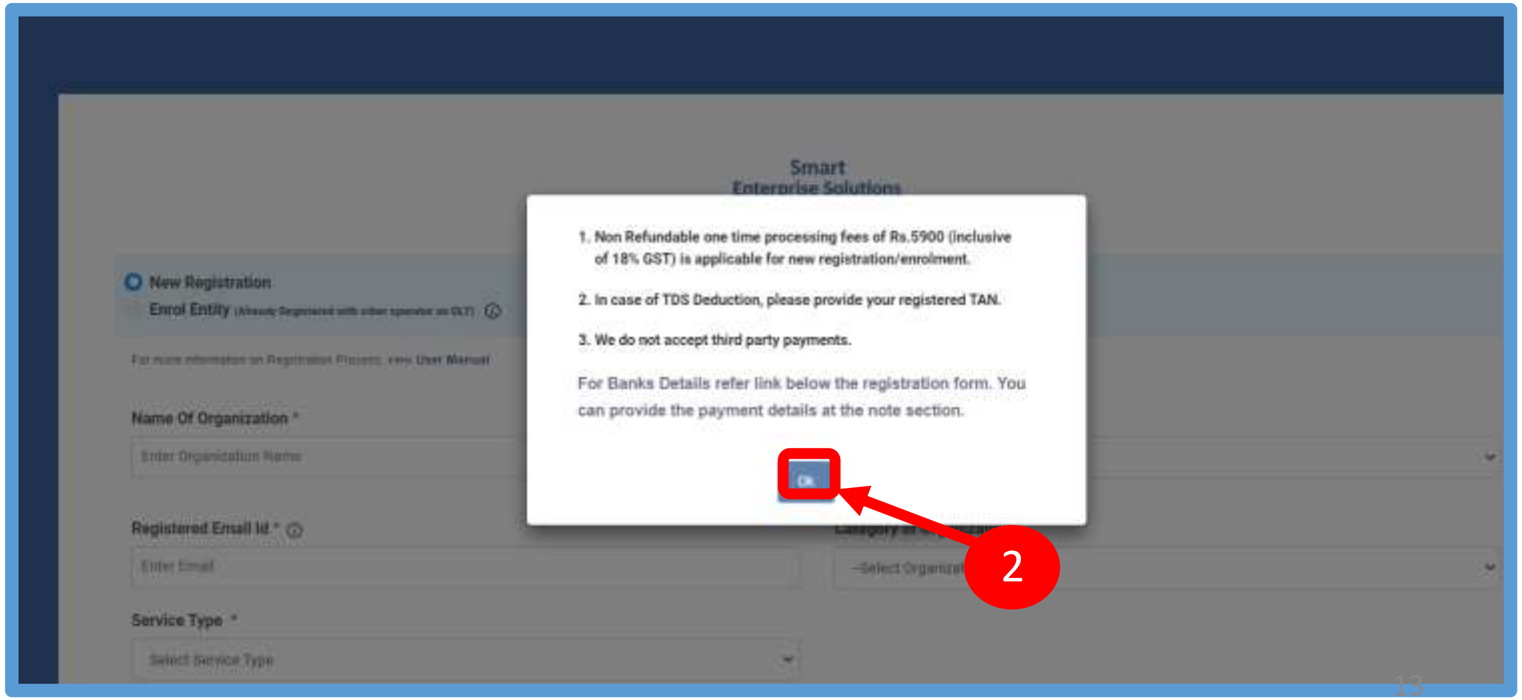
8 After selecting the company's location click ***Next*** Button for further steps.



NEW ENTITY REGISTRATION

NEW ENTITY REGISTRATION

1 Select the Registration type. Choose **New Registration** if you are registering for the first time.



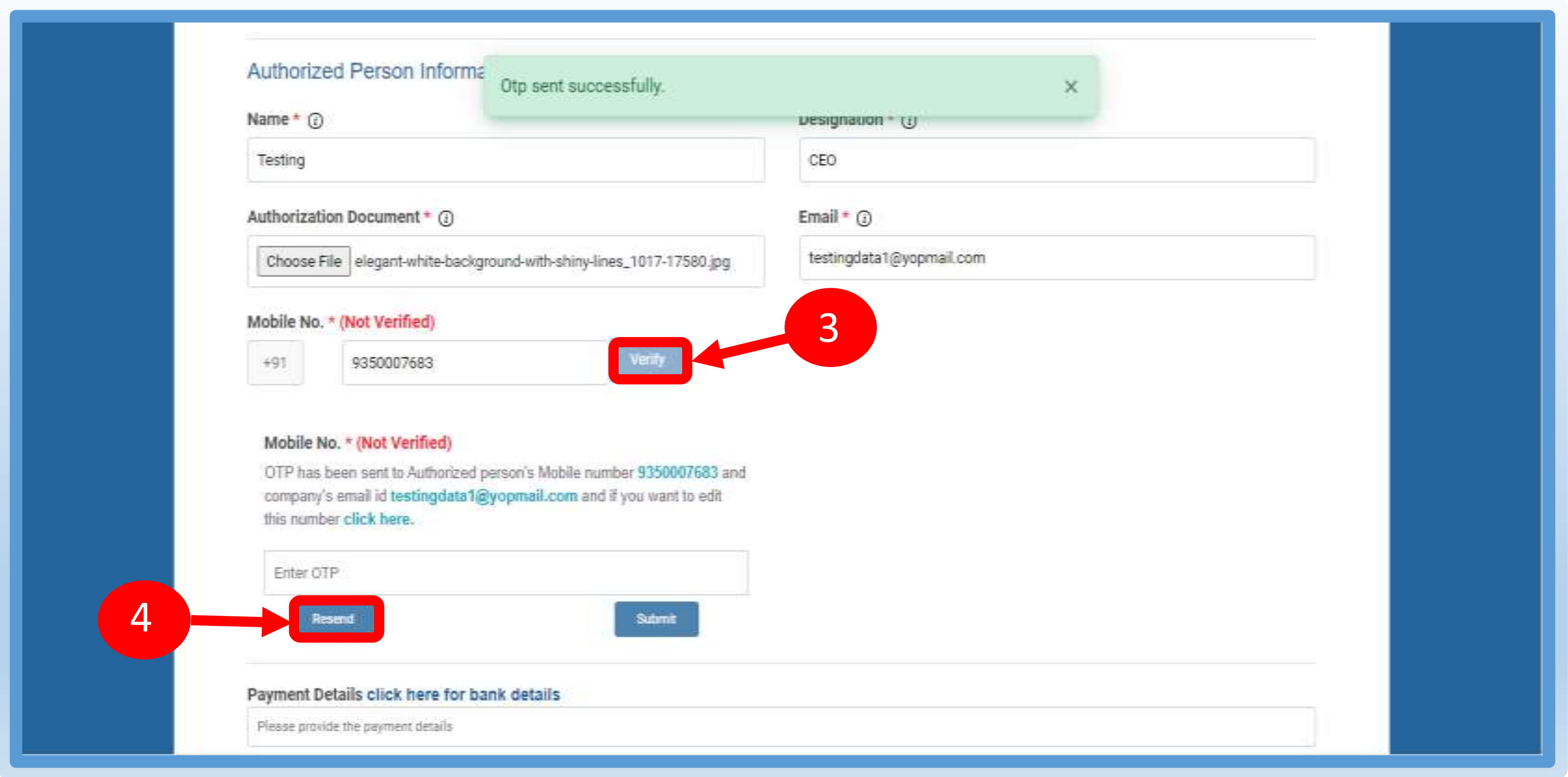
2 After Selecting New Registration, confirm the Payment terms by clicking **Ok** button.

Duly fill the customer acquisition form and submit.

NEW ENTITY REGISTRATION - SIGN UP/ MOBILE VERIFICATION

3 You will receive an OTP on your registered Mobile number and Email ID to verify mobile number. Enter OTP and click **Submit** button.

4 If in case OTP not received, click **Resend** button

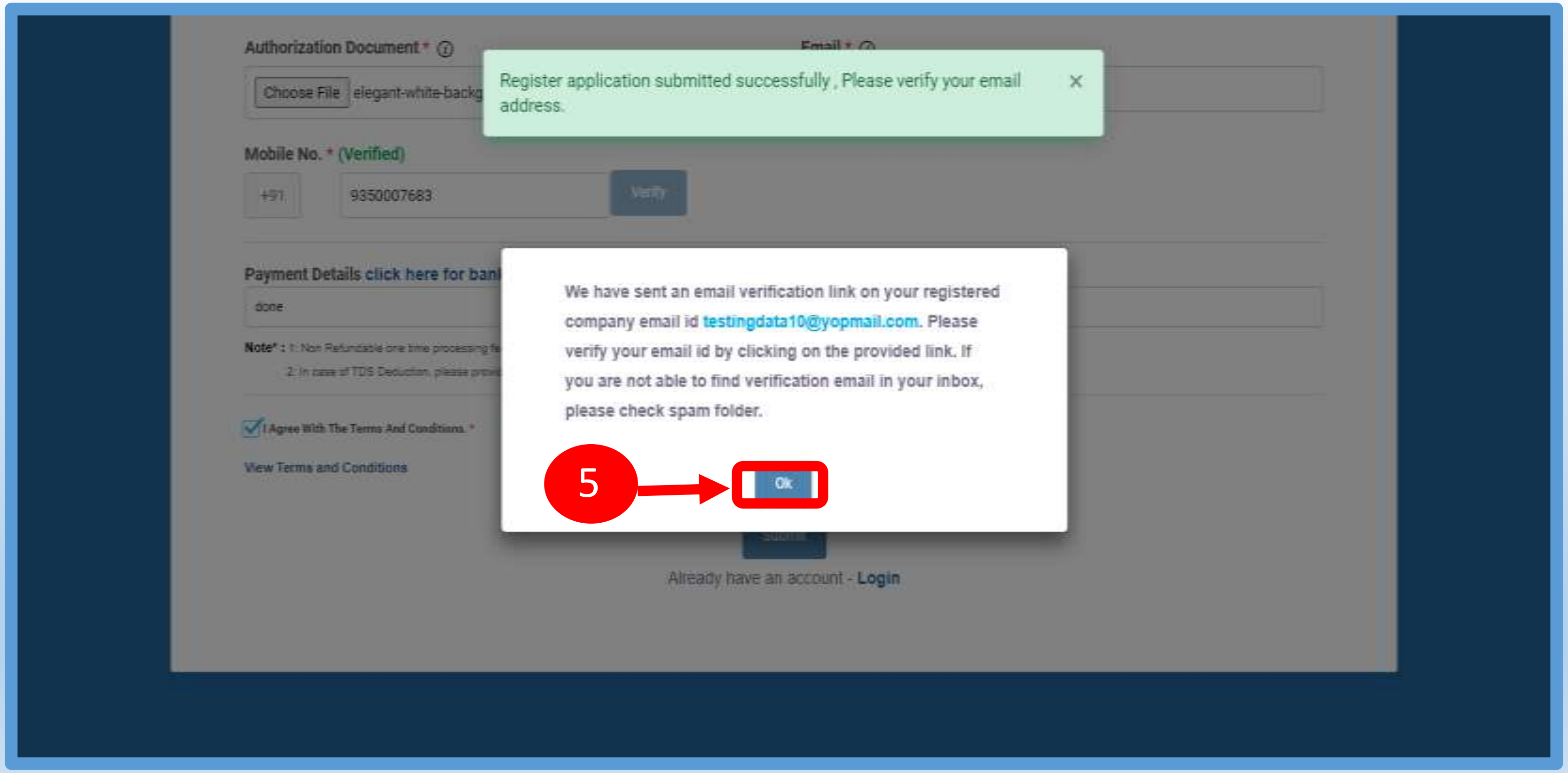


NEW ENTITY REGISTRATION - EMAIL CONFIRMATION LINK

5

After forms submission, a verification link will be sent to your registered email Id.
Click **OK** button once you read the message and validate your mail by clicking the verification link received on your registered email id.

Please check your email inbox as well as spam folder for the verification link.

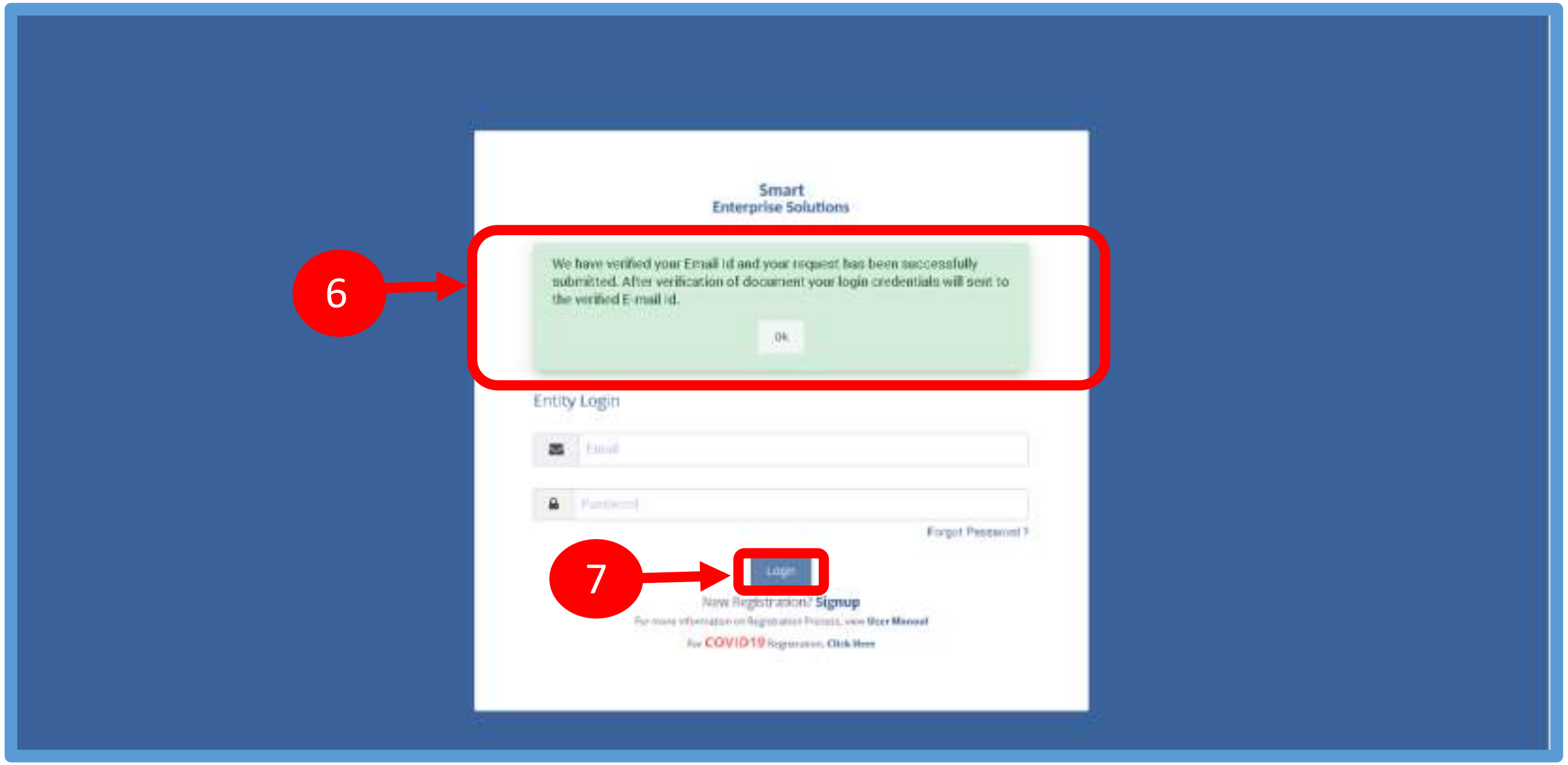


NEW ENTITY REGISTRATION - EMAIL VERIFICATION CONFIRMATION

6 On successful email id verification you will receive a message confirming the submission of your application.

Once Operator approves your application, you will receive login credentials on your registered email id.

7 Use the login credentials sent by the operator to access the Entity portal and Click **Submit.**

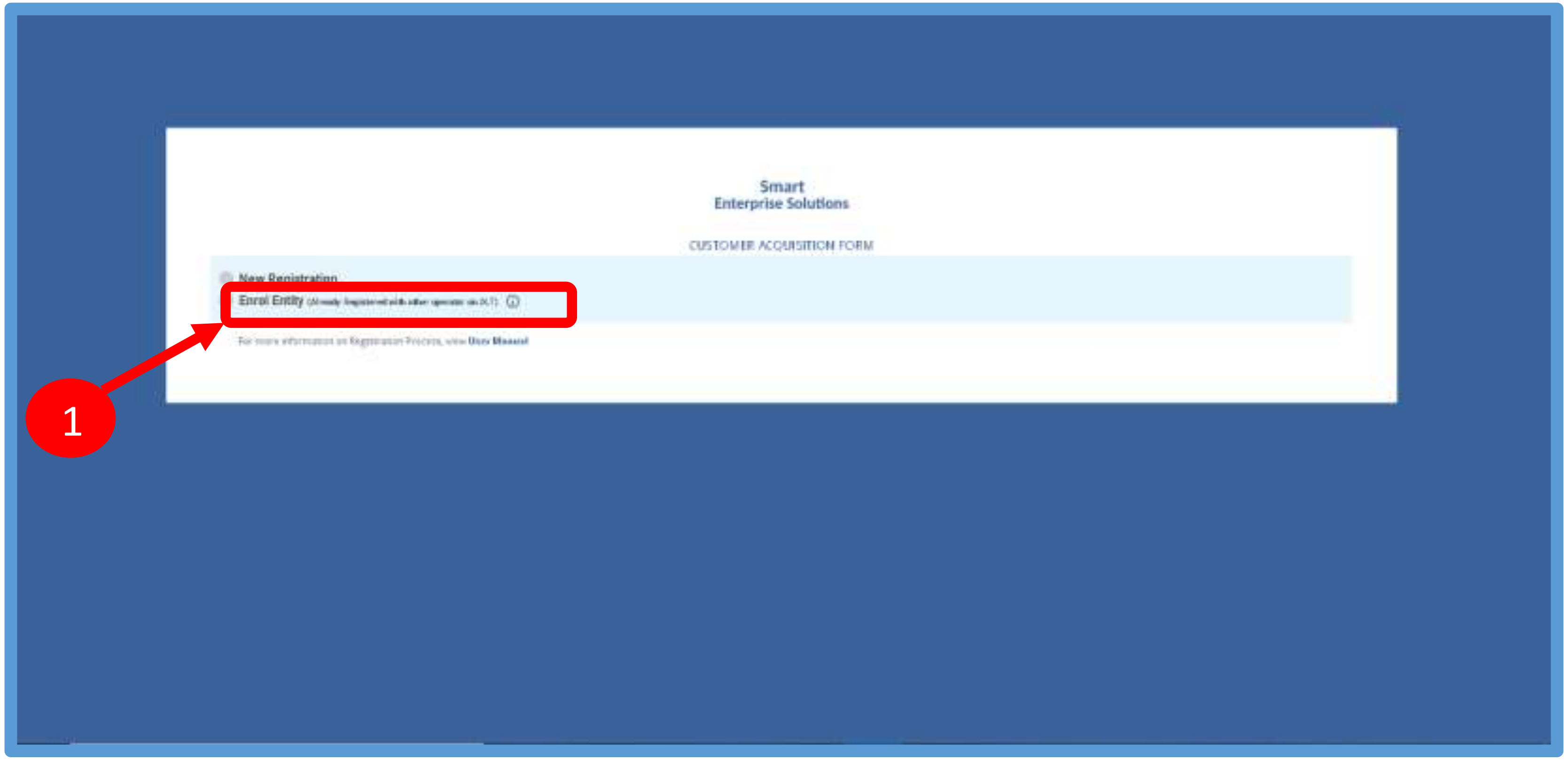


ENROL ENTITY
(ALREADY REGISTERED)

ENTITY ENROLMENT – INITIATION

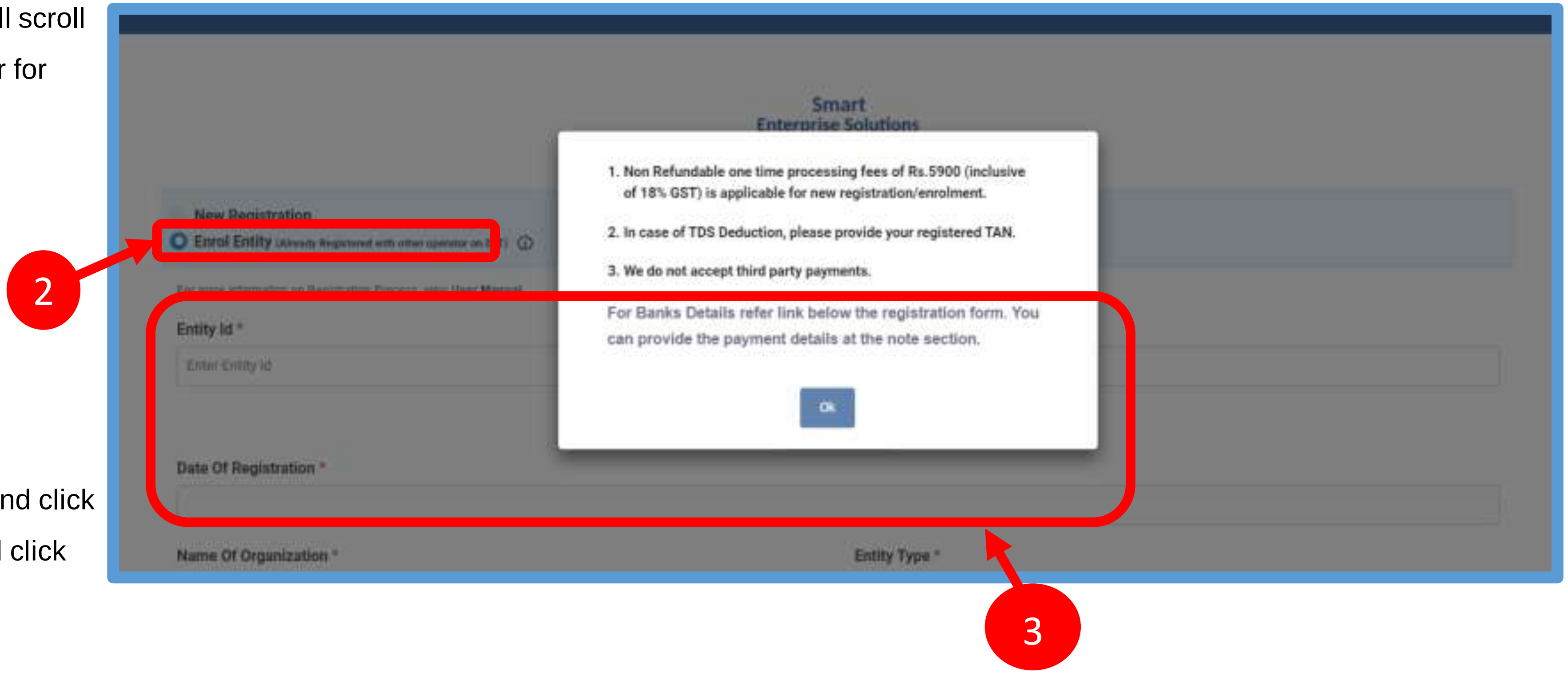
1 Choose **Enrol Entity** if your company is already registered on different operator and Fill the form.

Entity already registered with other operator on DLT can enrol by providing Entity ID (DLT Registration Number)



ENTITY ENROLMENT – SUBMISSION OF ENTITY ID

2 After selecting **Enrol Entity** the form will scroll down which needs to be filled by the user for registering



3 Type in the already registered **Entity Id** and click View details button. Duly Fill the form and click Submit.

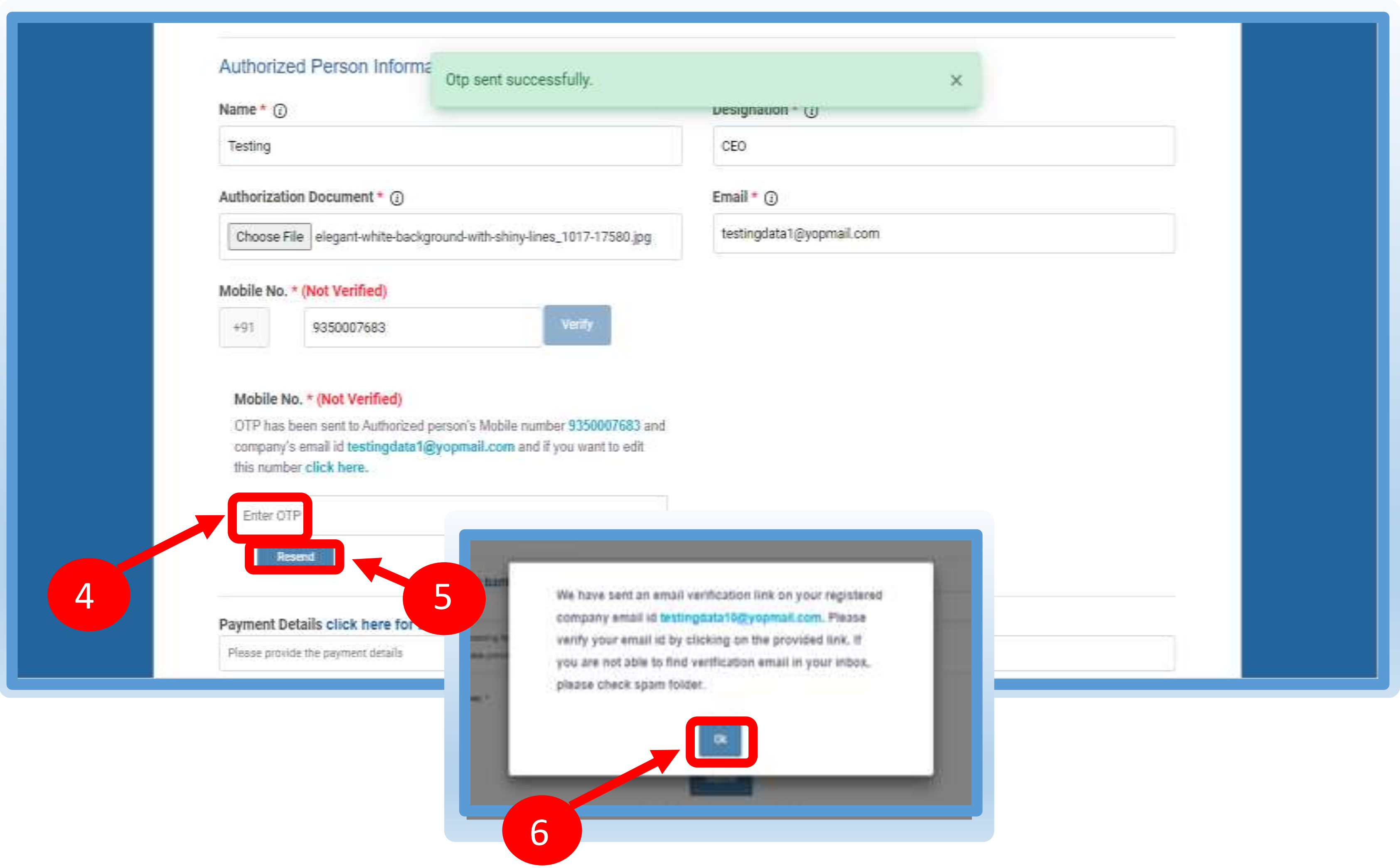
ENTITY ENROLMENT – OTP /EMAIL VERIFICATION PROCESS

4 You will receive an **One Time Password (OTP)** on your registered Mobile number and Email ID to verify mobile number.
Enter OTP and click **Submit** button.

5 If in case OTP not received, click **Resend** button

6 After form submission, a verification link will be sent to your registered email Id.
Click **OK** button once you read the message and validate your mail by clicking the verification link received on your registered email id.

Please check your email inbox as well as spam folder for the verification link.



ENTITY ENROLMENT - SUCCESSFUL REQUEST SUBMISSION

7 After email verification Click **OK** button to confirm. Once Operator approves your application, you will receive login credentials on your registered email id.

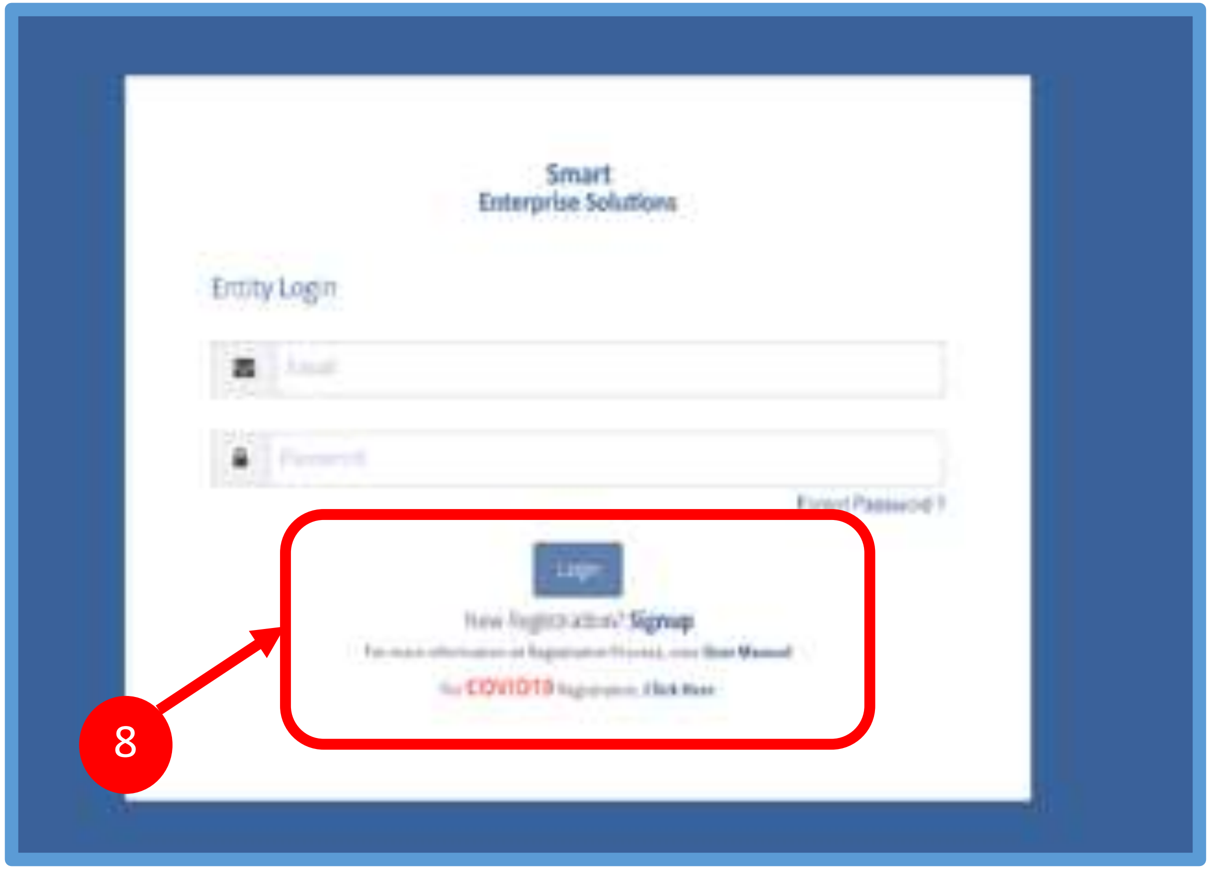
ENTITY ENROLMENT - ENTITY LOGIN PANEL

8

If you are already registered as Entity.

Put your User ID (Email ID) & Password and

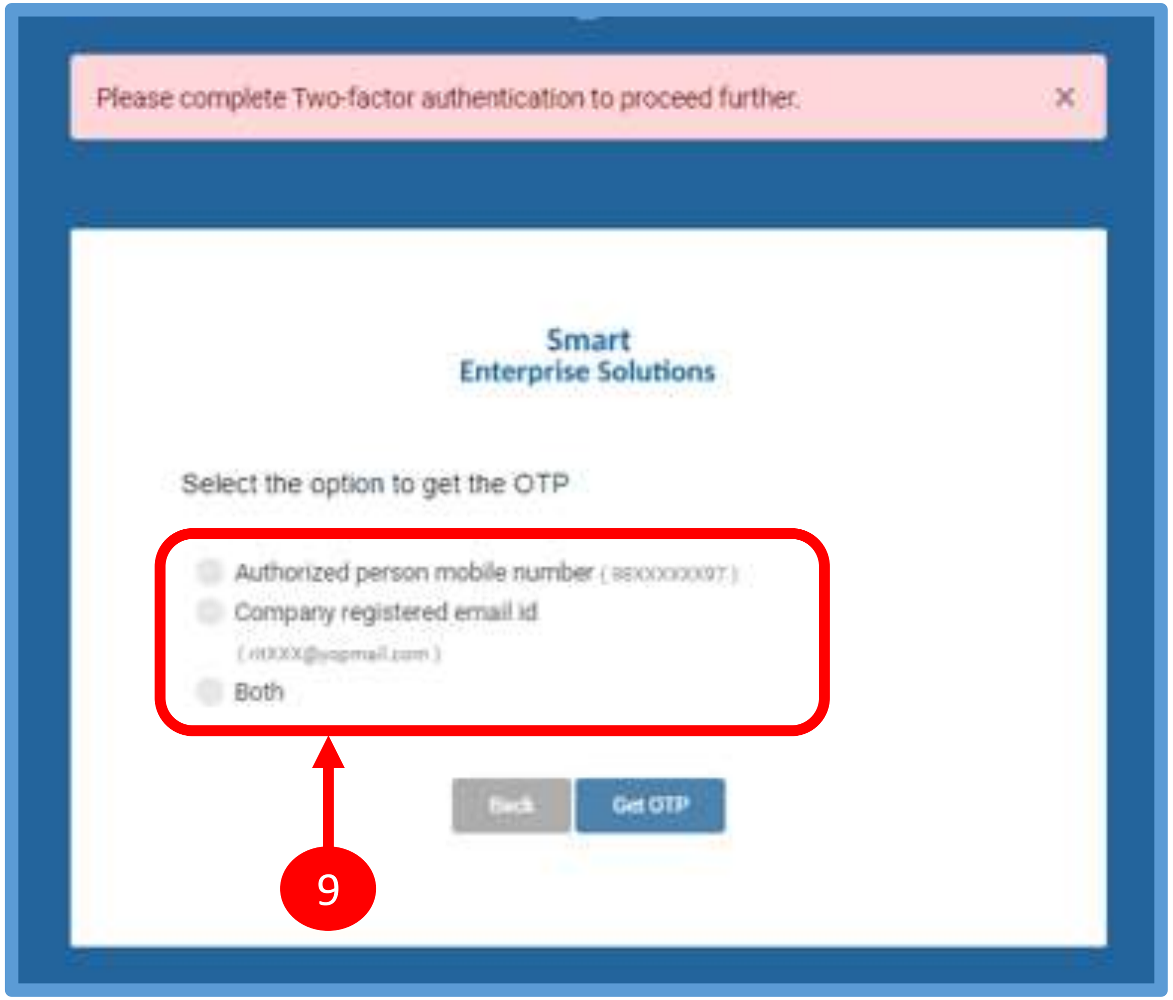
Click the **Login** button to access the panel.



ENTITY ENROLMENT – TWO WAY AUTHENTICATION PROCESS

9

You have to complete the **Two Way Authentication Process** by submitting the OTP received on option chosen.



ASSEST FOR VERIFICATION

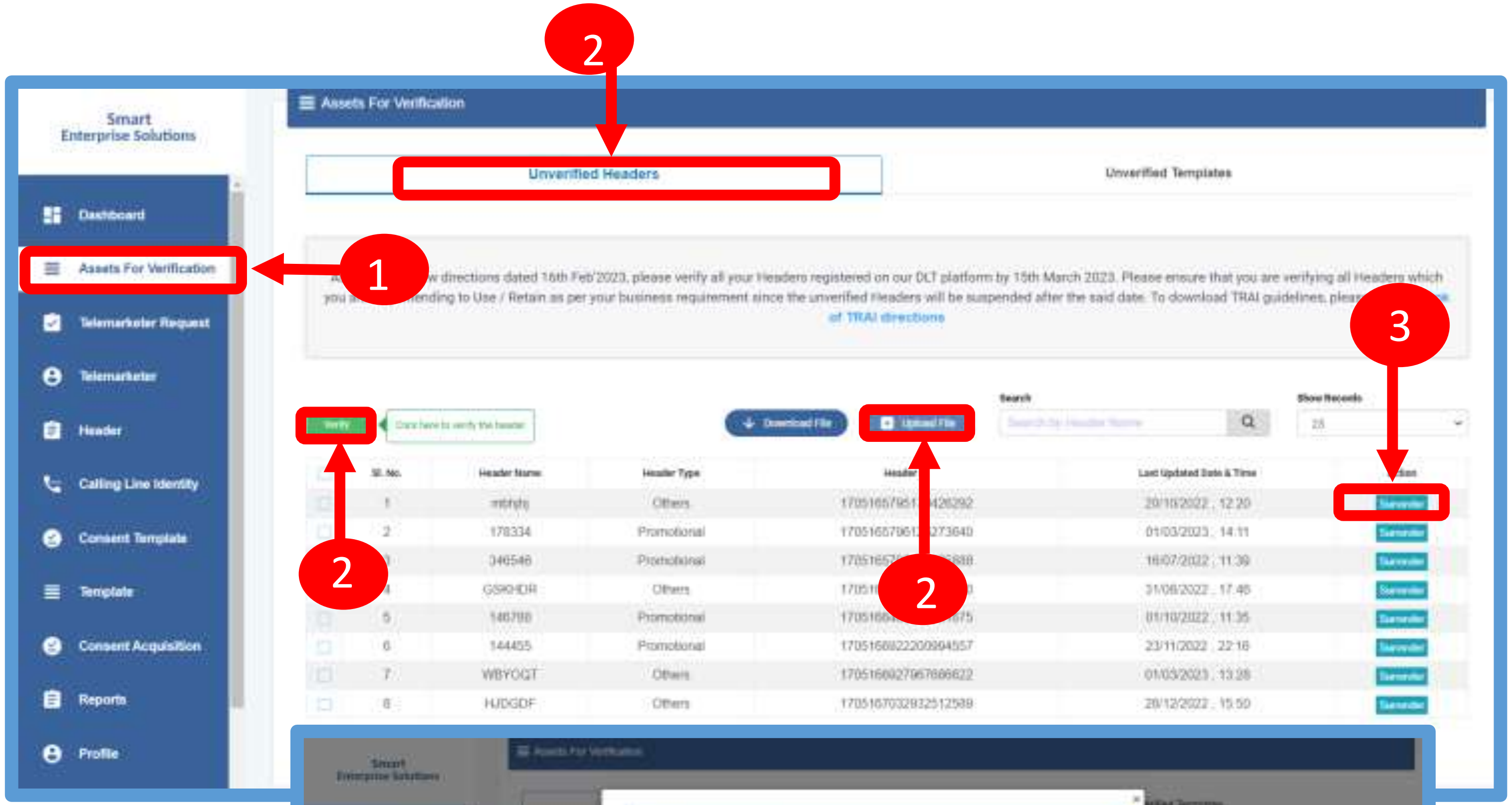
Assets For Verification - Header

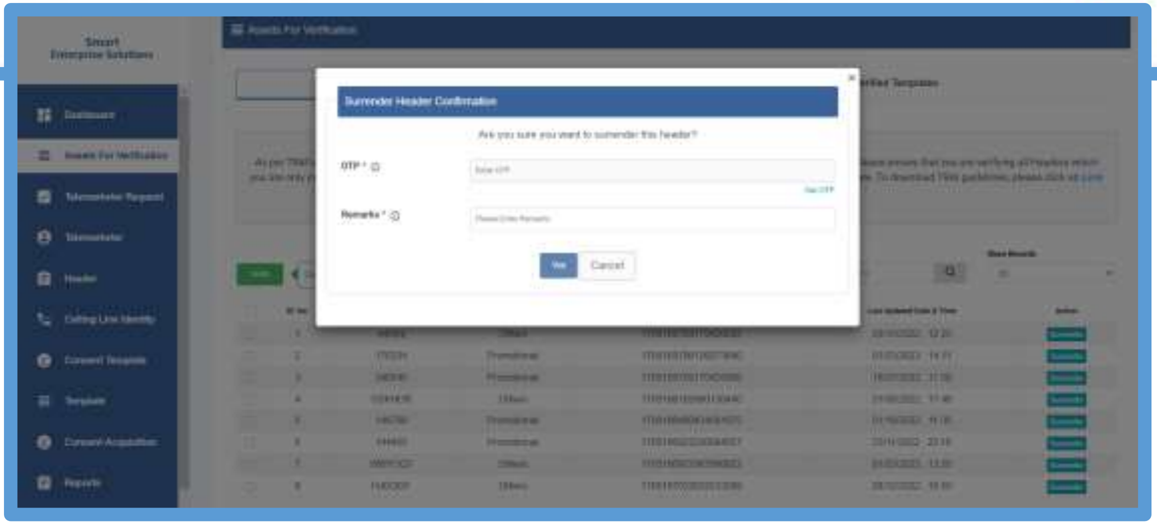
1 Click Assets for Verification on the left panel to Verify all the unverified Headers of the Entity.

2 Click on unverified headers the user can verify the headers by single & Bulk selection.

3 Click on surrender button to surrender the header.

Surrender Header Confirmation pop Up will appear enter OTP & Remarks to surrender the same.





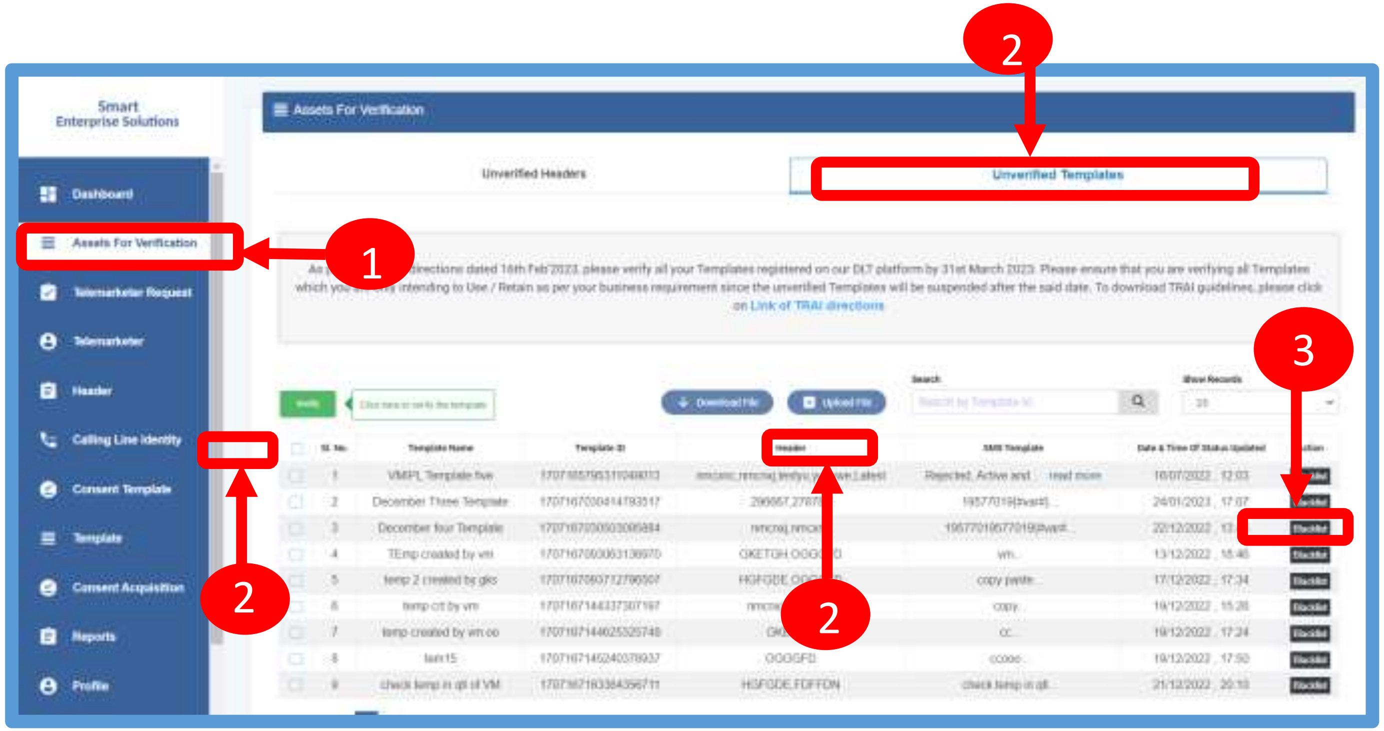
Assets For Verification – Template

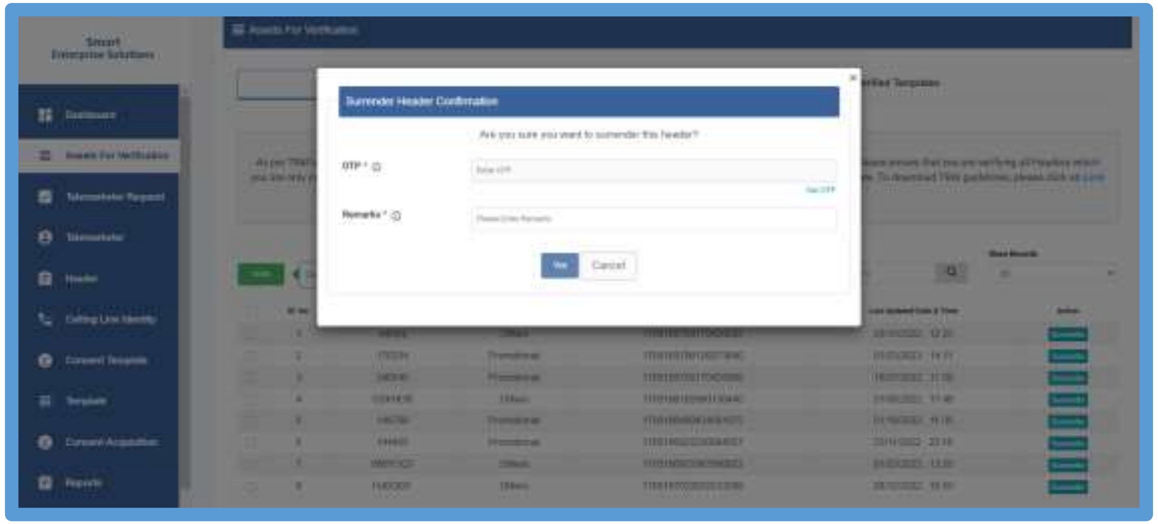
1 Click Assets for Verification on the left panel to Verify all the unverified Templates of the Entity.

2 Click on unverified Templates the user can verify the all templates by single & Bulk selection.

3 Click on Blacklist button to Blacklist the Template.

Blacklist Template Confirmation pop Up will appear enter OTP & Remarks to Blacklist the same.





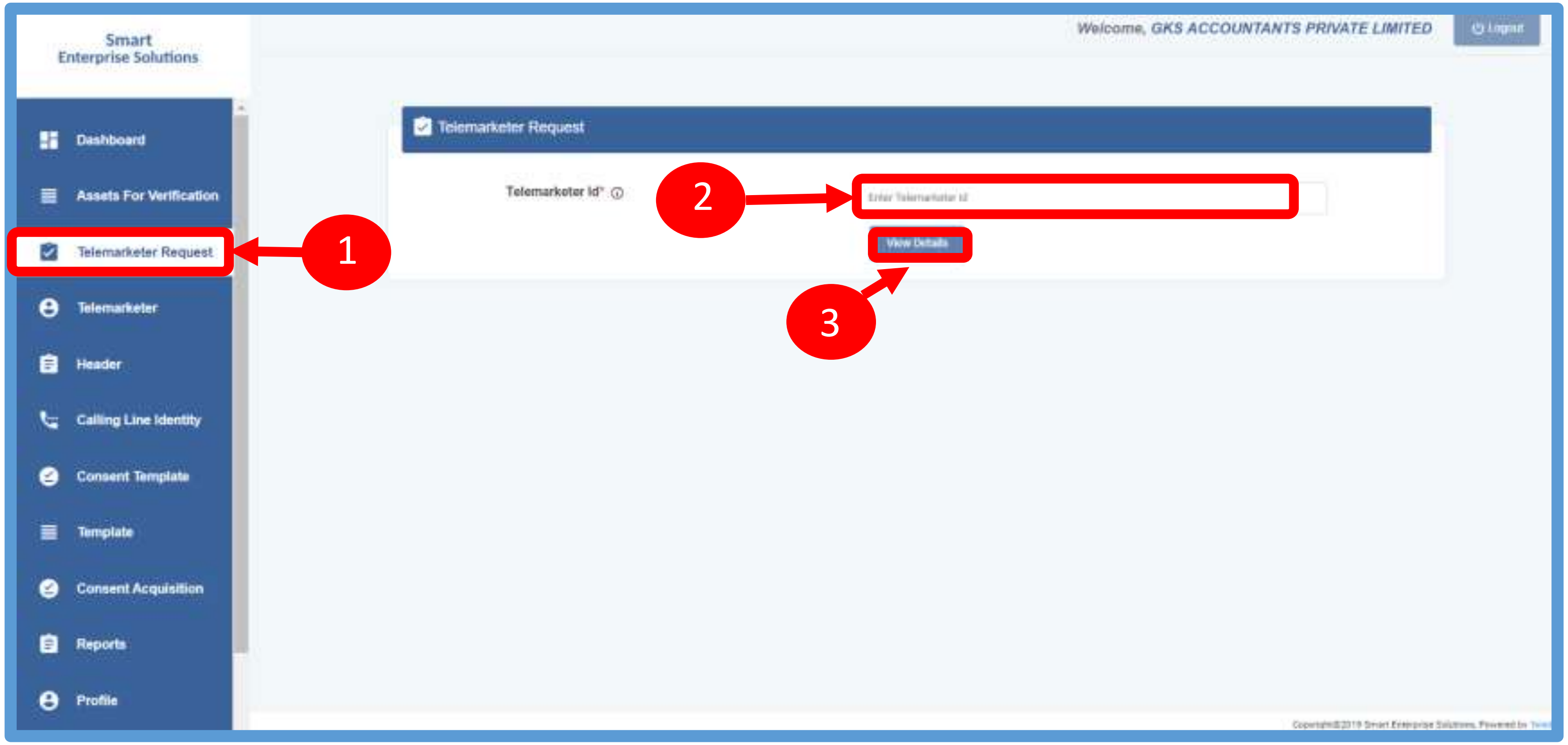
ENTITY – TELEMARKETER REQUEST

TELEMARKETER REQUEST – TM ID SUBMISSION

1 Click **Telemarketer Request** on the left panel to register Telemarketer with Entity.

2 Enter **Telemarketer ID.**

3 Click on **view details**

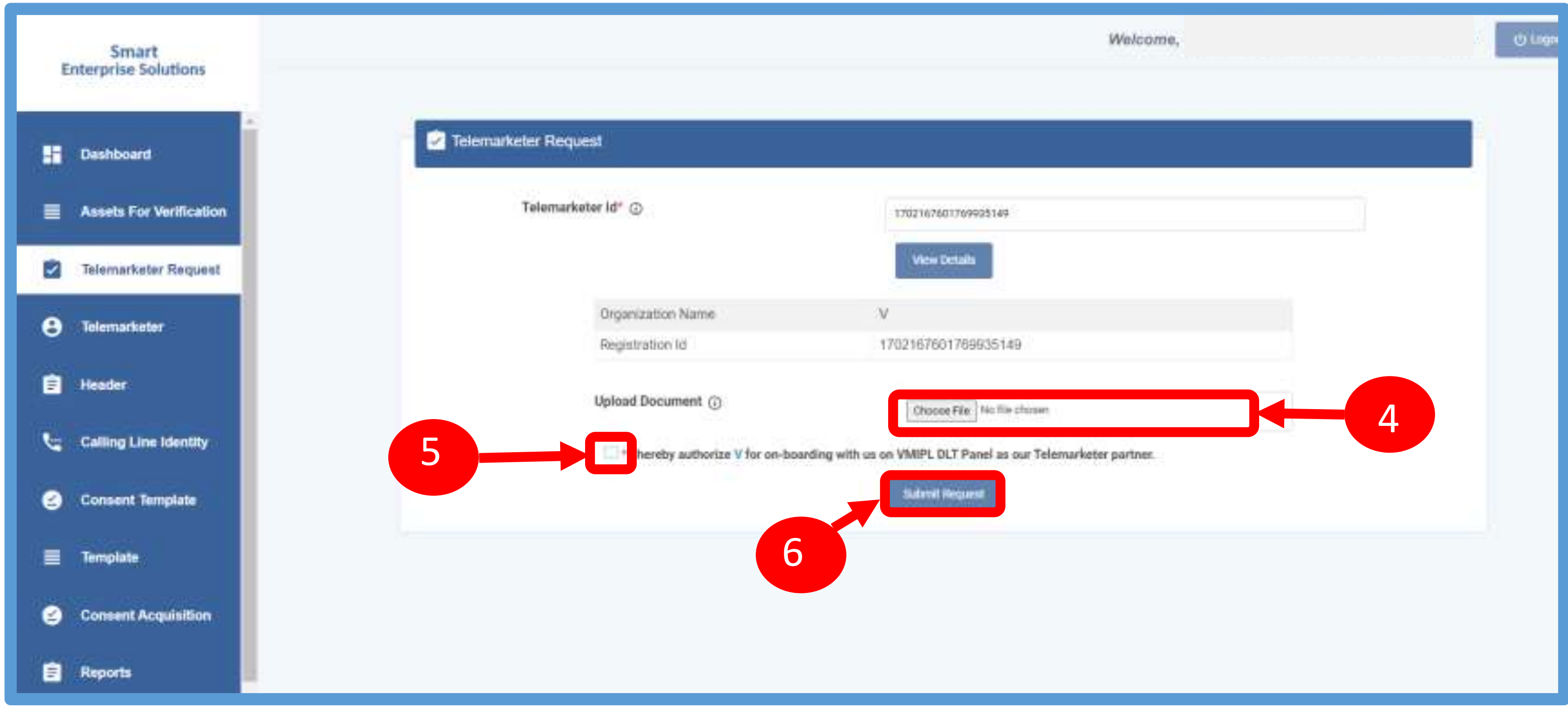


TELEMARKETER REQUEST – REQUEST SUBMISSION

4 **Upload** theAuthorized document

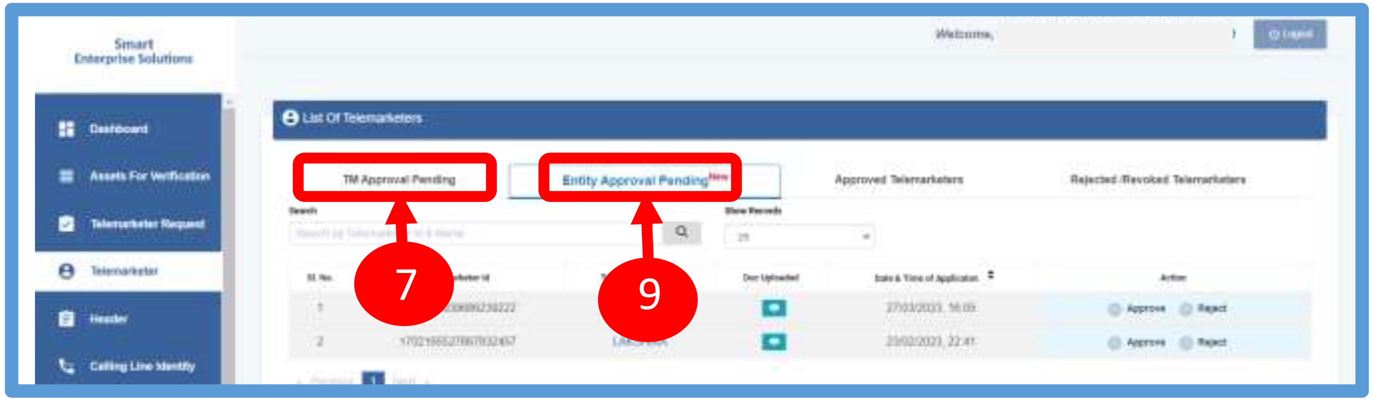
5 Check the **Box** authorizing the Telemarketer to be associated for doing commercial communication activities.

6 Clickon **Submit Request** and wait for Telemarketer's approval



TELEMARKETER REQUEST – REQUEST STATUS

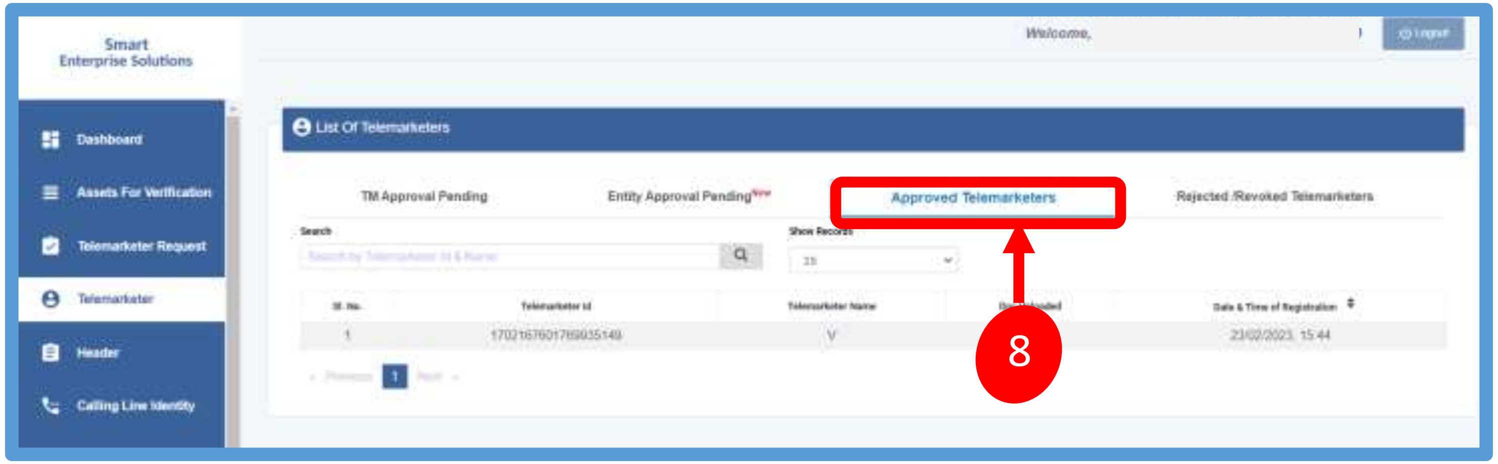
7 Once the request is submitted it can be viewed in the TM Approval Pending section.



8 Once the request is approved by the Telemarketer it can be viewed in the **Approved Telemarketers** section**.**

9 **Entity Approval Pending Section** Click on the **Entity Approval Pending** Tab the tab has pending Telemarketers that are waiting for approval from the Entity.

As per the action taken it will move into Approved or Rejected tab.



ENTITY-TELEMARKETER REVOCATION

ENTITY-TELEMARKETER RELATIONSHIP REVOCATION

To terminate a business relationship between an Entity and a Telemarketer Revoke function is available on the Entity Panel.

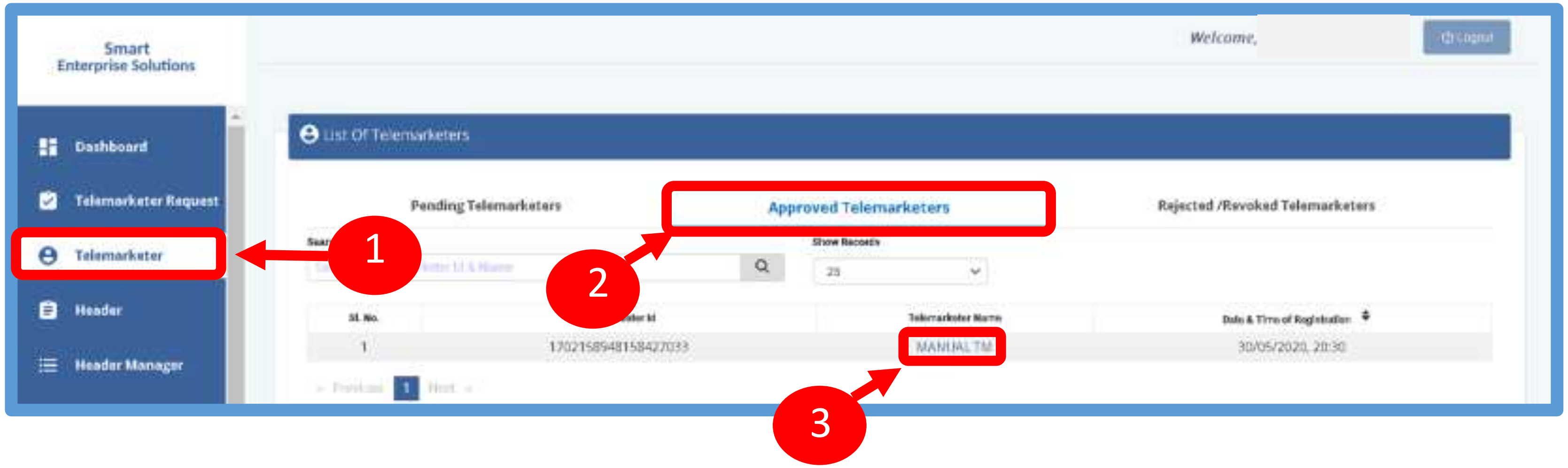
1 Select the **Telemarketer** tab from the side bar.

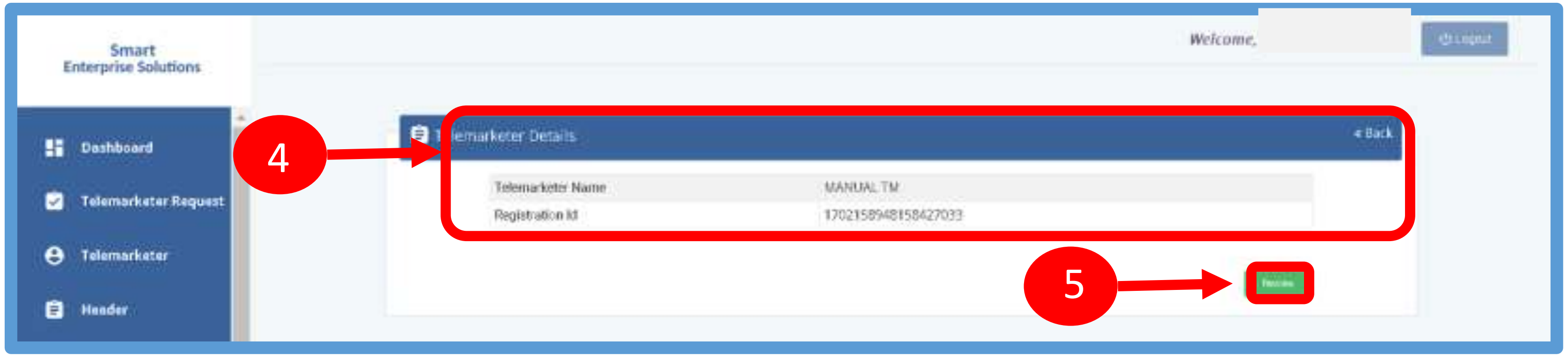
2 Go to the **Approved Telemarketer** section .

3 Click on the **Name of the Telemarketer** with whom you want to terminate the relationship.

4 **Telemarketer details** will be displayed and there will be Revoke button to terminate the business relationship.

5 Click on the **Revoke** button





ENTITY –TELEMARKETER REVOCATION CONFIRMATION

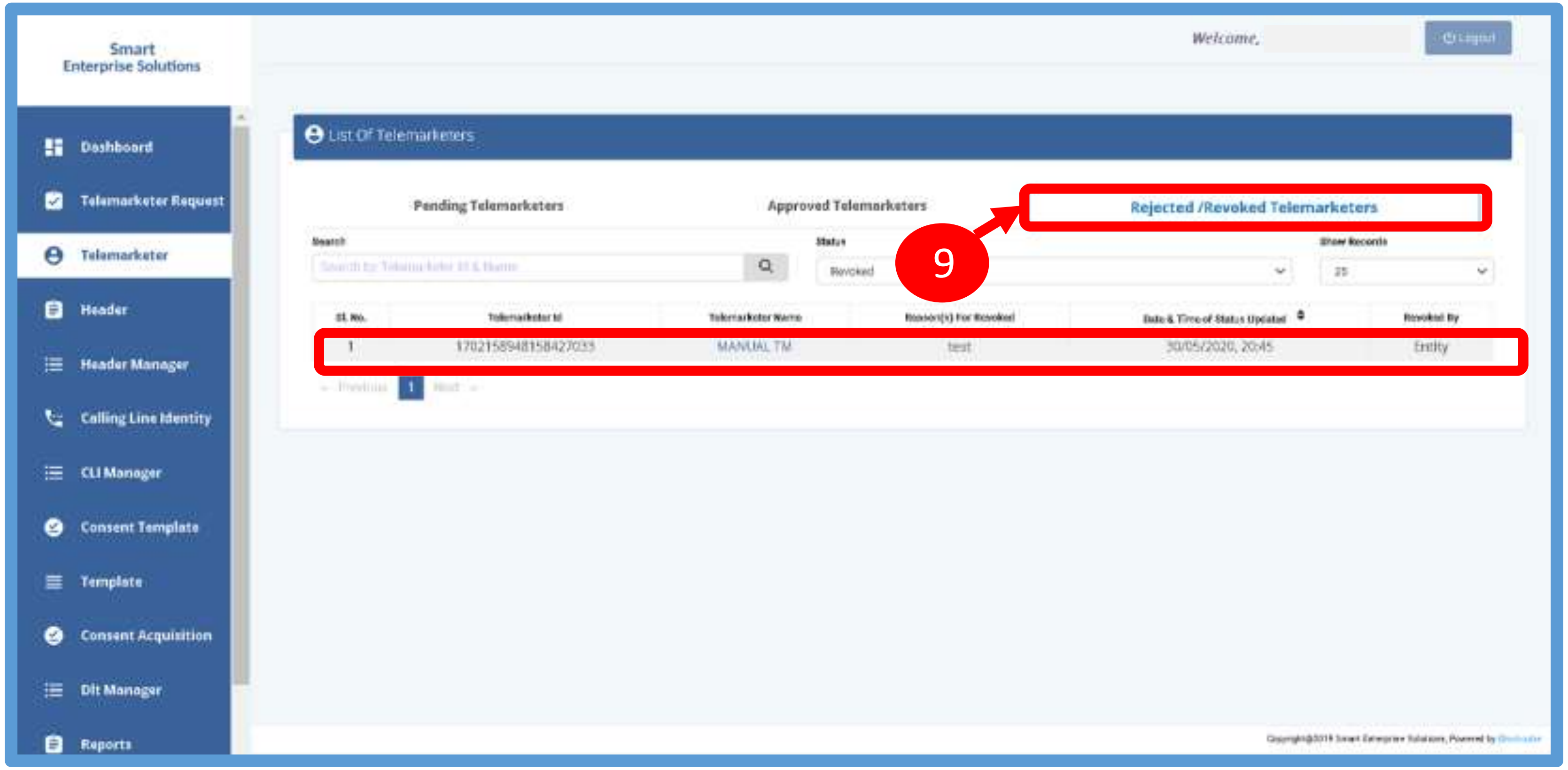
6 On clicking the Revoke button a page opens, provide the relevant **Remarks** for revocation.

7 Press **Revoke** button after providing remarks.

8 A **pop-up message** will be displayed to confirm the Revocation process. Press **Yes** to confirm the action or press cancel to stop the action.

ENTITY –TELEMARKETER REVOCATION STATUS

9 The business relationship between the Telemarketer and the Entity will be terminated and the entry will be visible on the **Rejected/Revoked Telemarketers** section.



HEADER

P – Promotional -

Messages which are purely promotional in nature send to all the prospects in the database by an Entity basis on there preferences. Ex : All kind of Promotional messages.

O – Others- Includes Transactional, Service Implicit and Service Explicit messages.

(Transactional - Essential messages related to transaction. Ex: OTP.

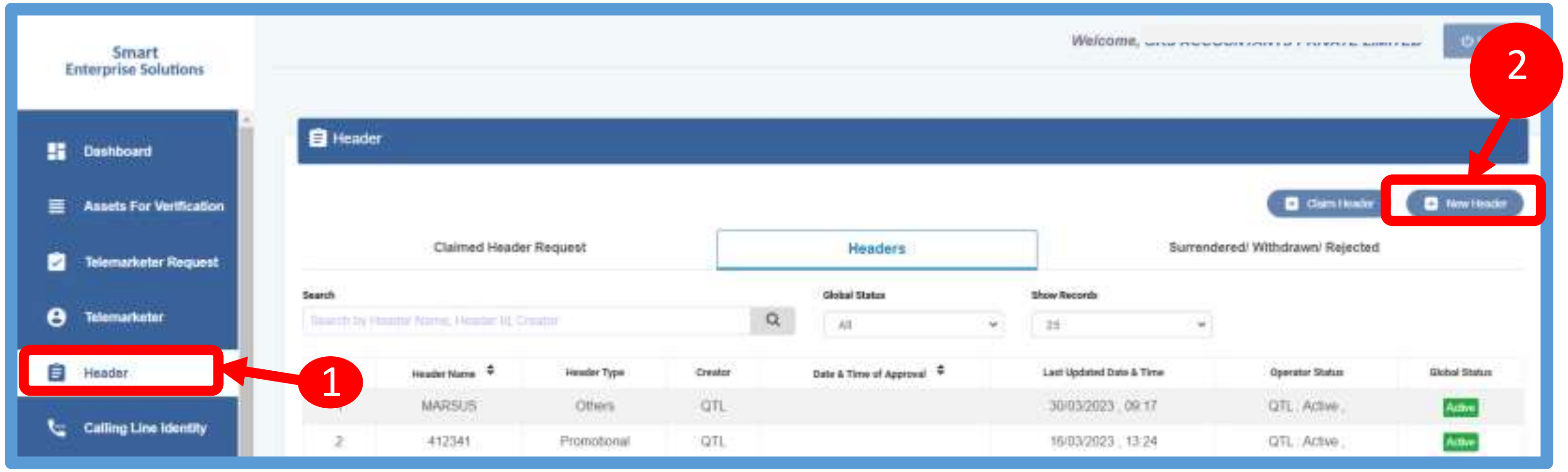
Service Implicit - Service messages that are ought to be sent basis on the business relation with the customer. Ex : Service Alert Messages

Service Explicit - Service messages that are send by the Entity which are promotional in nature but send with prior consent. Ex : New offers for the Entity)

HEADER CREATION – HEADER PAGE

1 Click **Header** on left navigation bar to see the detailed view of all the Headers.

2 Click **New Header** to create Header(s) request. User can create 20 Header request in one go.

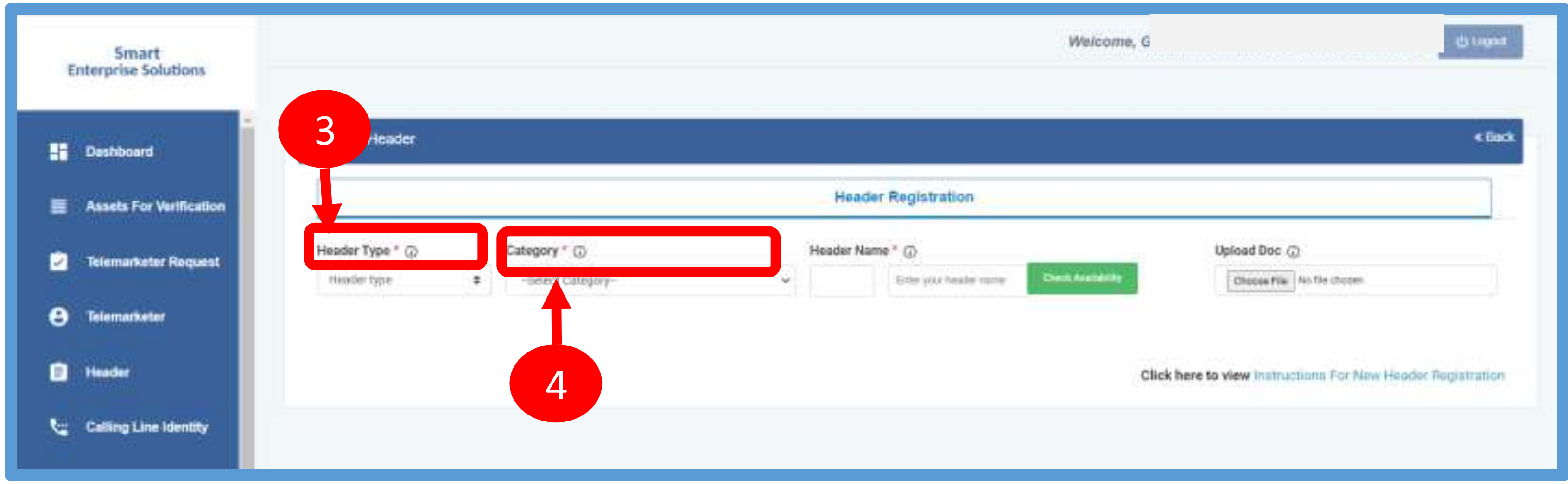


HEADER CREATION – TYPE & CATEGORY SELECTION

3 Click **Header Type** and choose the type of Header from the list mentioned.

- Promotional
- Other

Header Type depends on the type of the commercial communication message that need s to be sent with that header. (Eg: Promotional for promotional messages and for all other select the Other type)



4 Select the **Category** from the dropdown as per your business requirement.

There are 9 number of categories listed in the dropdown list those entities who does not find their business can choose "Other" in the category to create the header.

In case the Header Type is "Other" then category is optional but for Promotional category is mandatory.

HEADER CREATION - VALIDATION TABLE

Header type	Entity Type	Type	Length	Instructions
Promotional (P)	All	Numeric	6 Characters	Allowed
		Alpha		Not Allowed
Other (O)	Govt.	Numeric	3-8 Characters	Starts with 1 , length = 6 not allowed
		Alpha	3-6 Characters	Allowed
	Non-Govt	Numeric		Not Allowed
		Alpha	3-6 characters	Allowed

Table – 1

HEADER CREATION – NAME, AVAILABILITY & DOC UPLOAD

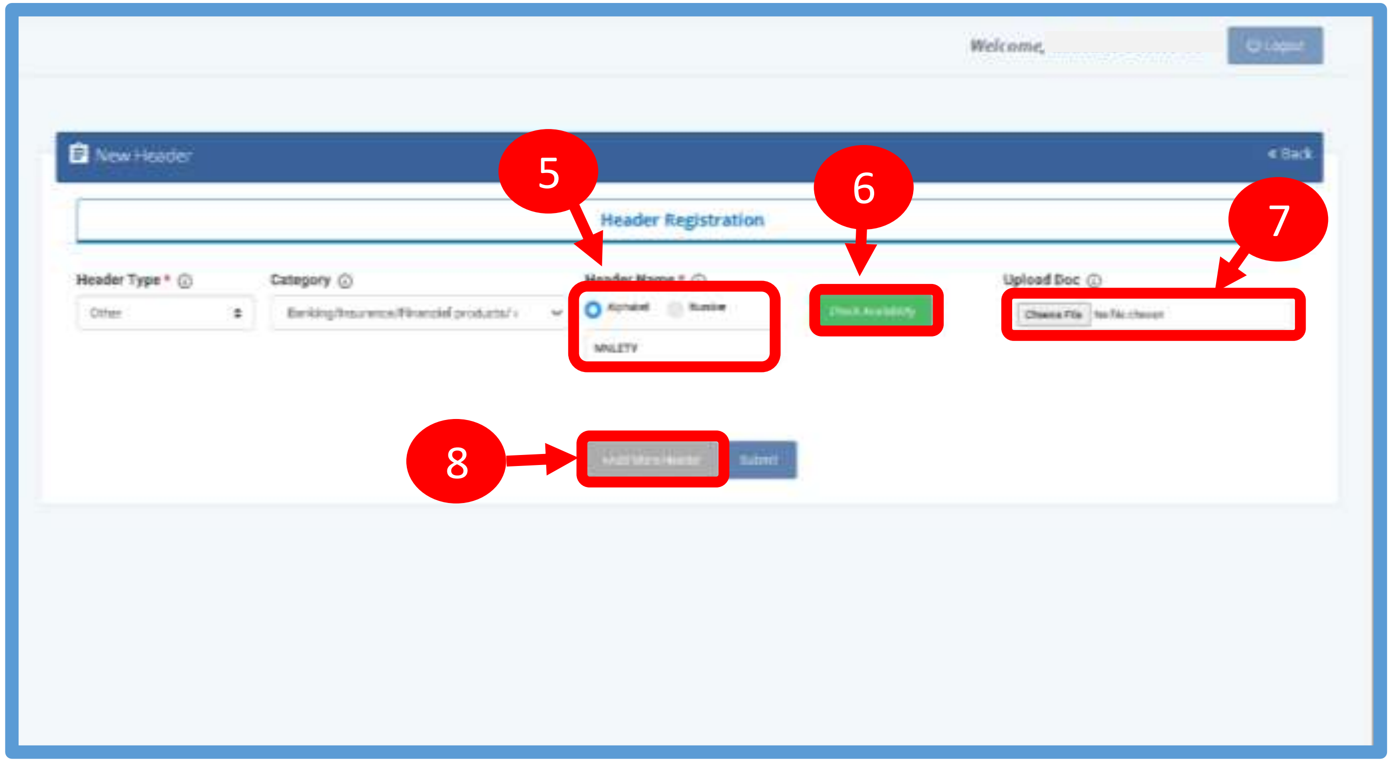
5 Type in the desired **Header Name** according to your Header Type/Brand Name or business requirement.

- *Header Name will be decided by the Entity basis on their business requirements and Entity name. (Eg: Entity Name: HDFC BANK , Header Name: HDFCBK)*
- *Refer **Table 1** to understand the validations and possible type of headers that can be created under various categories for Govt and Non-Govt entities.*

6 Click **Check Availability** to check the availability of header name. If available proceed with next step. If not available follow the claim process.

7 Upload relevant document related to header by clicking on **Choose File** button.

8 Click on **Add More Header** button to add more header request. User can create up to 20 header request at a time.



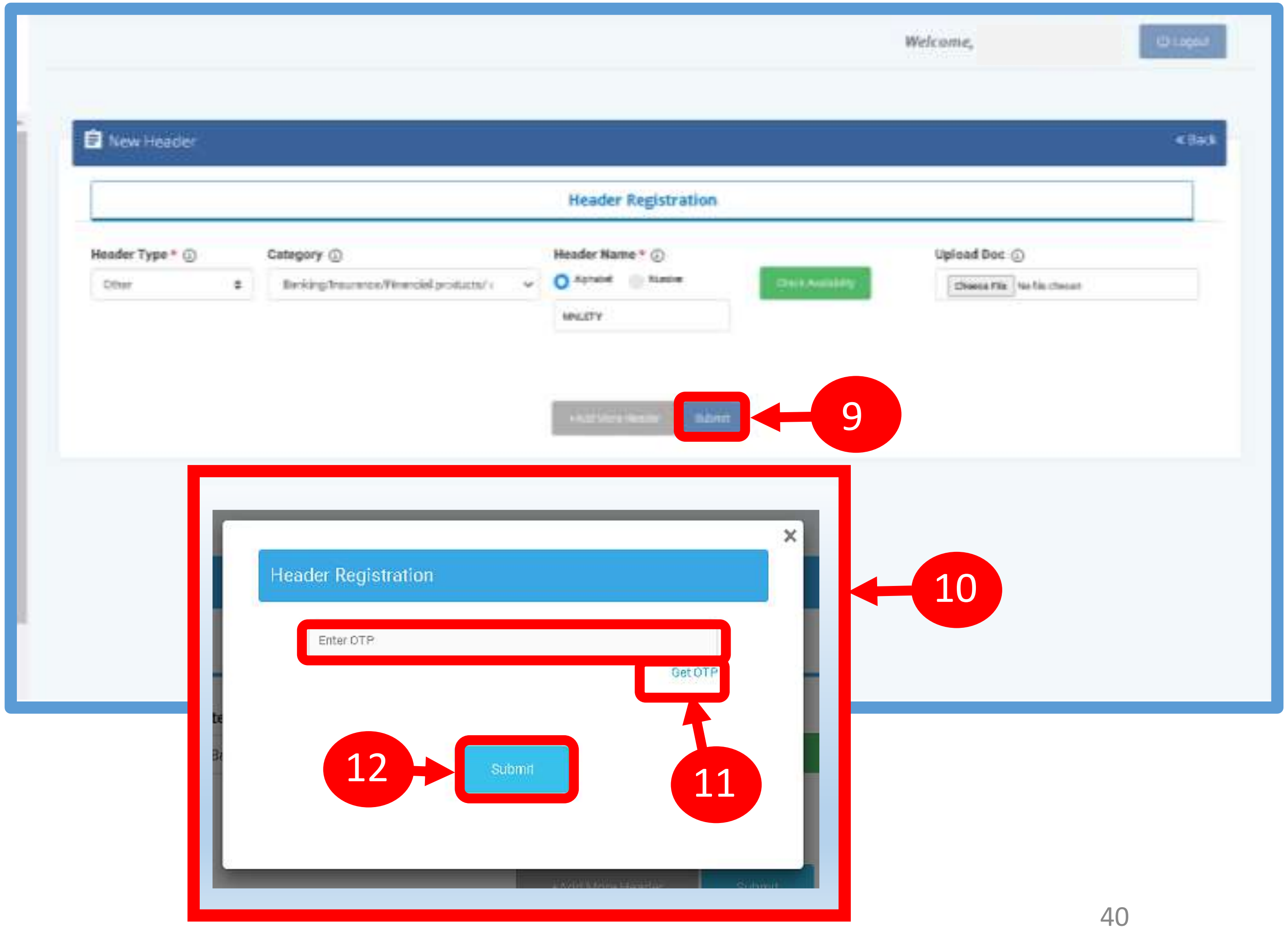
HEADER CREATION – OTP VERIFICATION & REQUEST SUBMISSION

9 Click on **Submit** button to submit the header request.

10 An **OTP box** will appear.

11 Click on the **Get OTP** button. Instantly an One Time Password (OTP) will be send to the registered Mobile and Email Id. Type the OTP in the given box

12 Click on the **Submit** button. On successful submission of request a message will appear on the top of the screen.

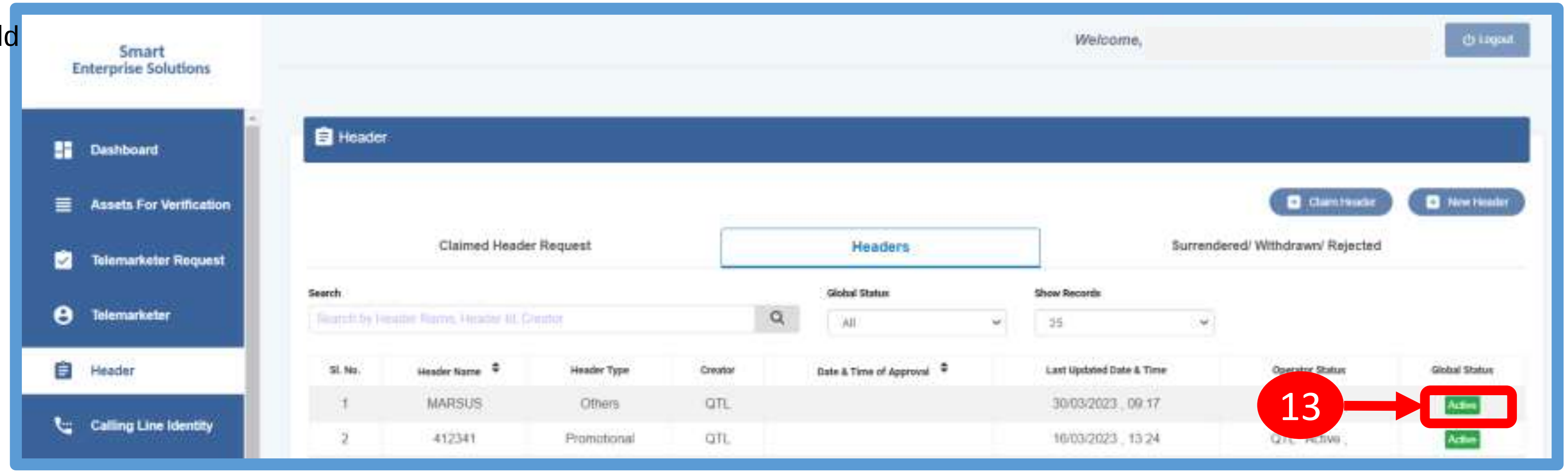


HEADER CREATION – HEADER STATUS

13

Once you submit the header request it would show in the header section with status as **Pending.**

Once the Operator approves the header the status will change to **Active.**

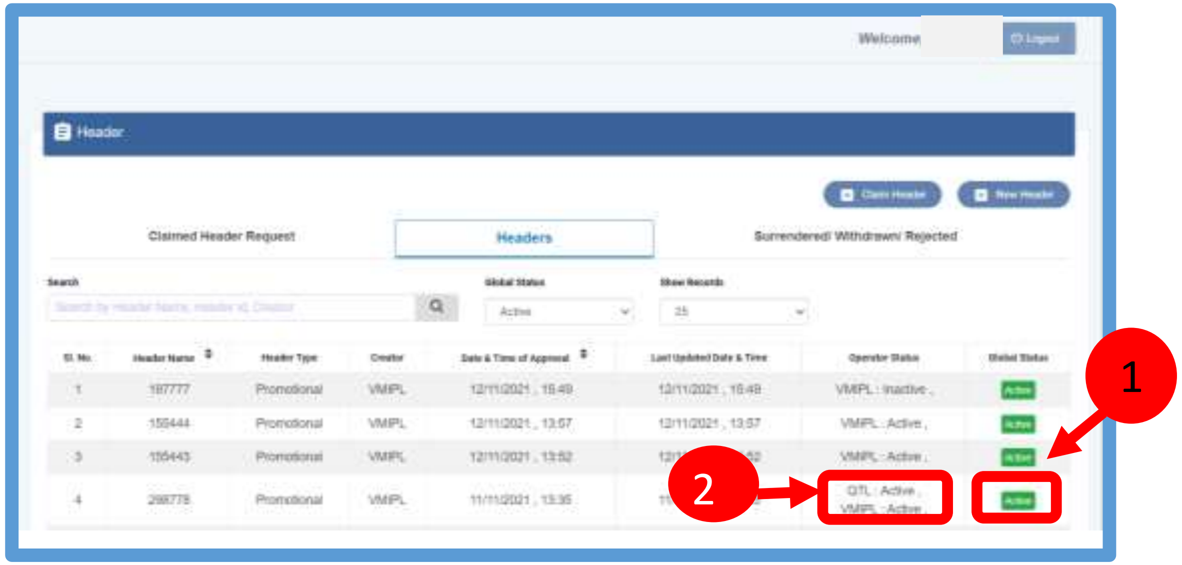


STATUS – OTHER TSP’S HEADER

1 All the header registered with other TSP will reflect In Header TAB with Global status and operator wise status

2 Its not active on VMIPL till the time operator approves the same

Once action taken by the VMIPL it will reflect under operator status.

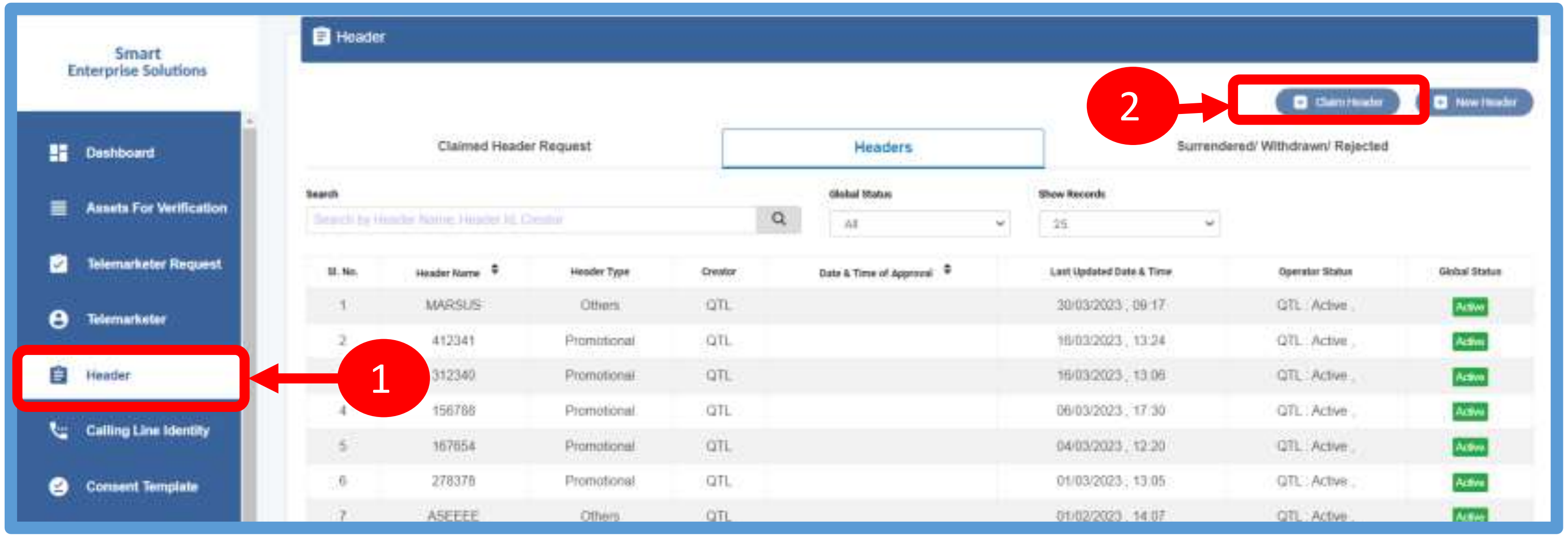


CLAIM HEADER

CLAIM HEADER – CLAIM INITIATION

1 Click **Header** on left navigation bar and go to the Header Page.

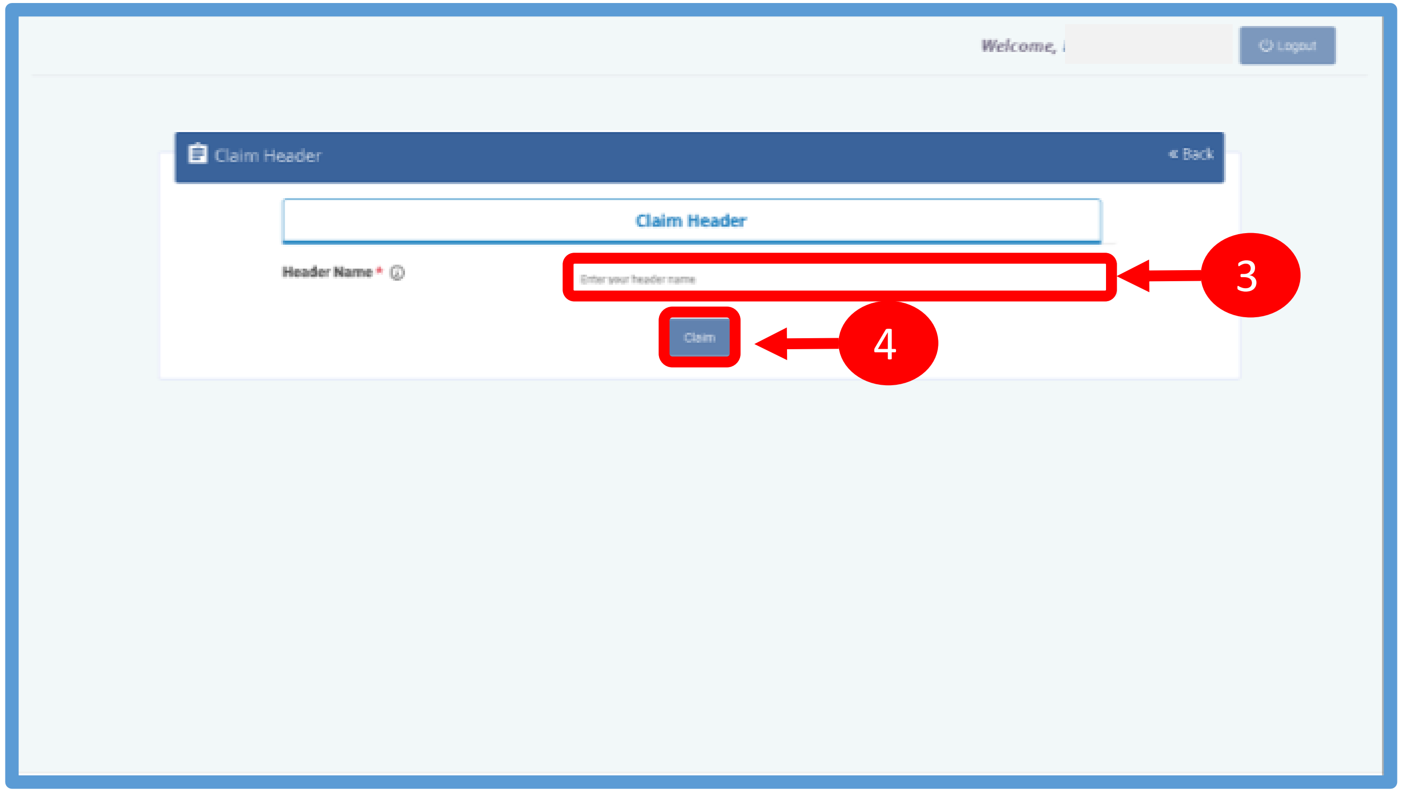
2 Click **Claim Header** to go to Header claim request page



CLAIM HEADER – REQUEST SUBMISSION

3 Type the Header that needs to be claimed in the **Header Name** section

4 Click **Claim** button , a claim form will appear.



CLAIM HEADER – FILL CLAIM FORM

Claim Form will contain details related to claimed Header

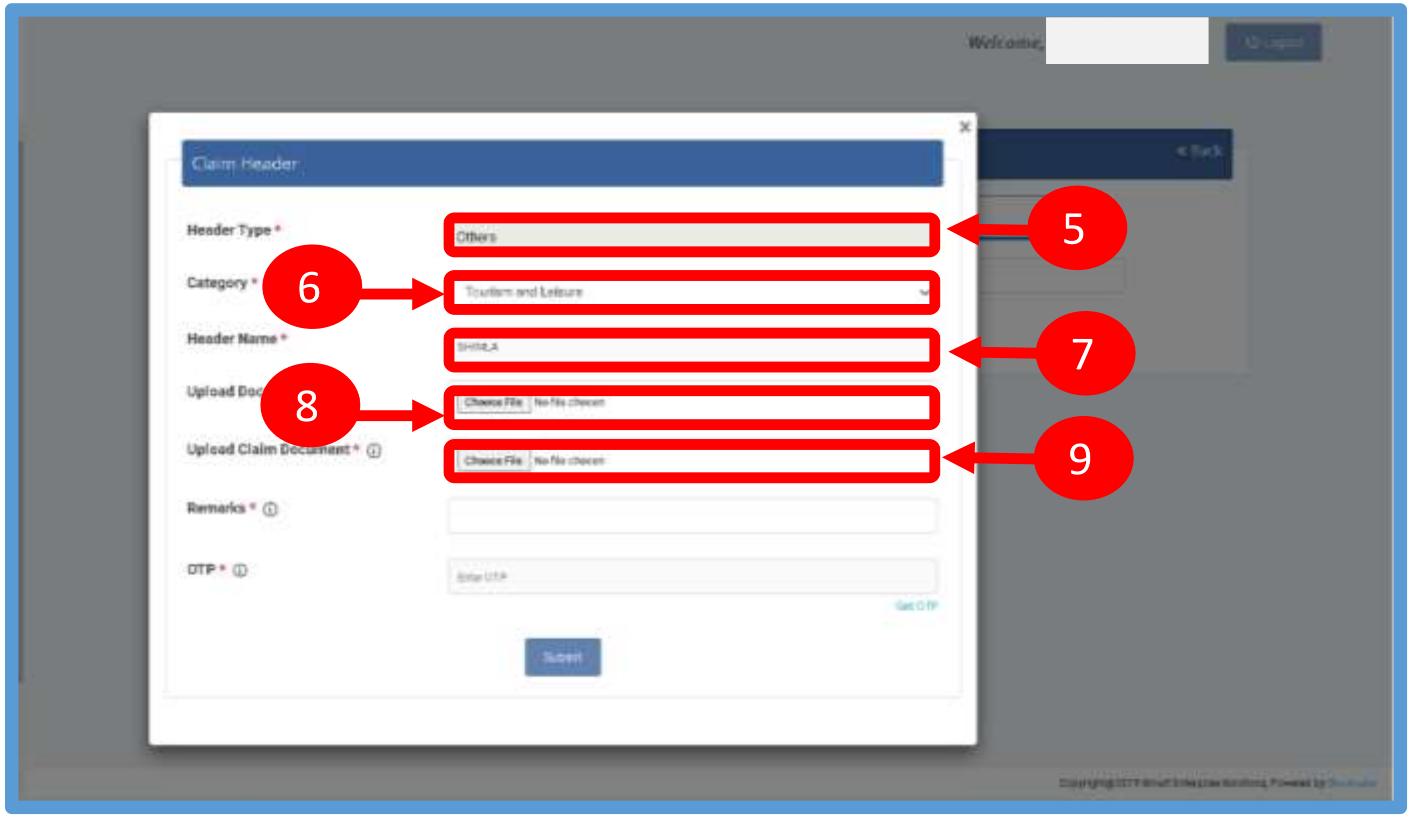
5 **Header Type** will be auto fetched in the Claim Form.

6 **Category** also will be auto fetched but it is editable if the Header Type is "Others"..

7 **Header Name** will also appear as per the input given in the initially.

8 In the **Upload Document** section, upload the relevant document related to Header

9 In the **Upload Claim Document** section, upload the relevant document proving the Entity ownership of the Header.

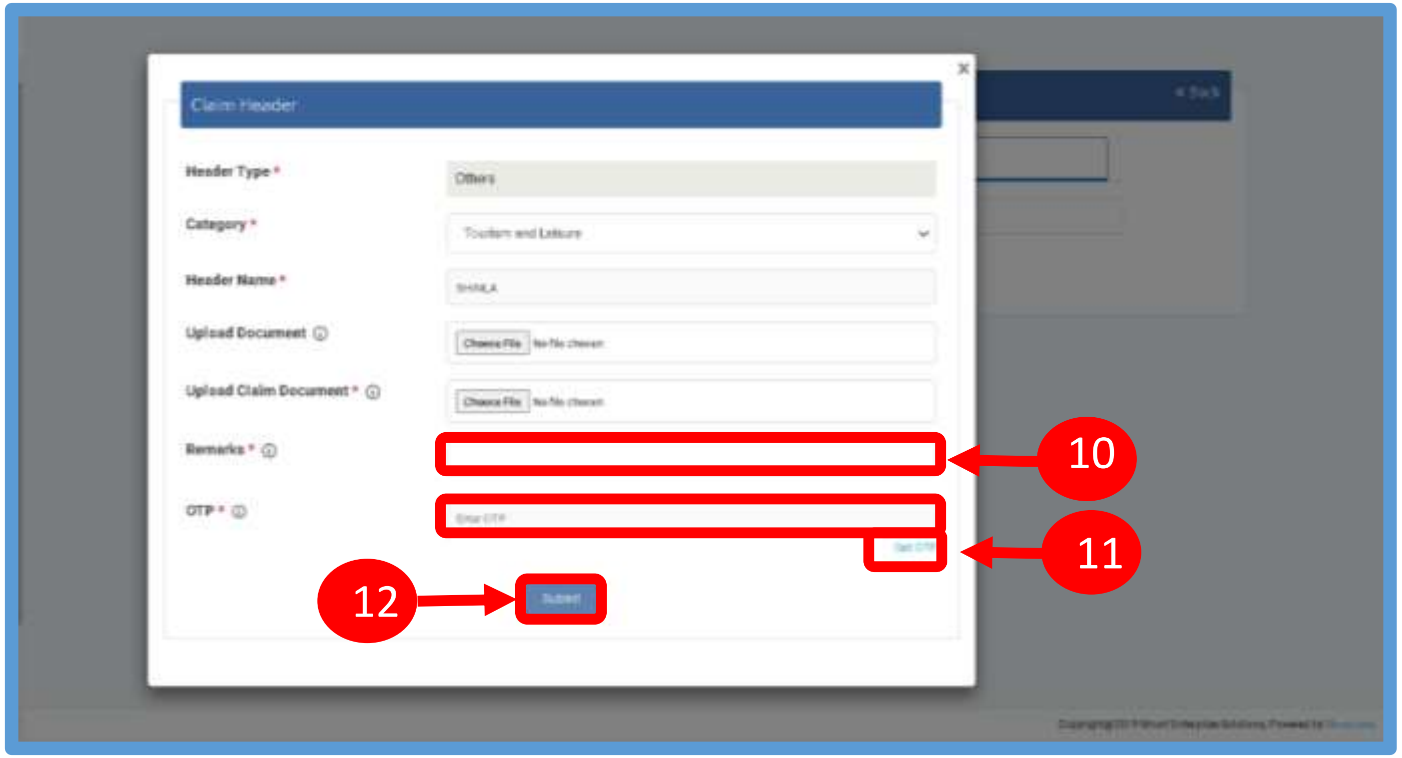


CLAIM HEADER – REMARKS/OTP/ SUBMISSION OF CLAIM

10 Fill the **Remarks/Reason** to claim the Header.

11 Click **Get OTP** and you will receive the password on the authorized person's registered mobile number. Type the OTP in the space provided

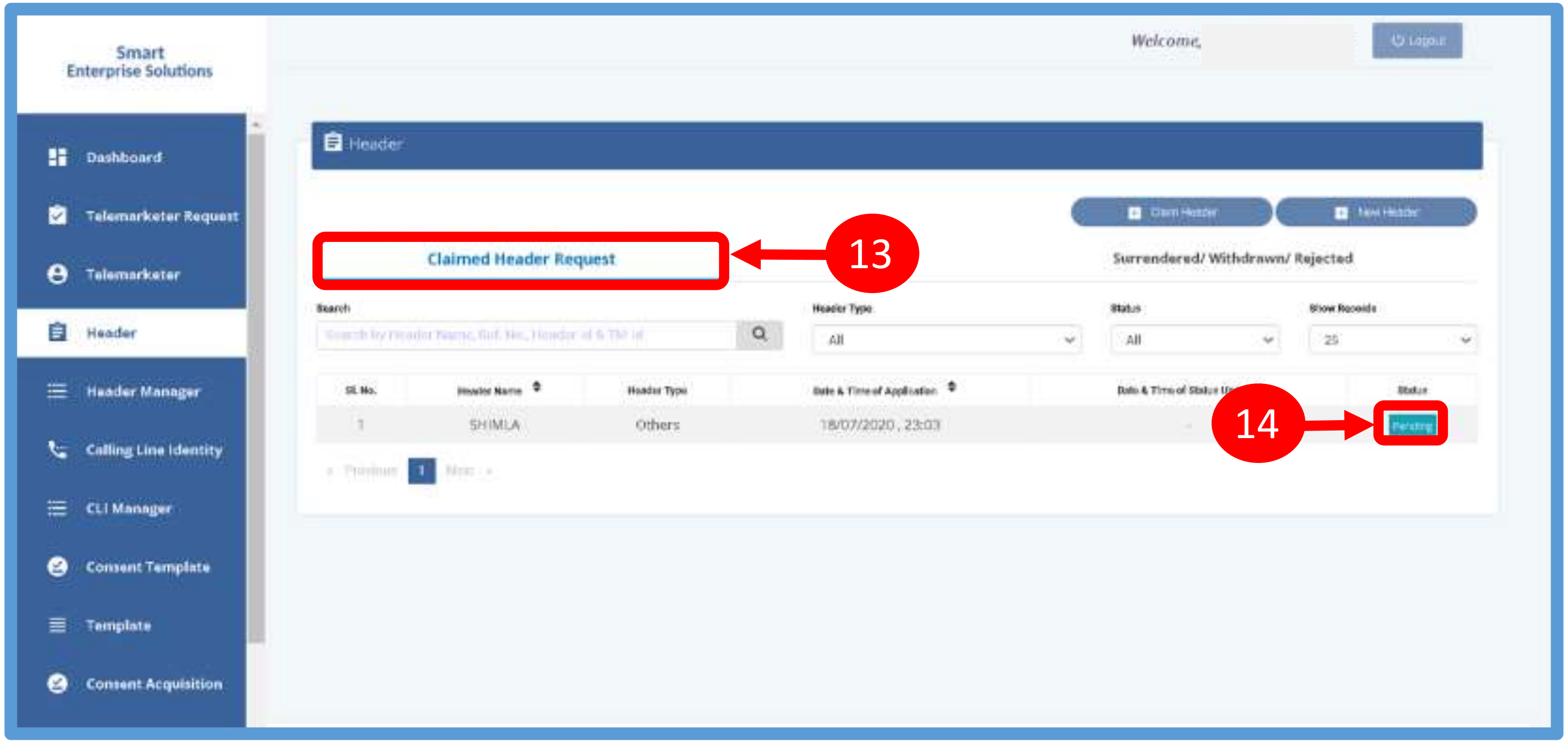
12 Press **Submit** button to send the request to Operator.



CLAIM HEADER – REQUEST STATUS

13 All the Claimed Headers will be visible in the **“Claimed Header Request”.**

14 Claimed Header request will be in **Pending** status subject to approval from the Operator. Once the Operator approves and the claim process gets complete, the status of the claimed headers will turn to **Active**.



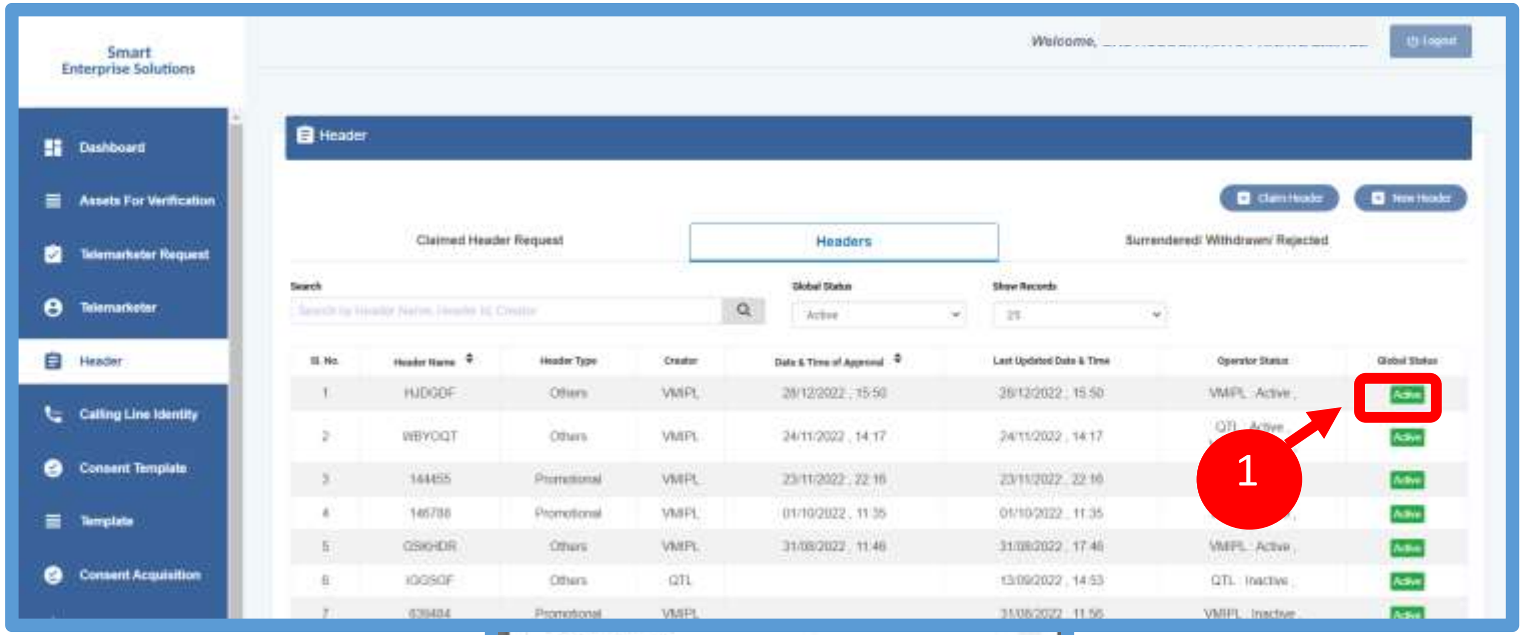
HEADER – SURRENDER

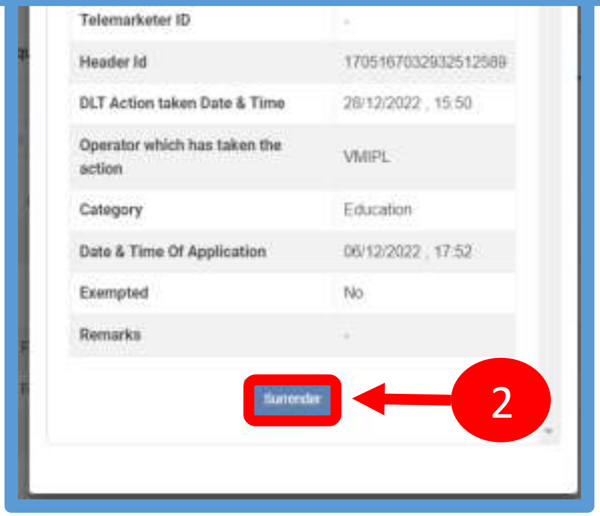
HEADER SURRENDER – INITIATION

If the Entity does not want to send commercial communication with a particular header. Then they can surrender the same. Please follow the below mentioned process.

1 Click **Active** to surrender the header.

2 Click **Surrender** and confirm that you want to surrender your header.

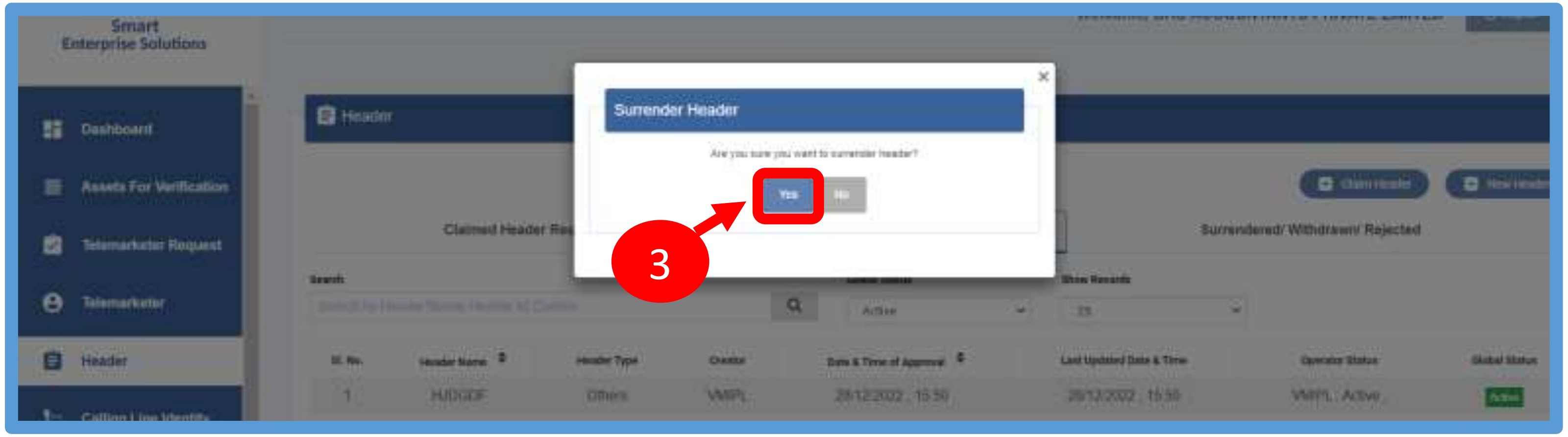


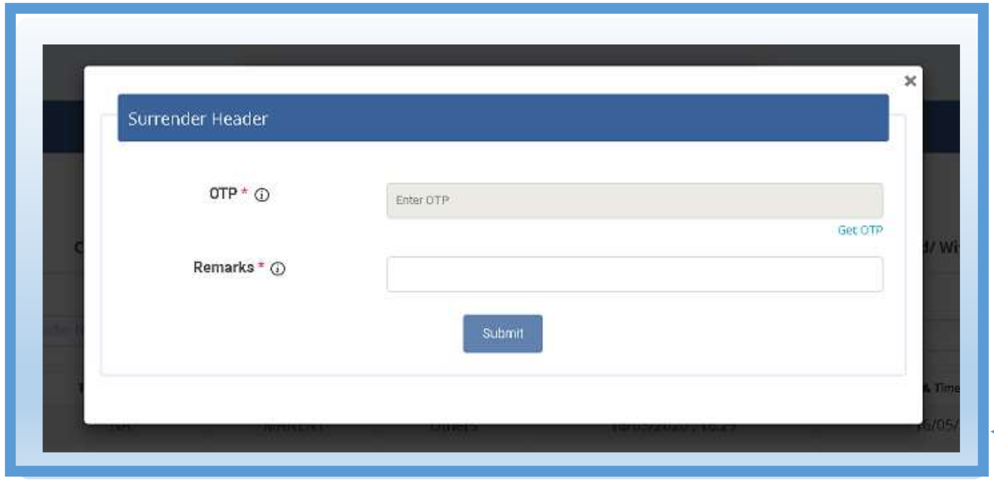


HEADER SURRENDER – OTP / CONFIRMATION

3 A Pop-up will appear to confirm the Surrender process, Press **YES** button to confirm.

4 Once you confirm the surrender of the header then a pop-up will appear for authentication. Share the **OTP** that you receive on your registered mobile number. Also provide the reason for Surrender in the Remarks section.

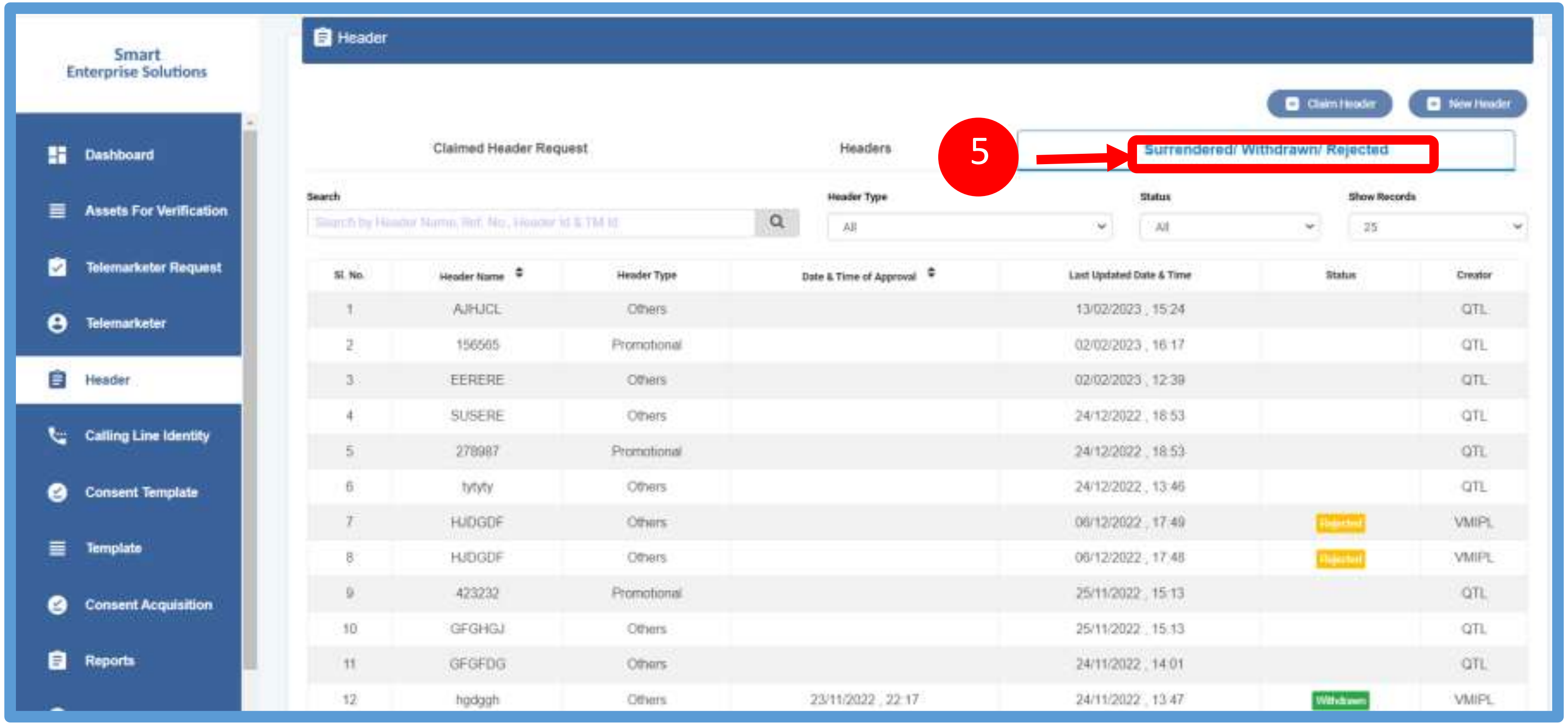




4

HEADER SURRENDER - STATUS

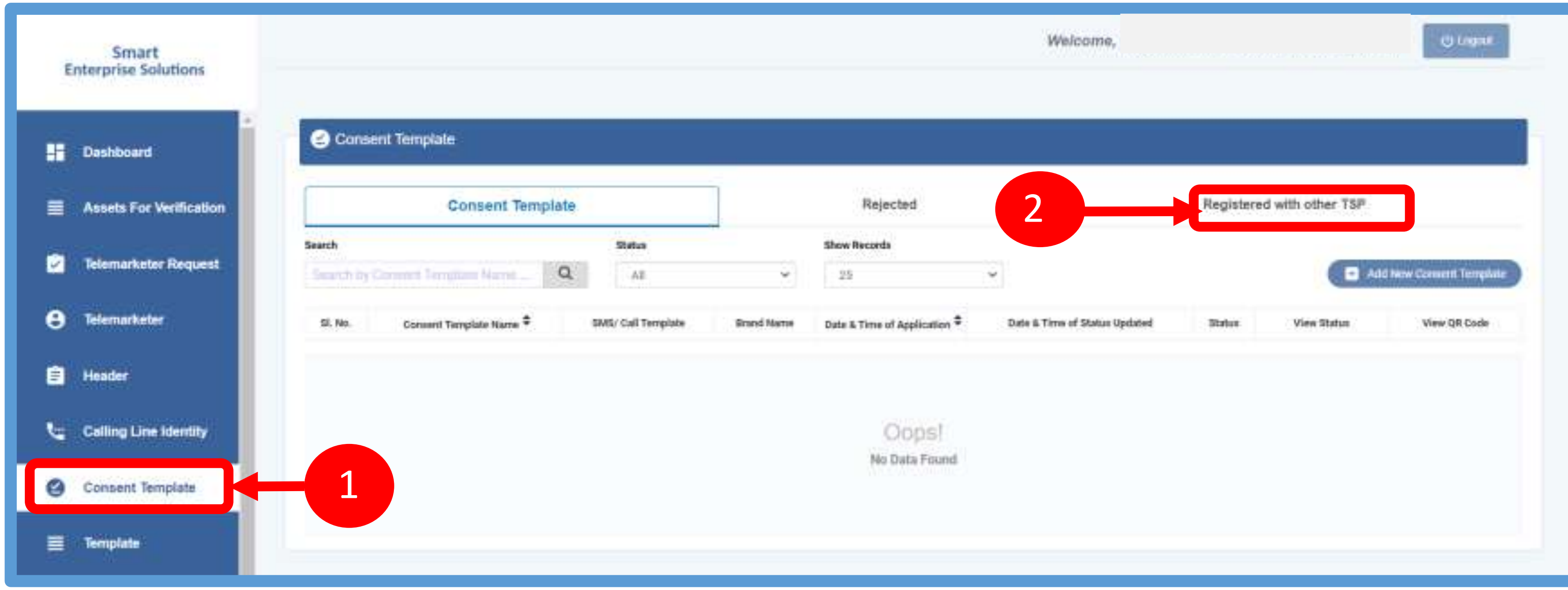
5 The surrendered header entry will appear in the **Surrendered/Withdrawn/Rejected** section.



CONSENT TEMPLATE

CONSENT TEMPLATE – CREATION OF CONSENT TEMPLATE

Consent Template is created to acquire prior consent from the customer to send commercial communication which are related to Service or Promotion of Product/Services of an Business Entity.



1. Click on the **Consent Template** on the sidebar to view the details of Consent Templates or to create a New Consent Template.

2. Click on the **Add New Consent Template** button to create a new Consent Template.

CONSENT TEMPLATE – REQUEST SUBMISSION

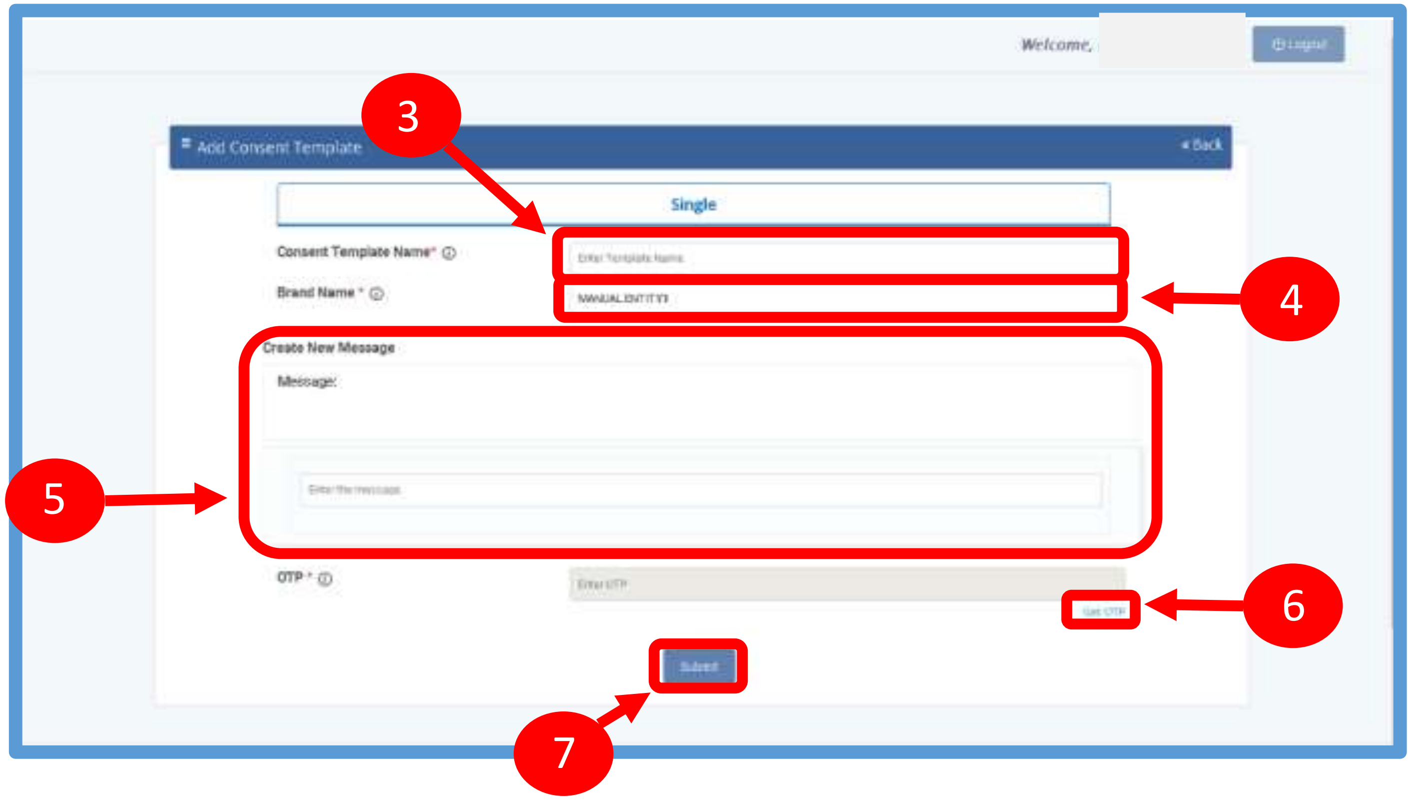
3. To create a New Consent Template, first type an a relevant **Consent Template Name** as per the Entity business requirement.

4. In the **Brand Name** column, the data will be auto filled and the company name will appear.

5. To create content for the consent template type the content required in the **Message box.**

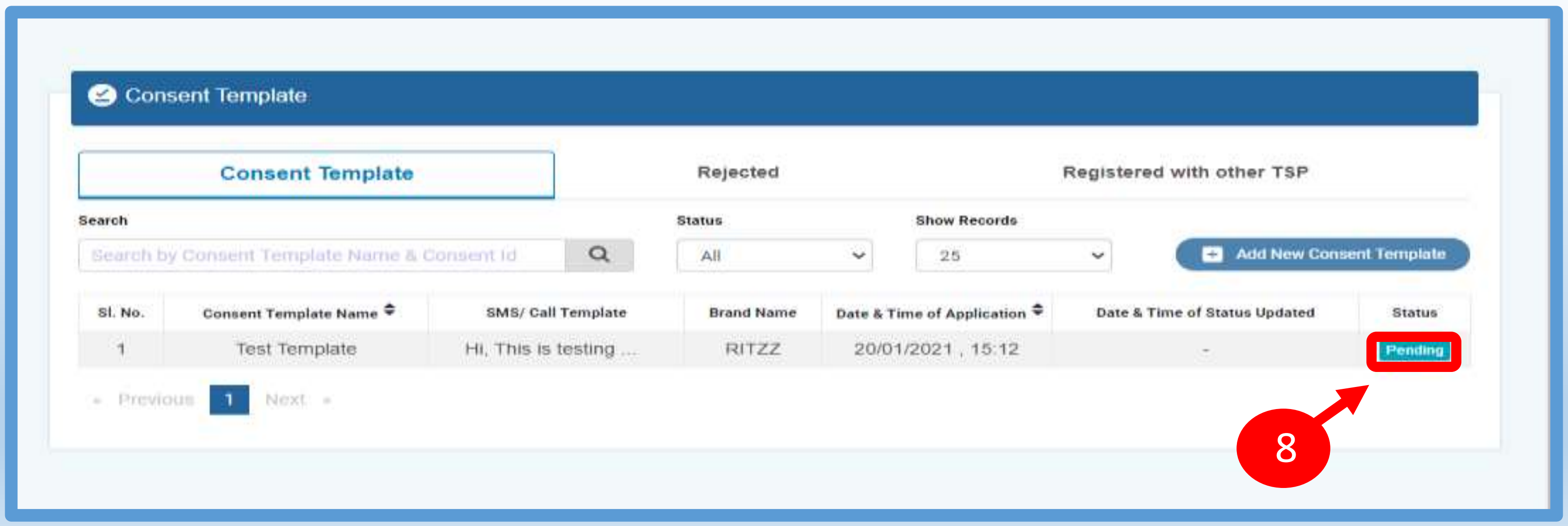
6. Once the content is created. Click on the **GET OTP** link, a One Time Password (OTP) will be sent to your registered mobile number. Authenticate the process by typing that OTP in the OTP column.

7. Press **Submit** button to send the request to the Operator for approval.

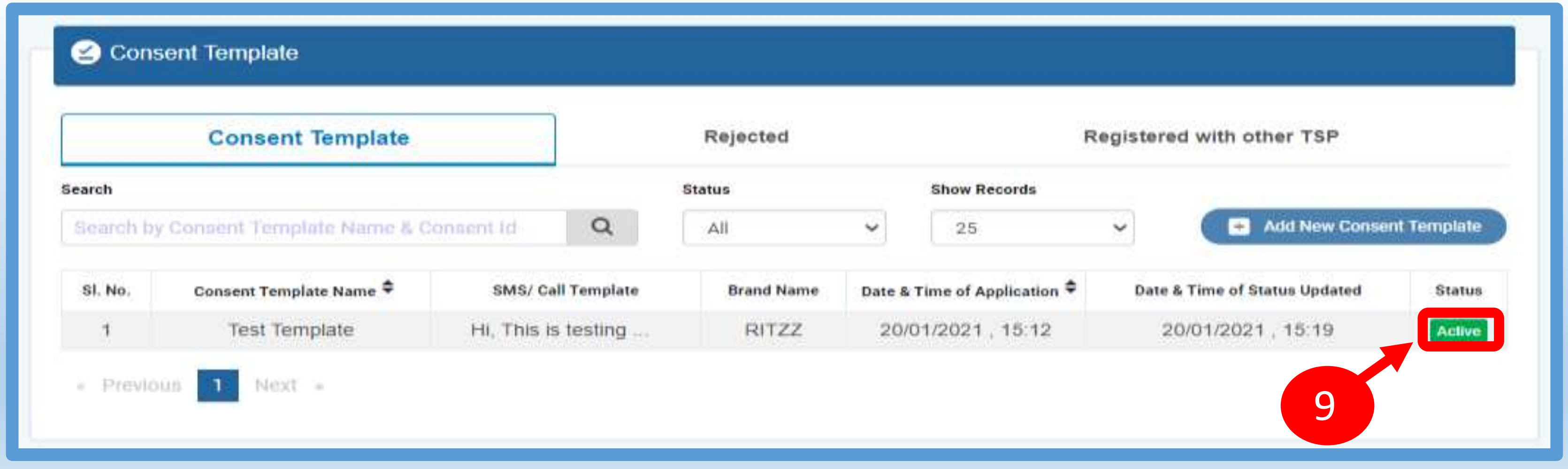


CONSENT TEMPLATE – REQUEST STATUS

8 Once the New Consent Template request is submitted for approval , the entry will be visible under Consent Template section with status as **Pending**.



9 Once the Operator approves the Consent Template the status turns to **Active**.

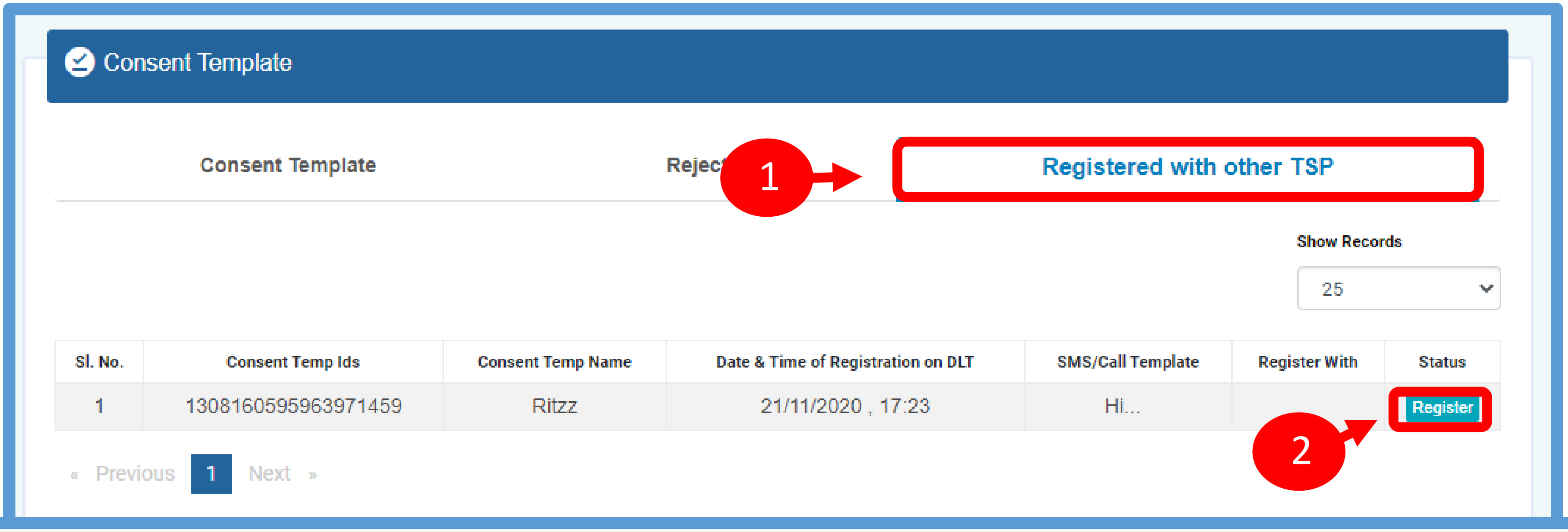


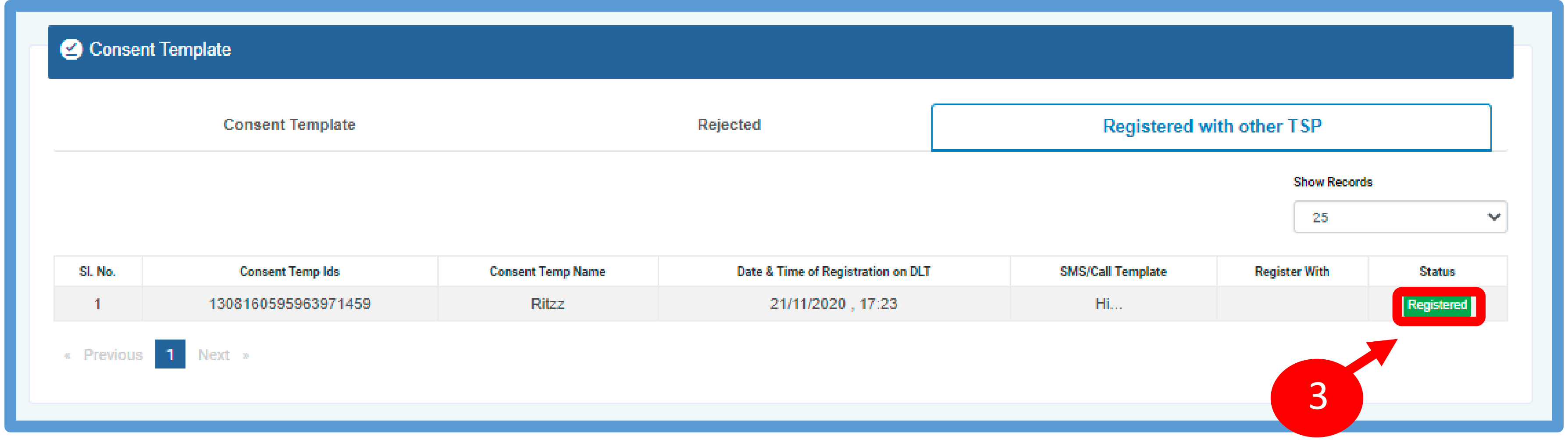
REGISTER – OTHER TSP'S CONSENT TEMPLATE

1 Click on **Registered with other TSP** to view the Consent template registered with other TSP's.

2 Click on **Register button** to enroll the Consent Template.

3 Once request submitted it will be auto approved & status turns to **Registered**.





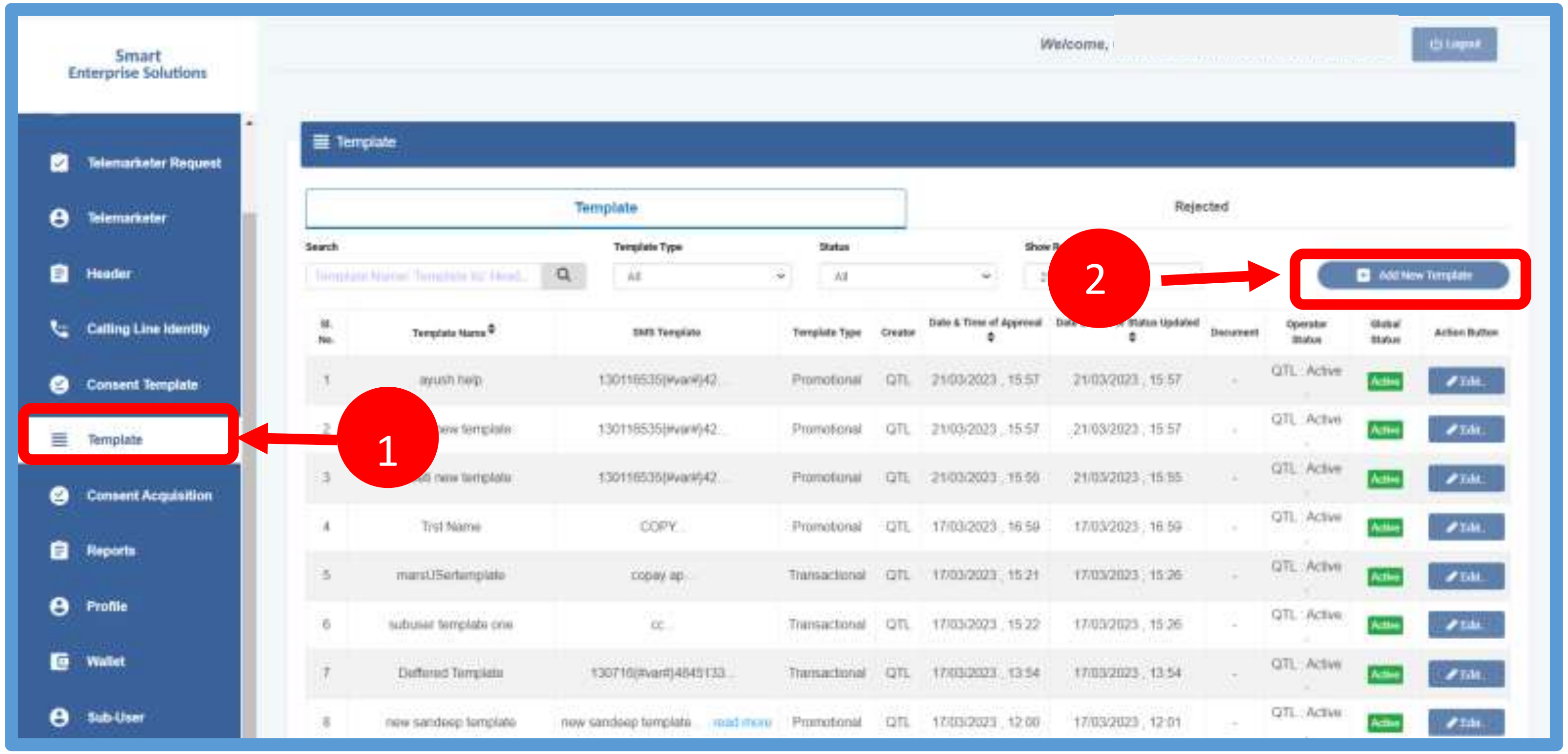
TEMPLATE (CONTENT)

TEMPLATE – CREATION OF NEW TEMPLATE

Templates are created for Commercial Communication and as per TRAI guidelines all the Principle Entities needs to register their Templates before sending Commercial Communication.

1 In the Entity portal on the side bar click on the **Templates** option to view the page.

2 In the Template page click on **Add New Template** button to create new Templates.



TEMPLATE – SELECTION OF NAME/COMMUNICATION AND CONTENT TYPE

3 Fill an appropriate Template name basis on the business requirement in the **Template Name** column

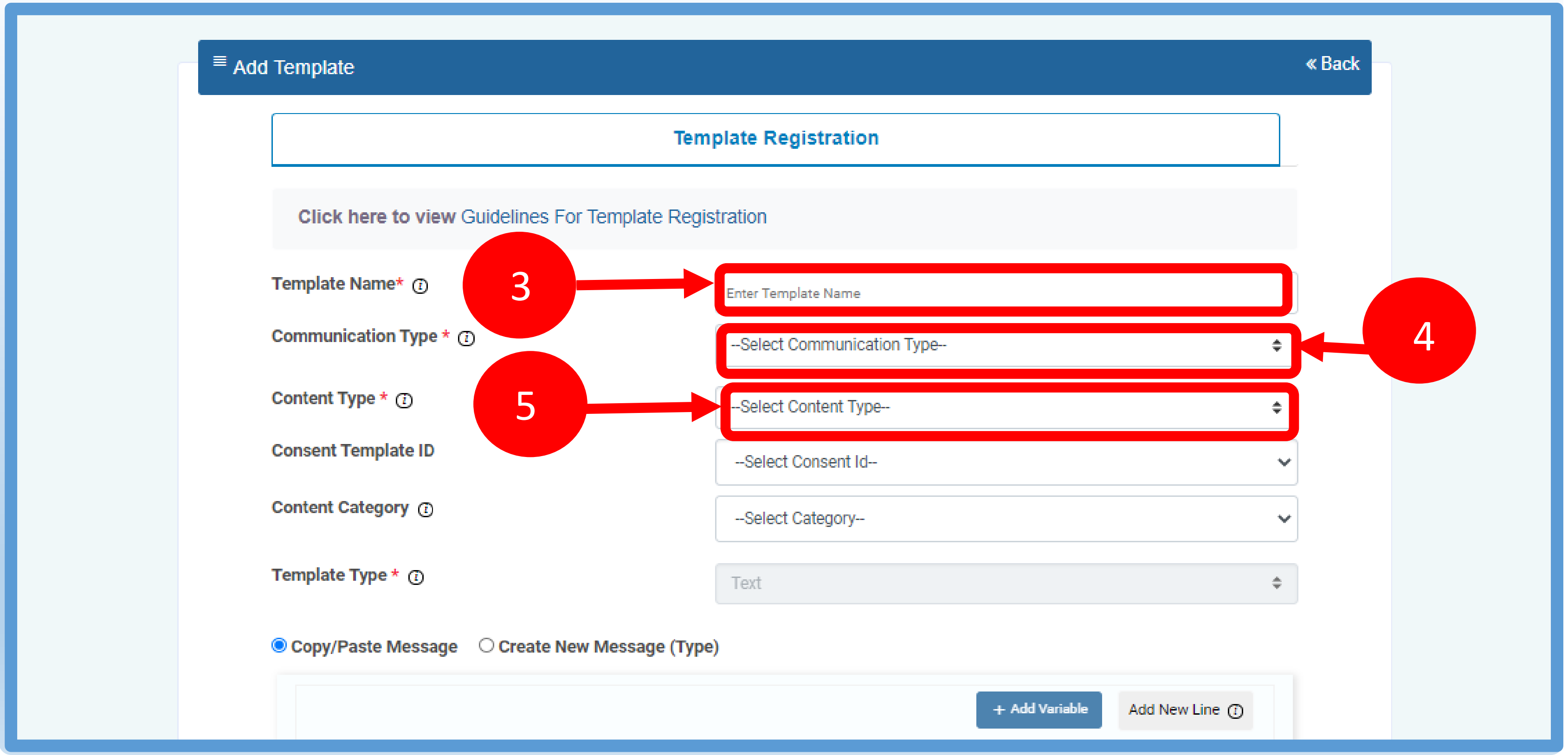
4 In the **Communication Type** column select the type of communication from the following:

- SMS
- Call

Note: *Currently SMS is only available for selection.*

5 In the **Content Type** select any of the following options:

- Transactional
- Promotional
- Service Explicit
- Service Implicit



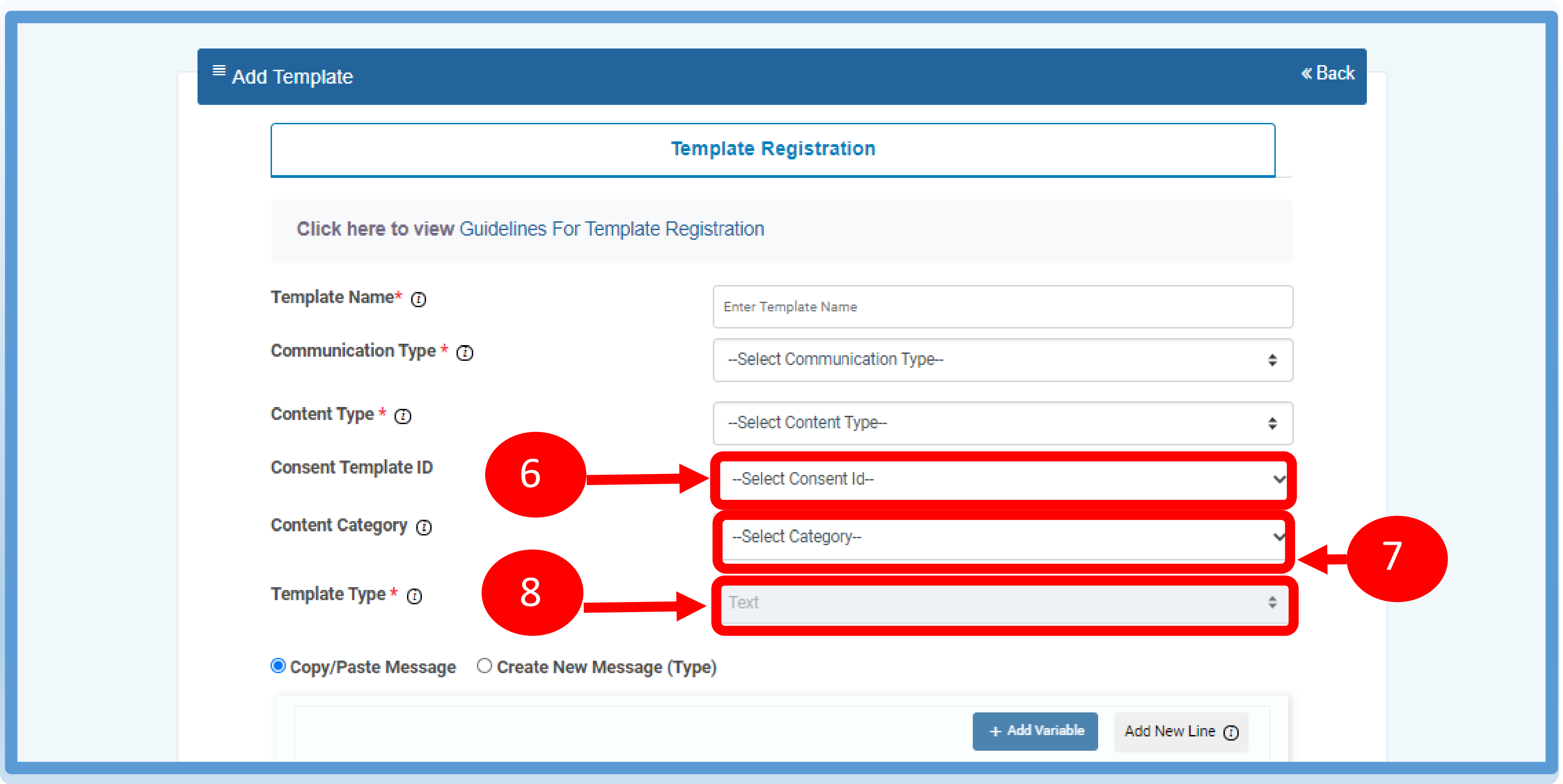
TEMPLATE – SELECTION OF CONSENT TEMPLATE /CONTENT CATEGORY

6 In the **Consent Template ID** column select the relevant Consent Template registered on DLT from the dropdown list.

Consent Template ID is not mandatory for Transactional and Service Implicit commercial communications.

7 In the **Content Category** column select any of the Category from the dropdown list as given which is appropriate for the Template to be created.

8 In the **Template Type** column it will either be TEXT or UNICODE and it will be auto fetched basis on the selection of language for the content.
NOTE:*(Any language other than English will be taken as Unicode)*



TEMPLATE – CREATION OF CONTENT

In the Content creation section there are two options available:

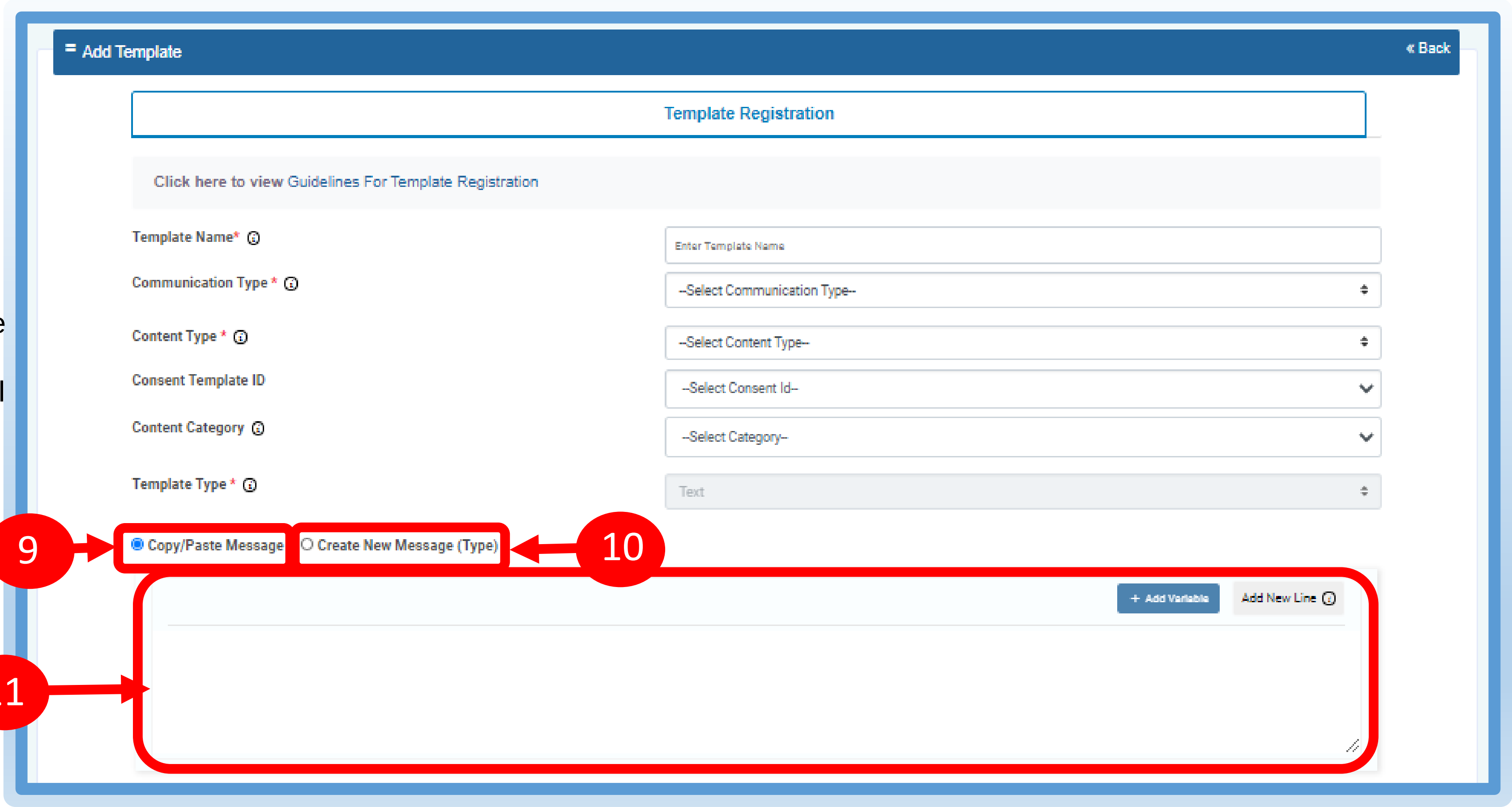
- Copy/Paste Message
- Create New Message(Type)

Select any of the option basis on the requirement of content creation.

9 In the **Copy/Paste Message** option, copy any message and create the required content for the Template. Messages in languages other than English can be created, such templates type will be treated as Unicode

10 In the **Create New Message** option, type the required content.

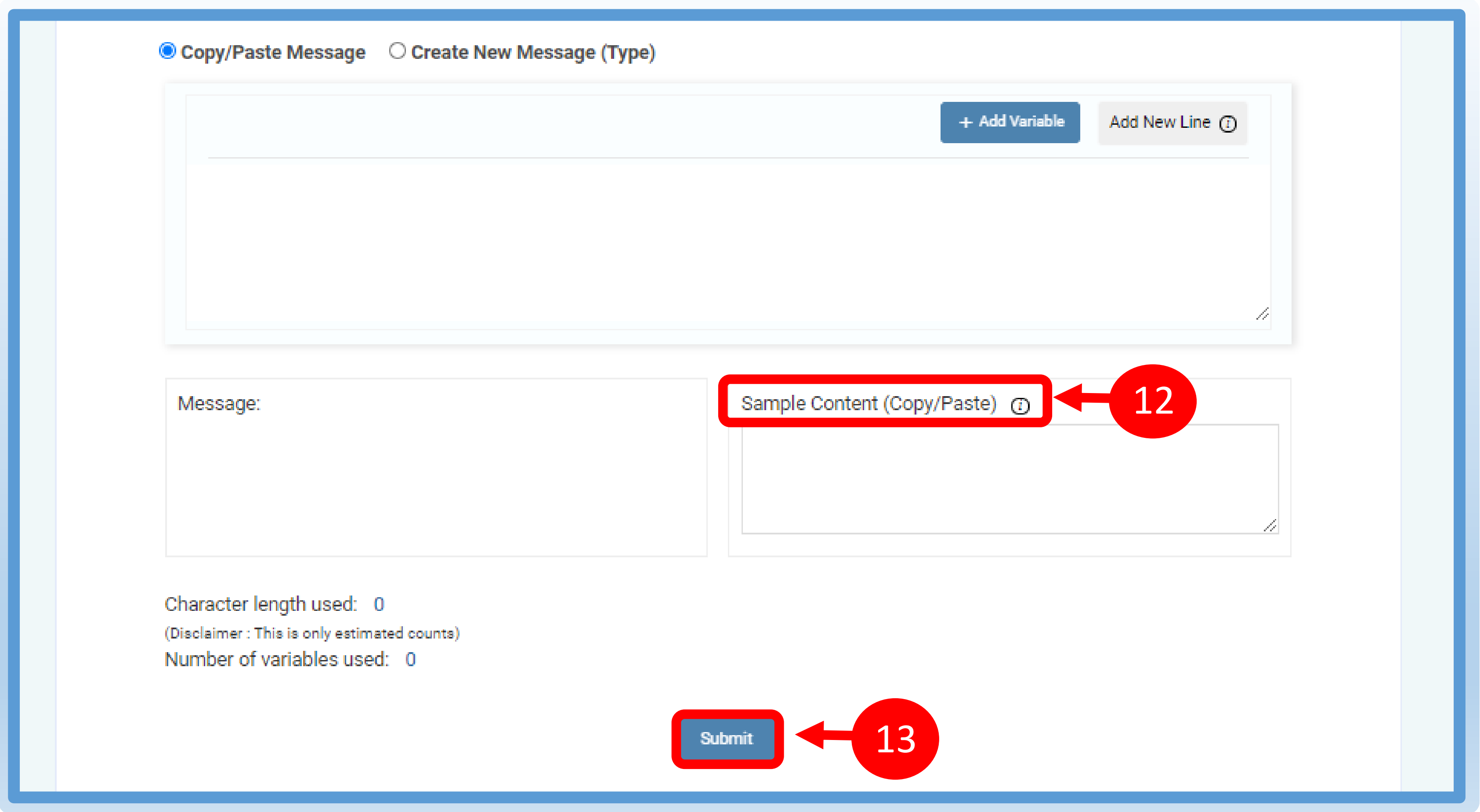
11 In the **Create New Message Box** type the required content and click on Add variable and Add new line button as required



TEMPLATE – OTP / REQUEST SUBMISSION

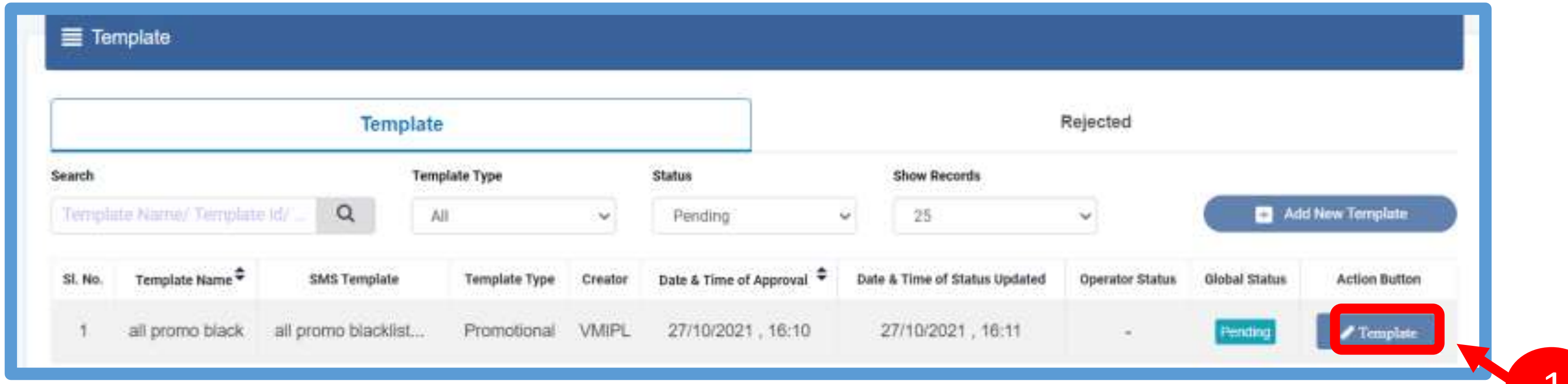
12 Fill the sample content of the template created

13 Press **Submit** button to confirm and send the request for approval by the Operator.



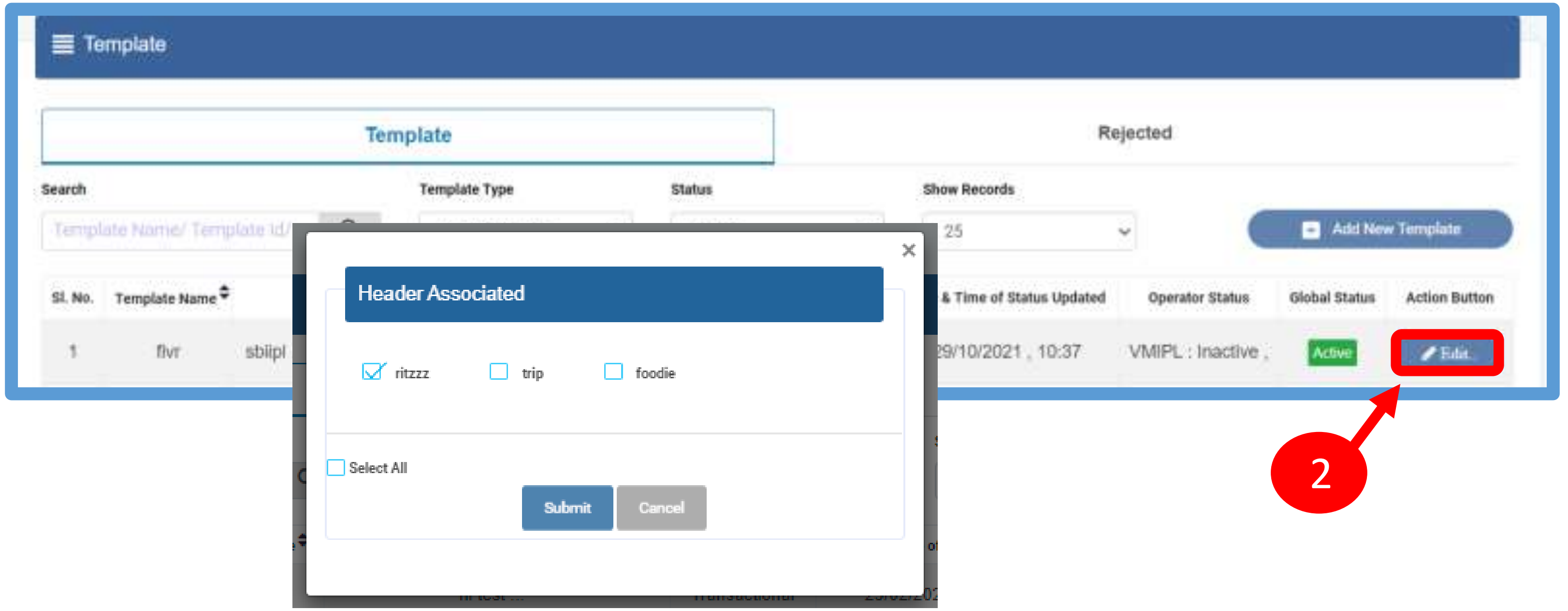
EDIT – TEMPLATE REQUEST

1 Template can be edit if its in pending state. Click on Edit button. Pre-filled form will appear and the Entity can make the changes accordingly and Re-submit the same for approval with same Reference id.



2 Only Header changes can be done in Active Templates. Click on Edit button, Headers associated with Template along with available Headers will appear. The Entity can linked or D-linked the Headers accordingly.

P.S : At least one Header should remain linked with the Template.

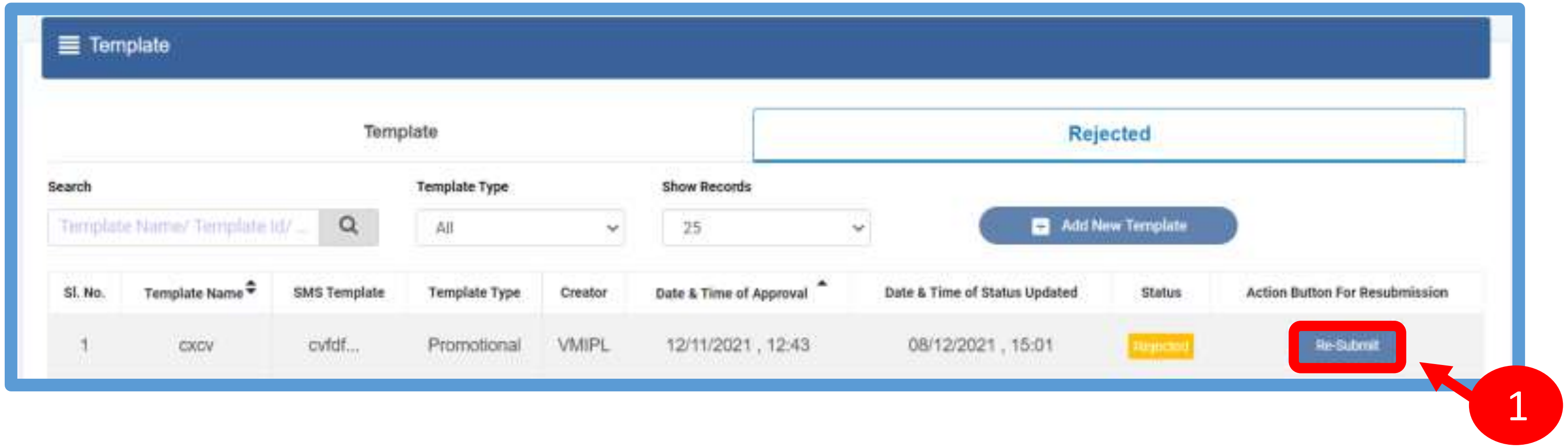


RE-SUBMISSION – TEMPLATE REQUEST

1

Under Rejected section, click on Re-Submit button. Pre-filled form will appear. The Entity can make the changes and re-submit the same for approval.

P.S: New Reference id will be generated for the request Re-submitted.

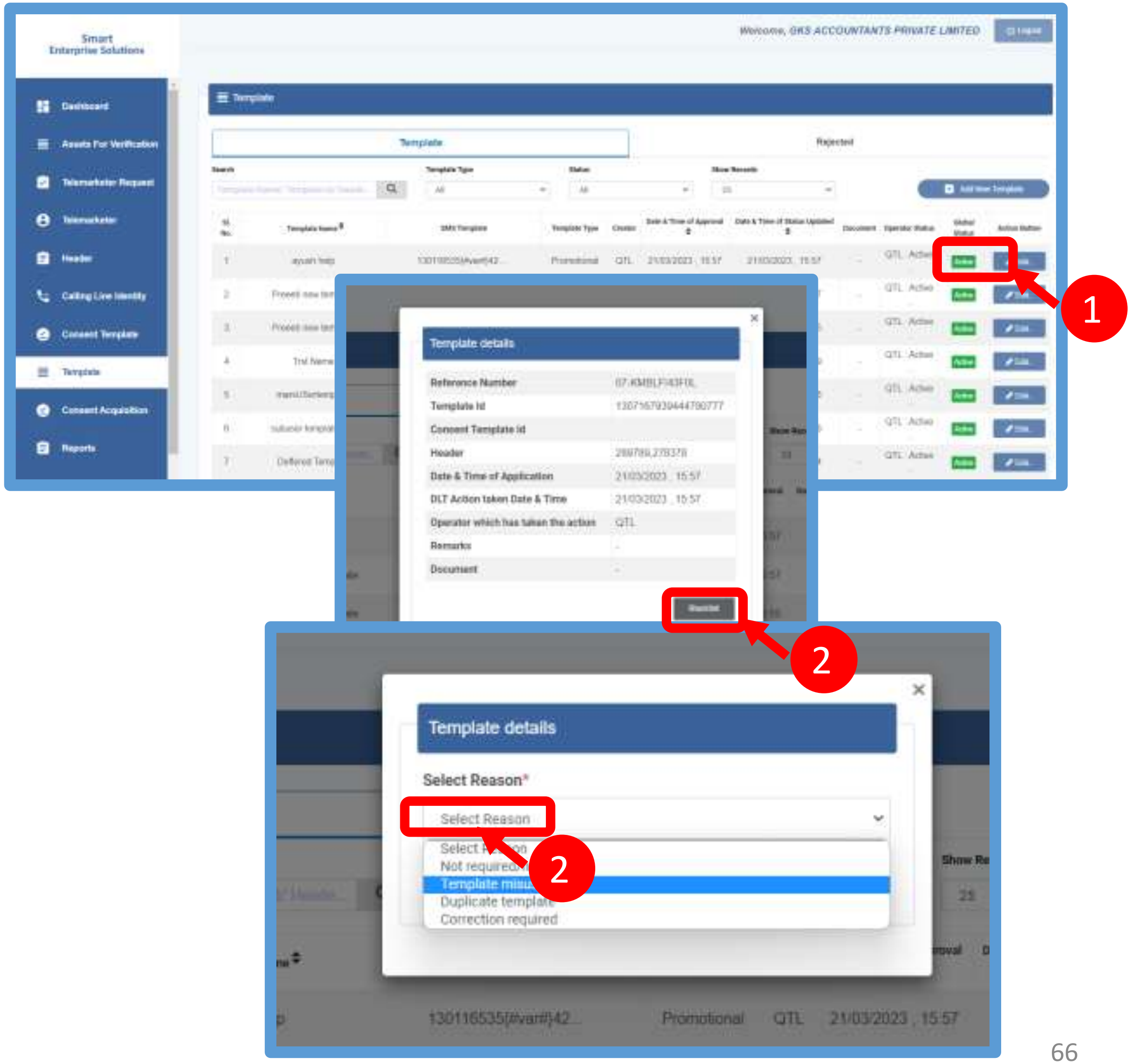


BLACKLIST– TEMPLATE REQUEST

Here the Entity has the option to Blacklist there unused Templates.

1 Under Template section, Click **Active** to Blacklist the Template.

2 The Entity has to choose the Blacklist Reason & click on Submit Button.

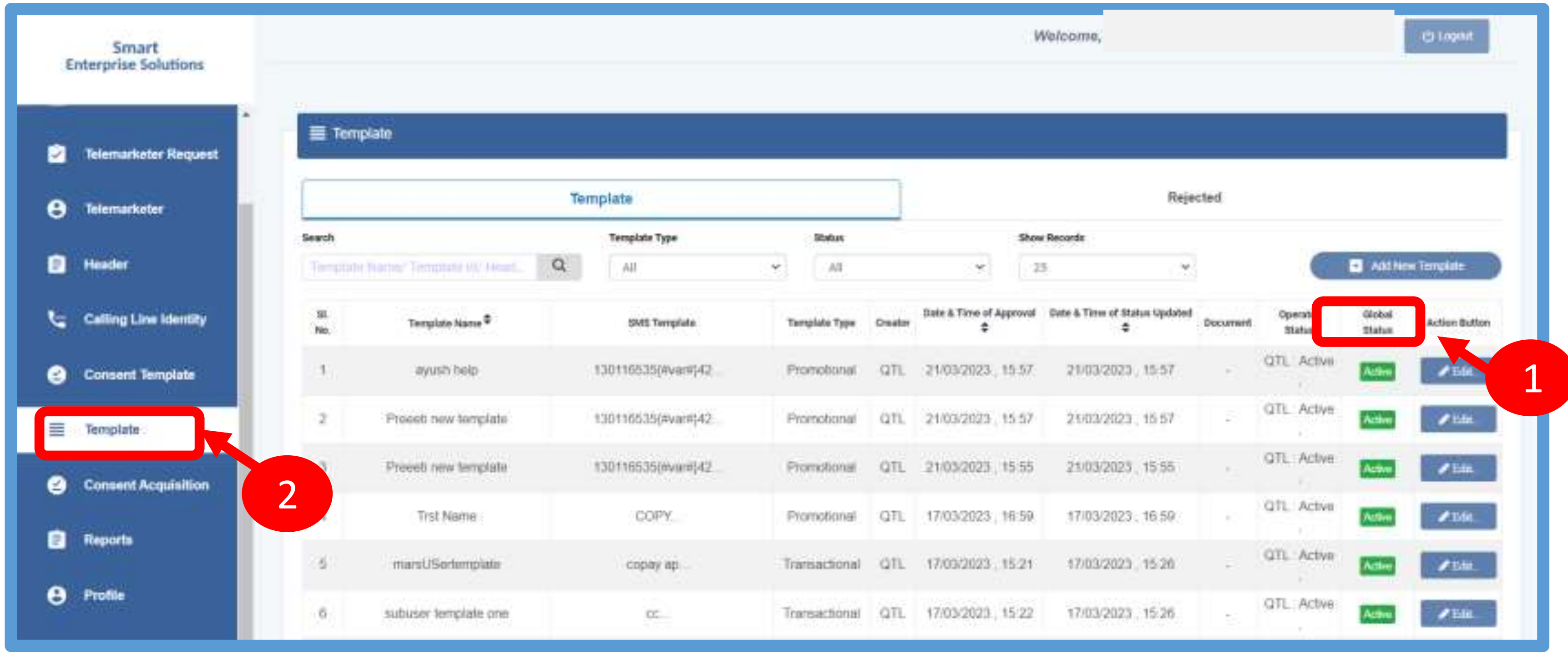


REGISTER – OTHER TSP’S TEMPLATE

1 All the Template registered with other TSP will reflect In Template Tab along with Global status and operator-wise status.

2 Its not active on VMIPL till the time operator approves the same.

Once action taken by the VMIPL it will reflect under operator status.

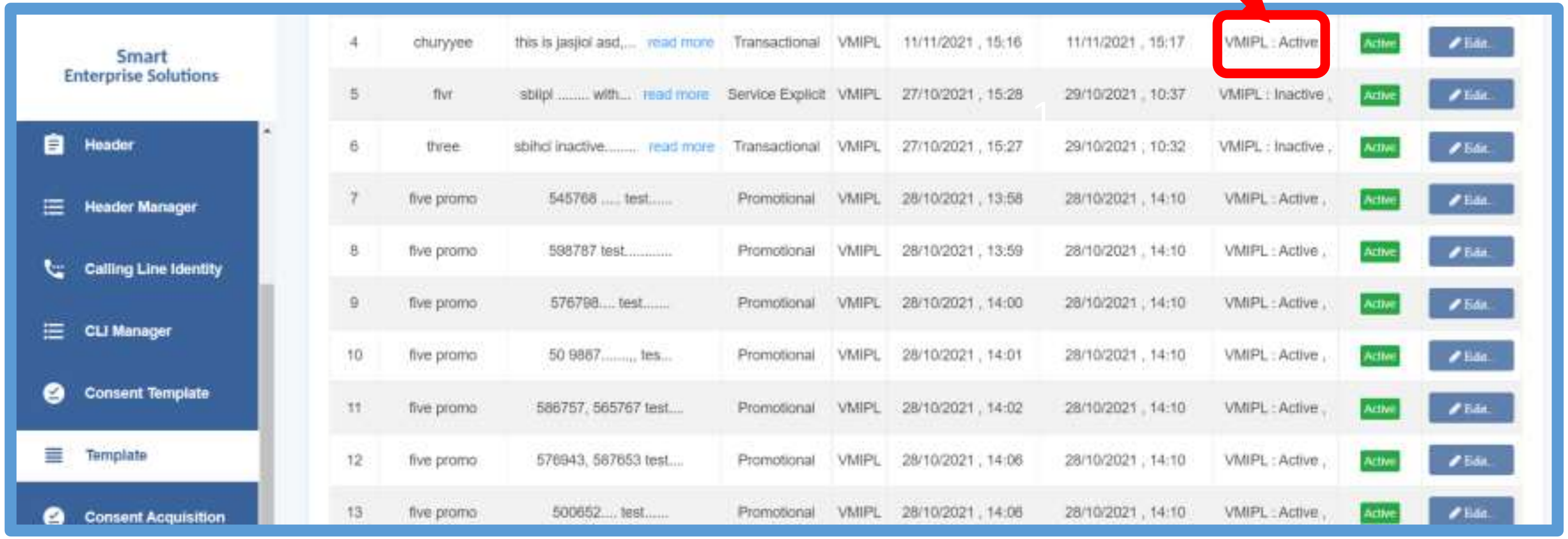


STATUS – OTHER TSP'S TEMPLATE

1

Once the operator approve the request header will reflect under operator wise status as active.

1



REPORTS

ENTITY REPORTS

1 Select the **Reports** from the sidebar of the panel.

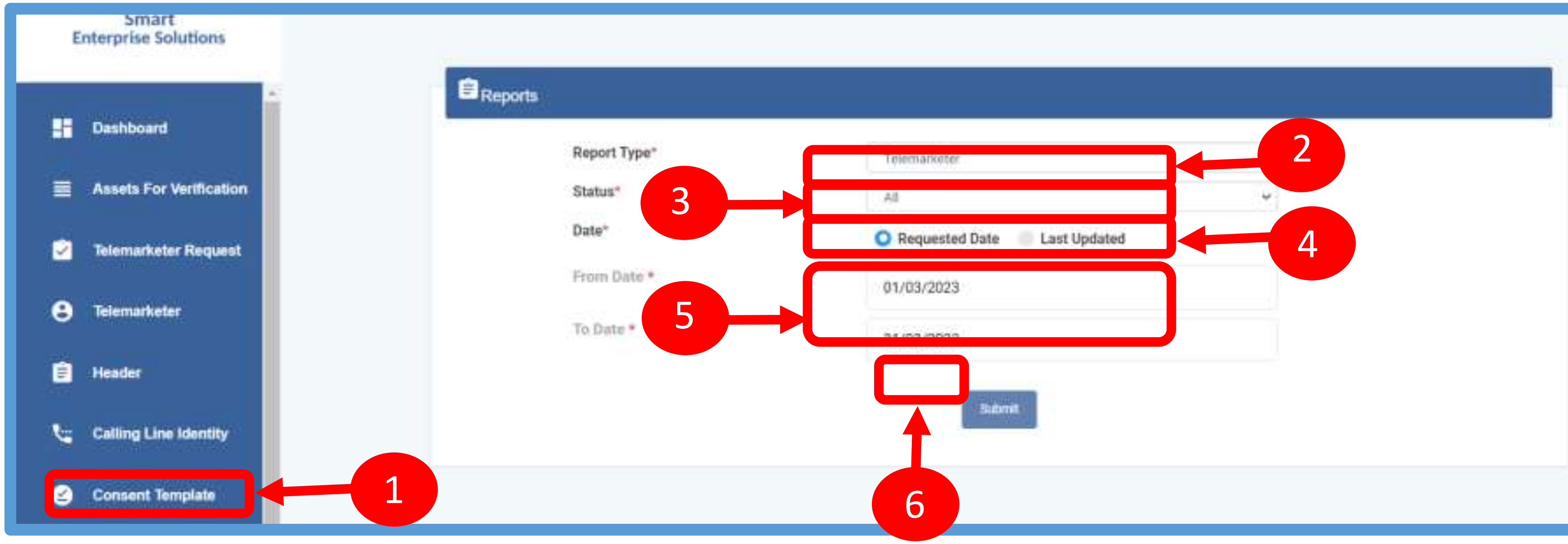
2 Select the **Report Type**.

3 Select the **Status** or else by default it will be All

4 Select the relevant **date** option for Report

5 Select the **date range** for which the report needs to be generated.

6 Press **Submit** button to generate the report.



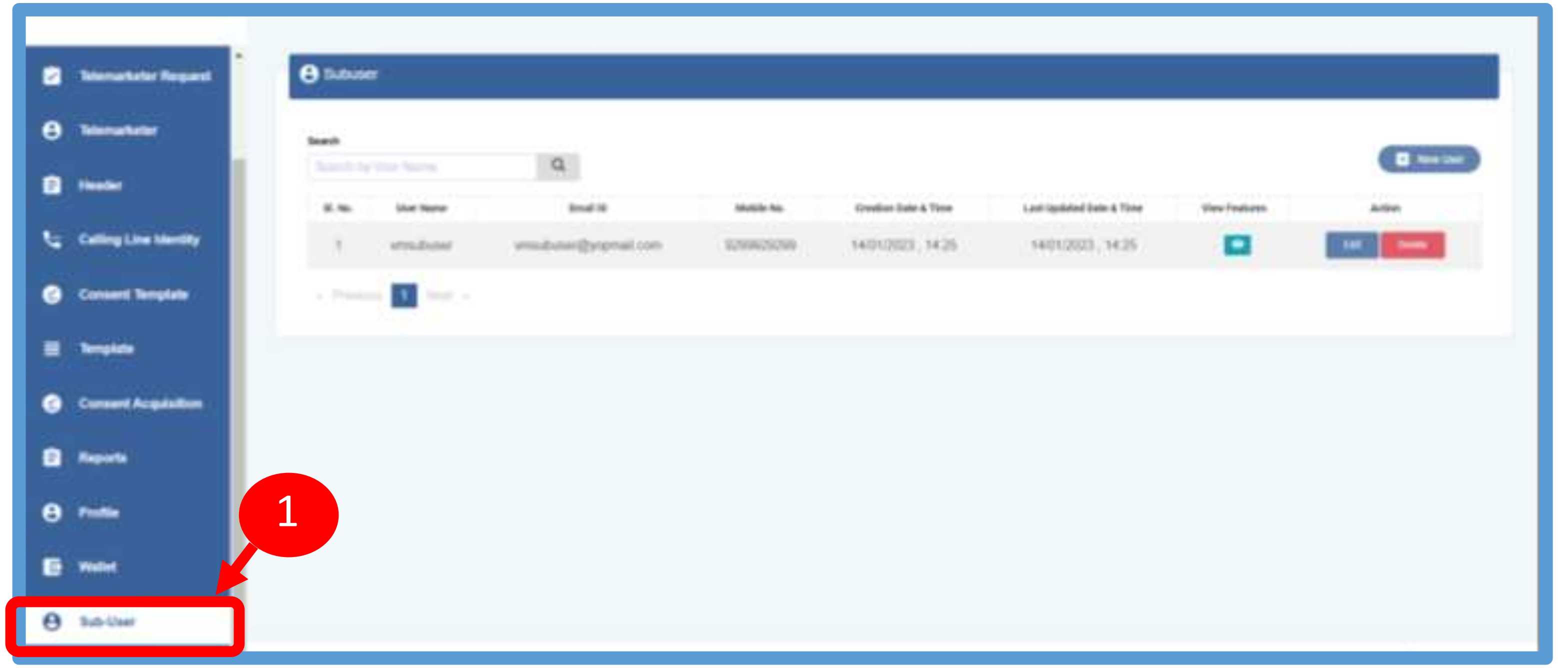
ENTITY-SUB USER

ENTITY-SUB USER

1

In this process, the Entity will have the option to add his sub-users, who can work on his behalf as per assigned role/rights. For this, there will be an option in the side menu to create sub-users.

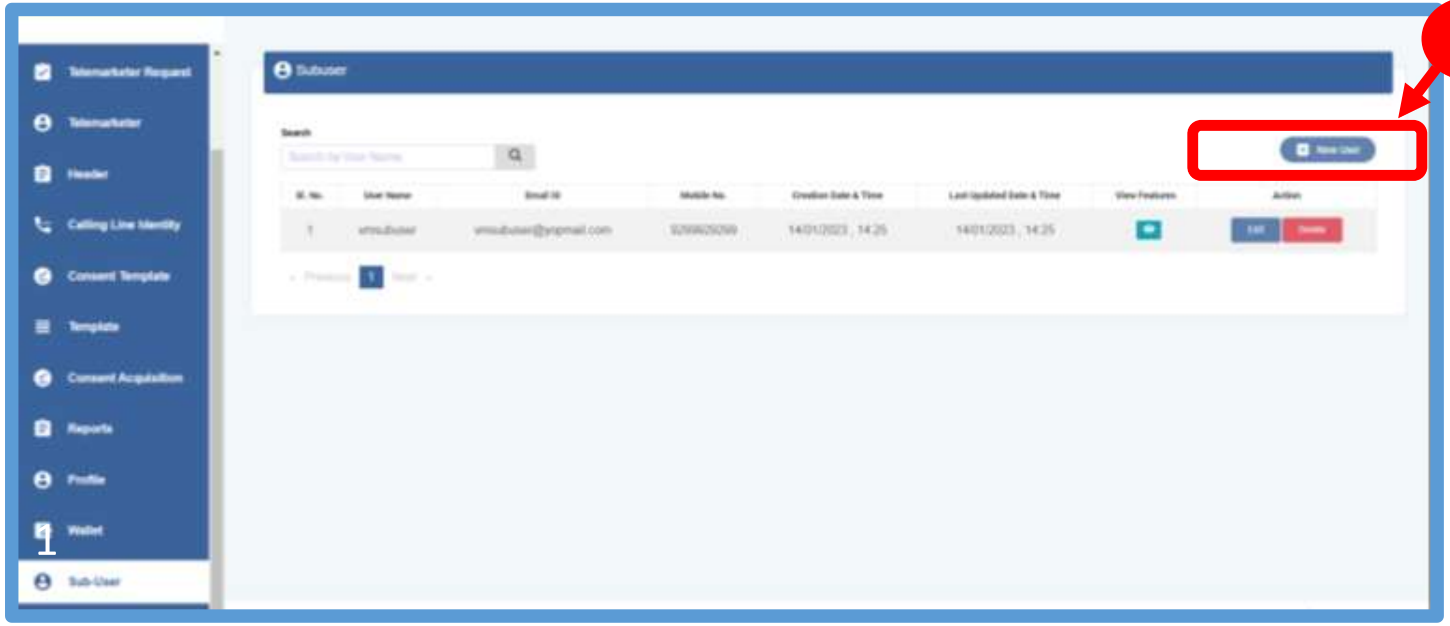
Wherein the Entity has to enter the user name, email id and mobile number of the sub-user he wants to create.

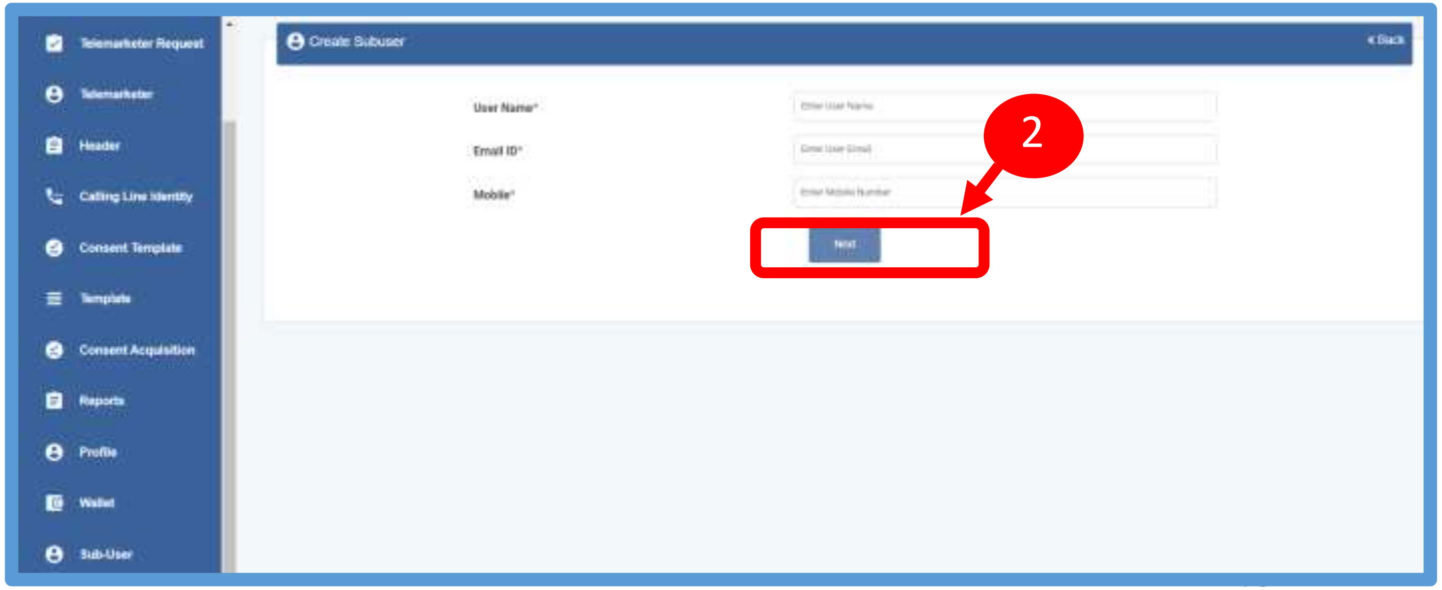


ENTITY-SUB USER CREATION

2 Click on the New User button to enter the sub user details

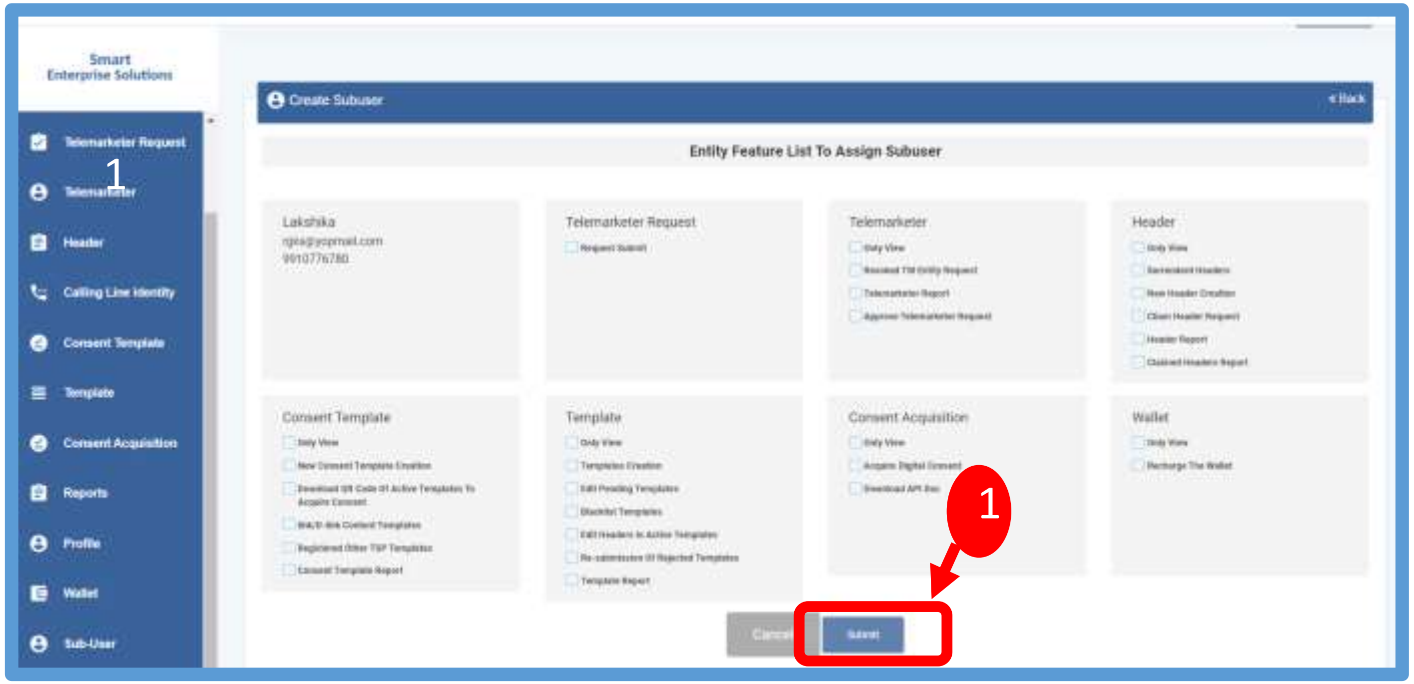
2 The user will Submit the details required & click on Submit Button.



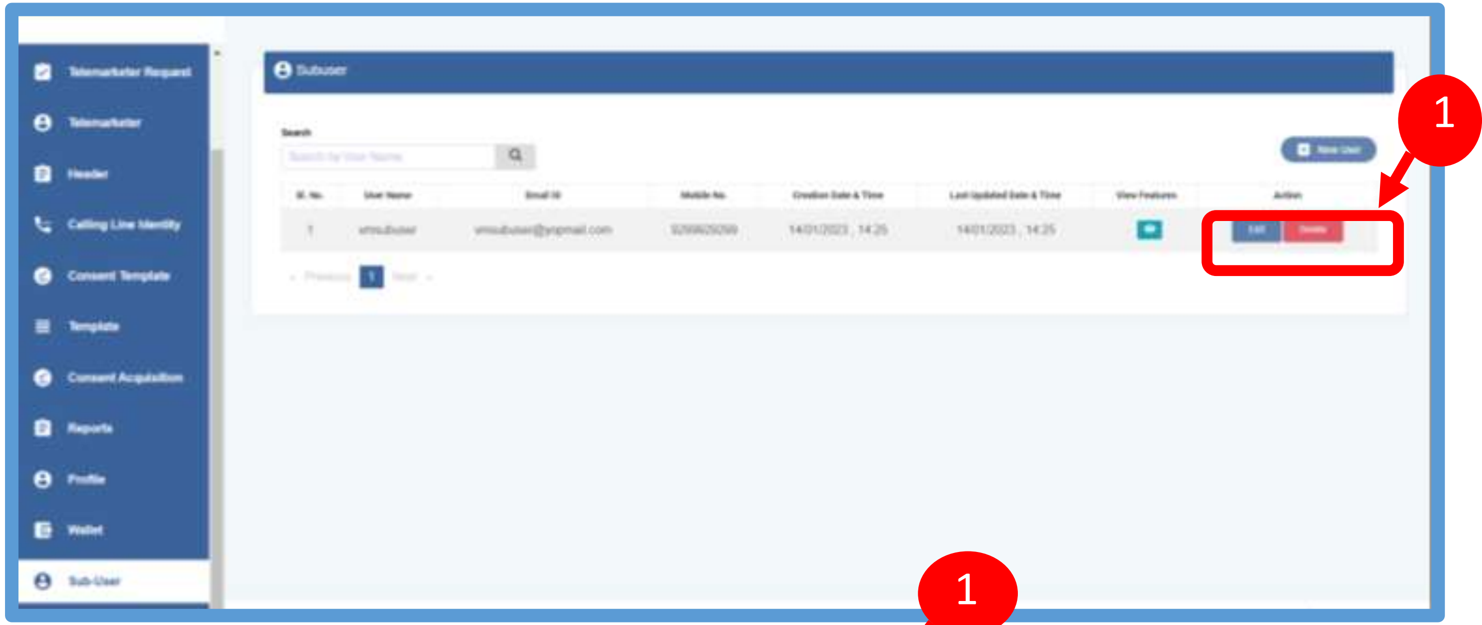


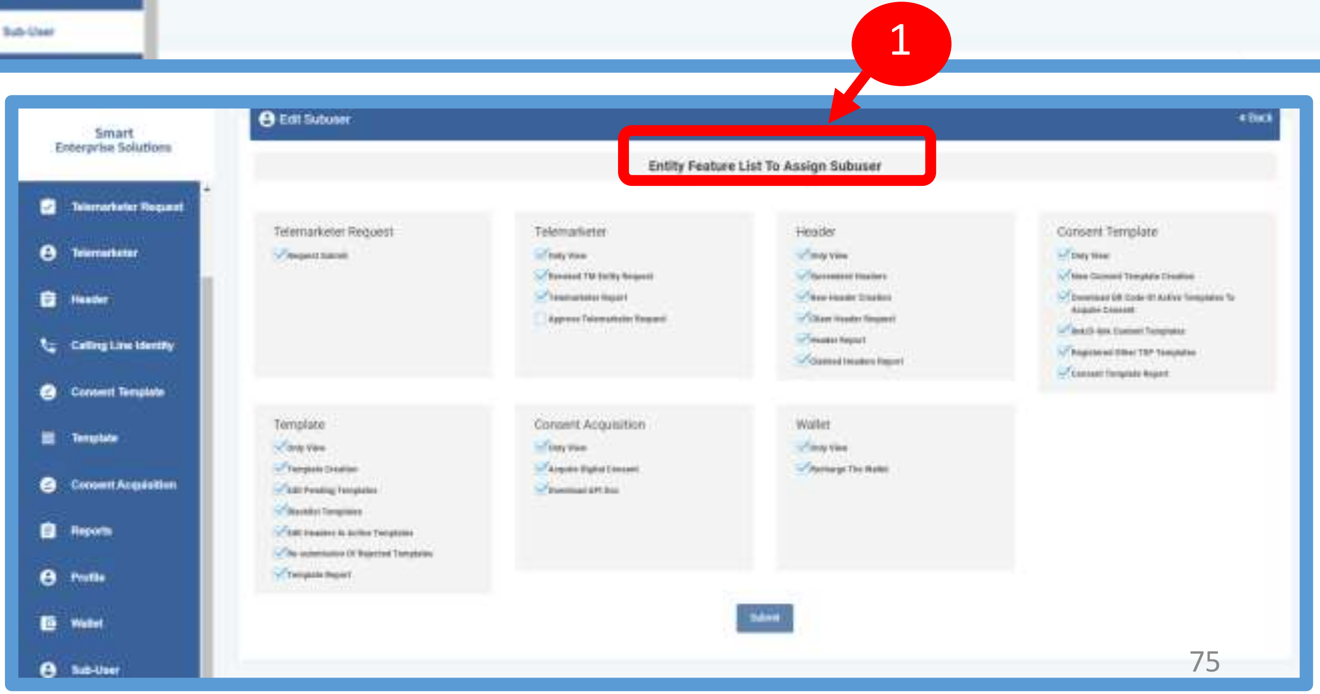
ENTITY-SUB USER ROLE ASSIGN

1 The admin user will get the option to edit the rights.
Once the user clicks on Submit button details will be updated.



ENTITY-SUB USER ROLE EDITION





1 Click on the edit button, the admin user will get the option to edit the roles
Once the user clicks on Submit button details will be updated.

ENTITY PROFILE

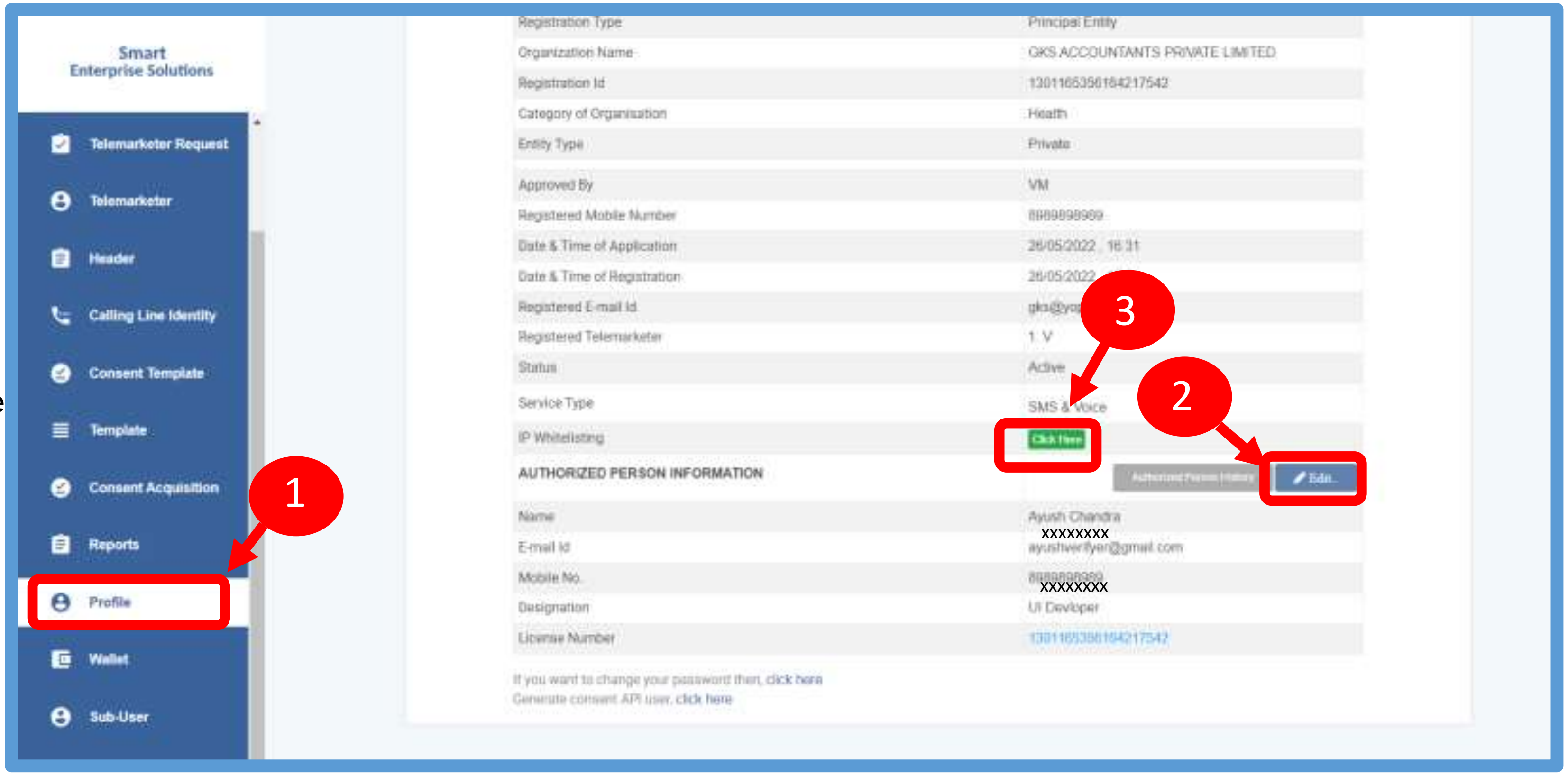
PROFILE PAGE

Profile Page contains the details of the Entity and the Authorized Representative of the Company..

1 Click on the **Profile** available on the sidebar

2 Click on the **Edit** button to update or change the Authorized Person’s details.

3 Click on the **Click Here** link to change the password.



PROFILE UPDATE PAGE

4 In the **Update Profile** page user can update the following details:

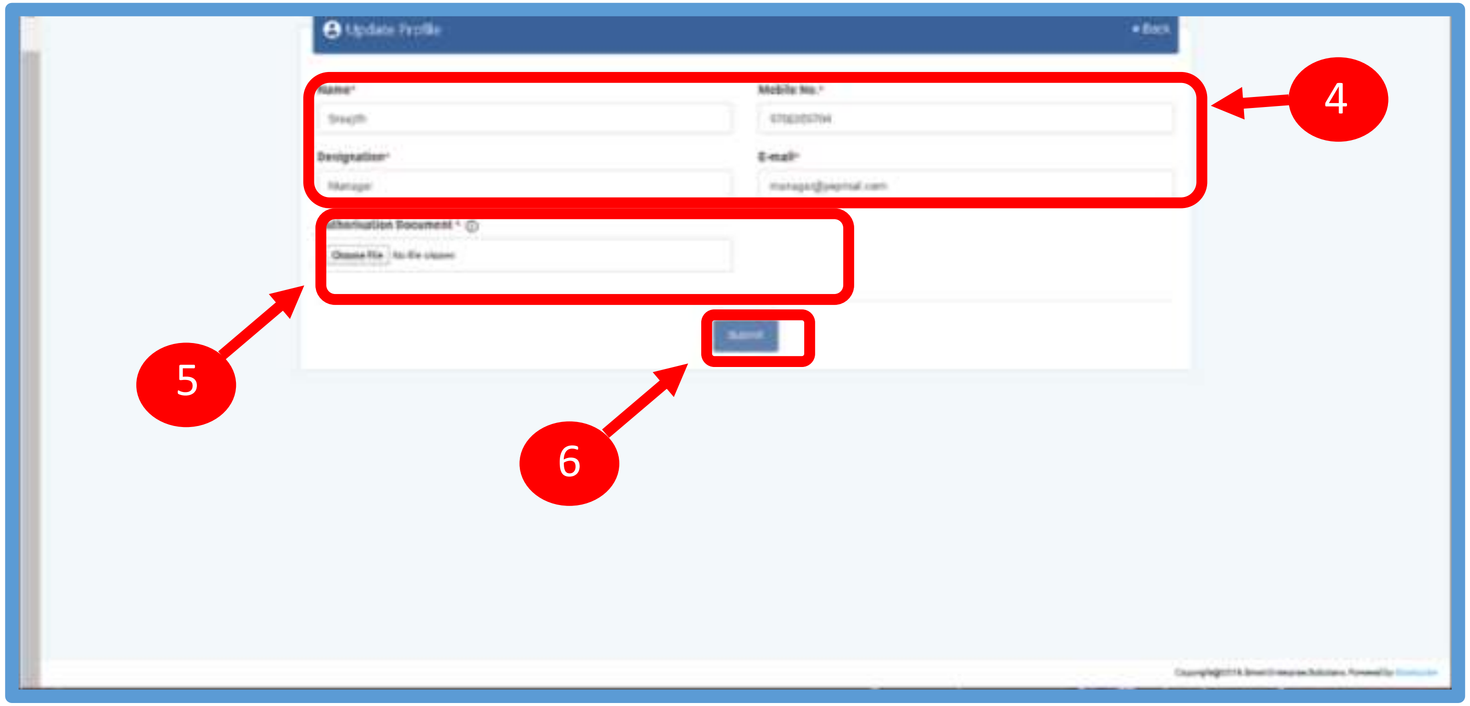
- Name of the Authorized Person
- Designation of the Authorized Person
- Mobile number of the Authorized Person
- Email ID of the Authorized Person

5 Upload the **authorization document**

Eg: Board Resolution copy or letter from the Authority of the Company.

6 **Submit** the request to update the details.

Once the Operator approves the details will get updated.



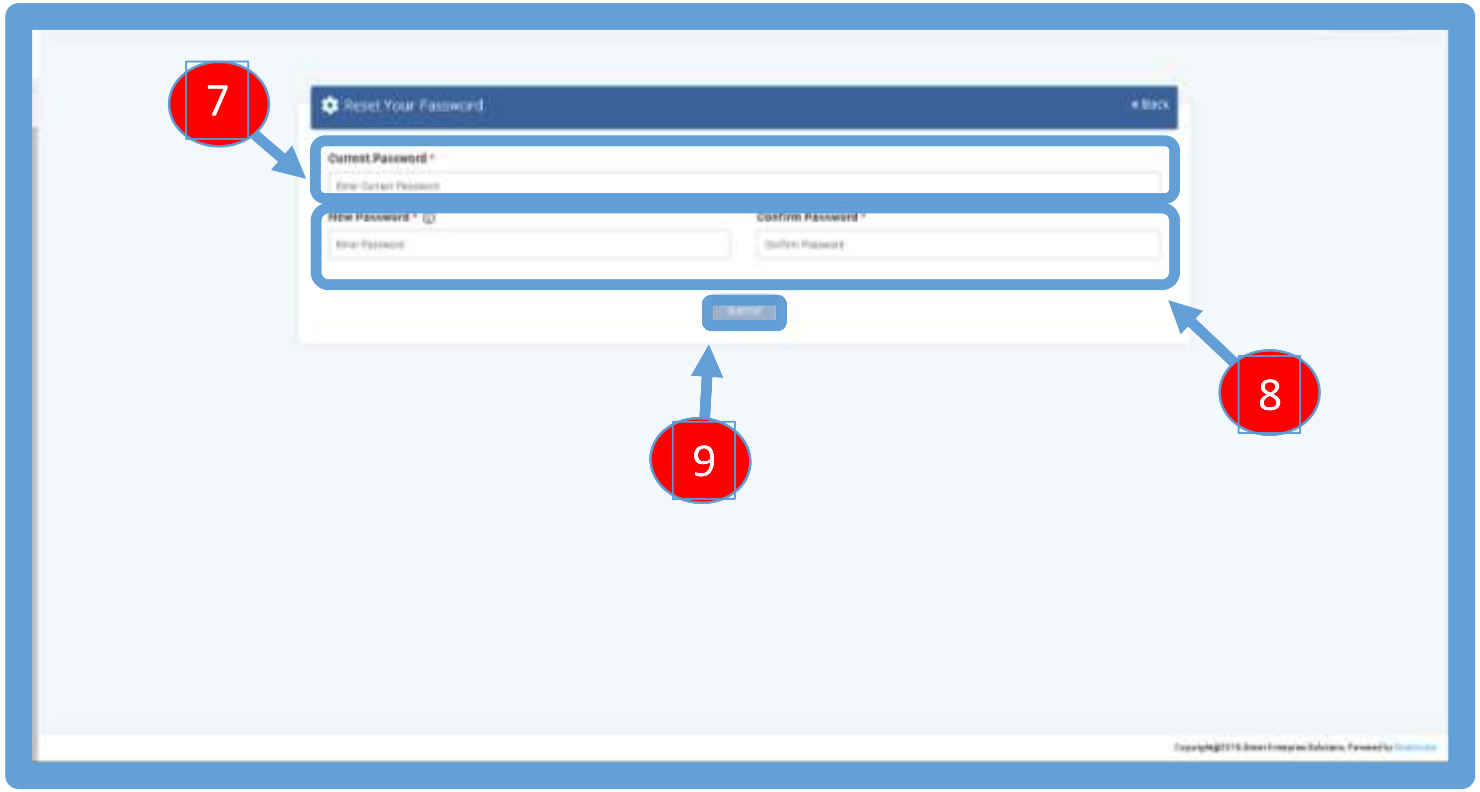
PROFILE – CHANGE PASSWORD

In the Password Reset Page user can change the password

7 Type the **old password** here.

8 Type the **new password** and then confirm it again *(Check the password strength)*.

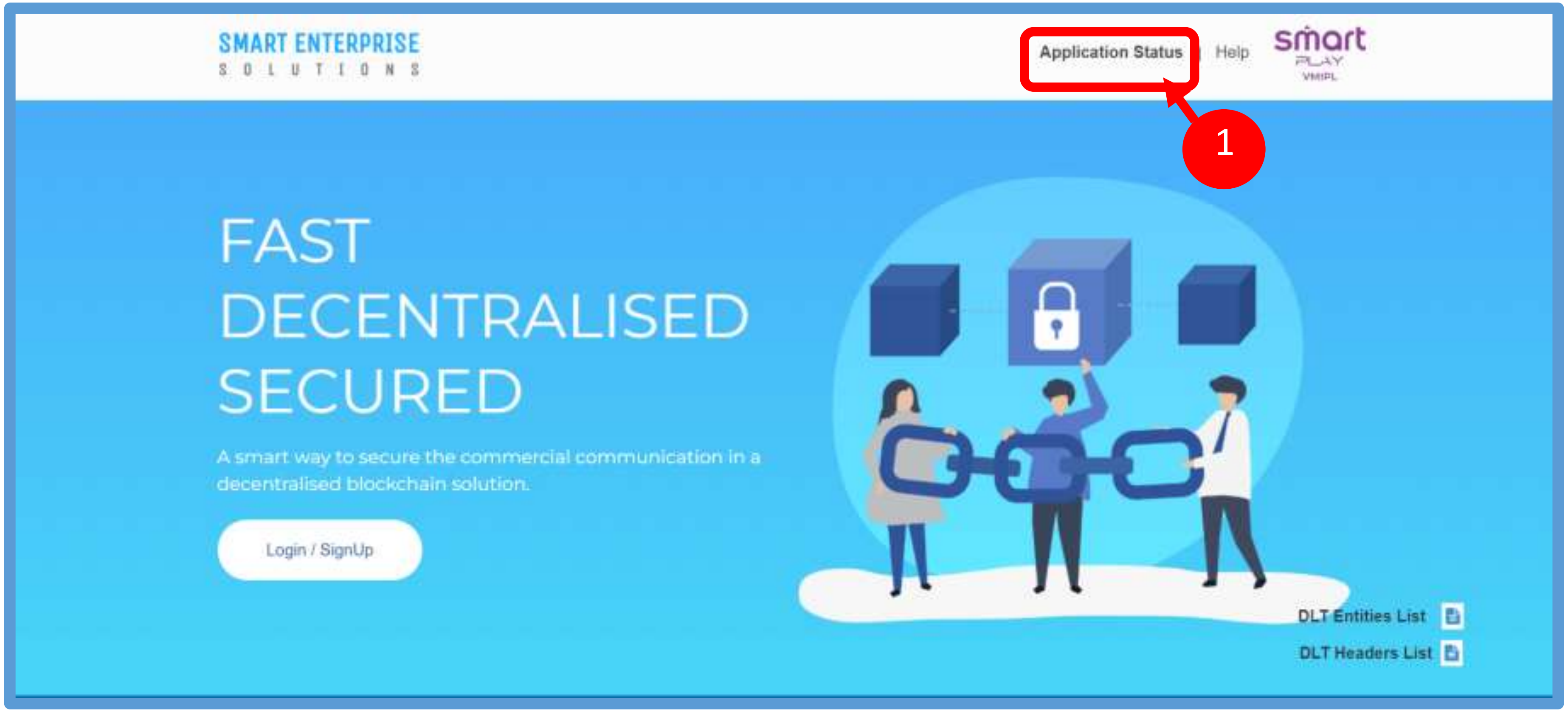
9 Press the **Submit** button and the new password will be activated instantly.



CHECK STATUS

APPLICATION – STATUS CHECK

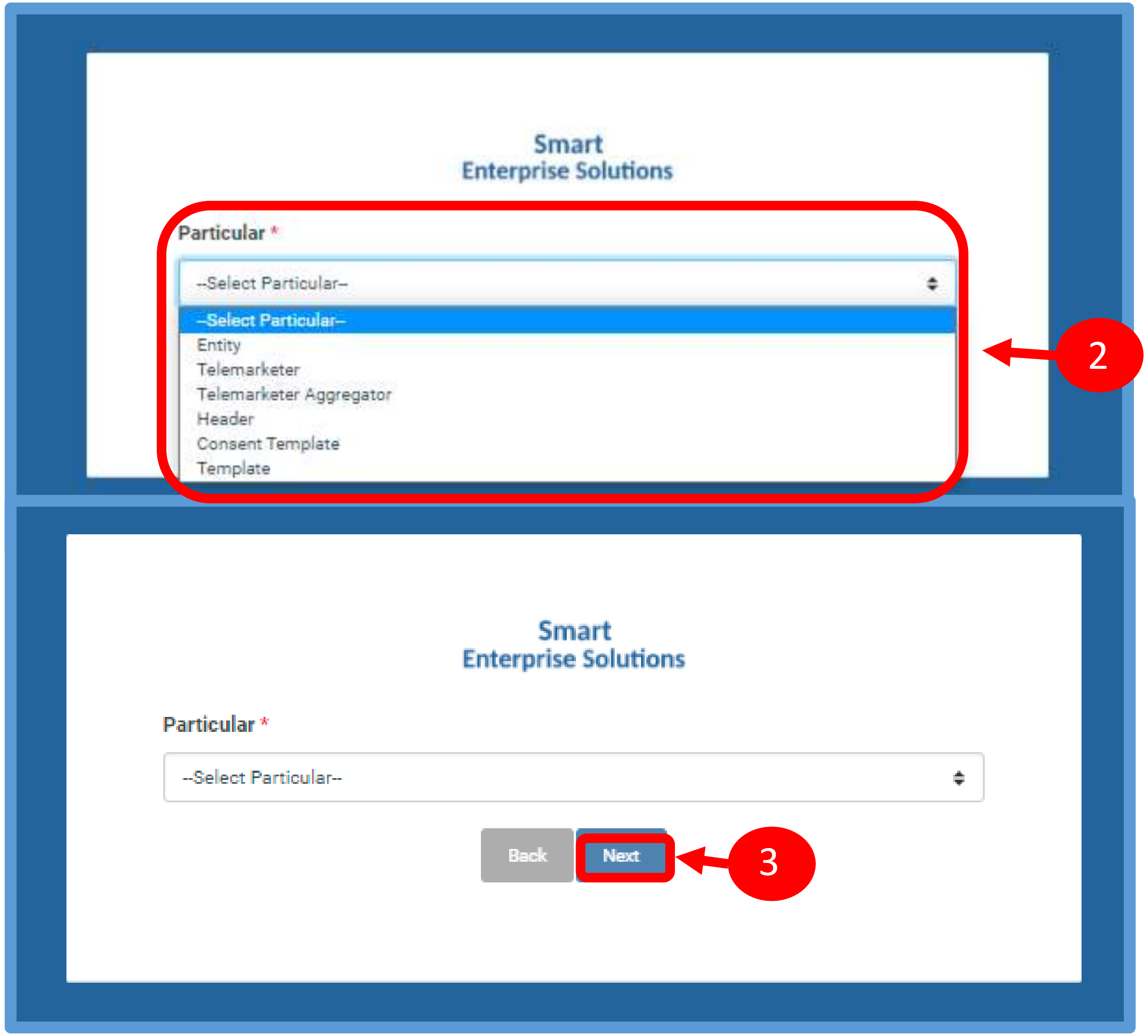
1 At Landing page click on check status to check the status of application submitted



STATUS CHECK – SELECTION OF MODULE

2 Select the option from the drop down list to check the status of option chosen

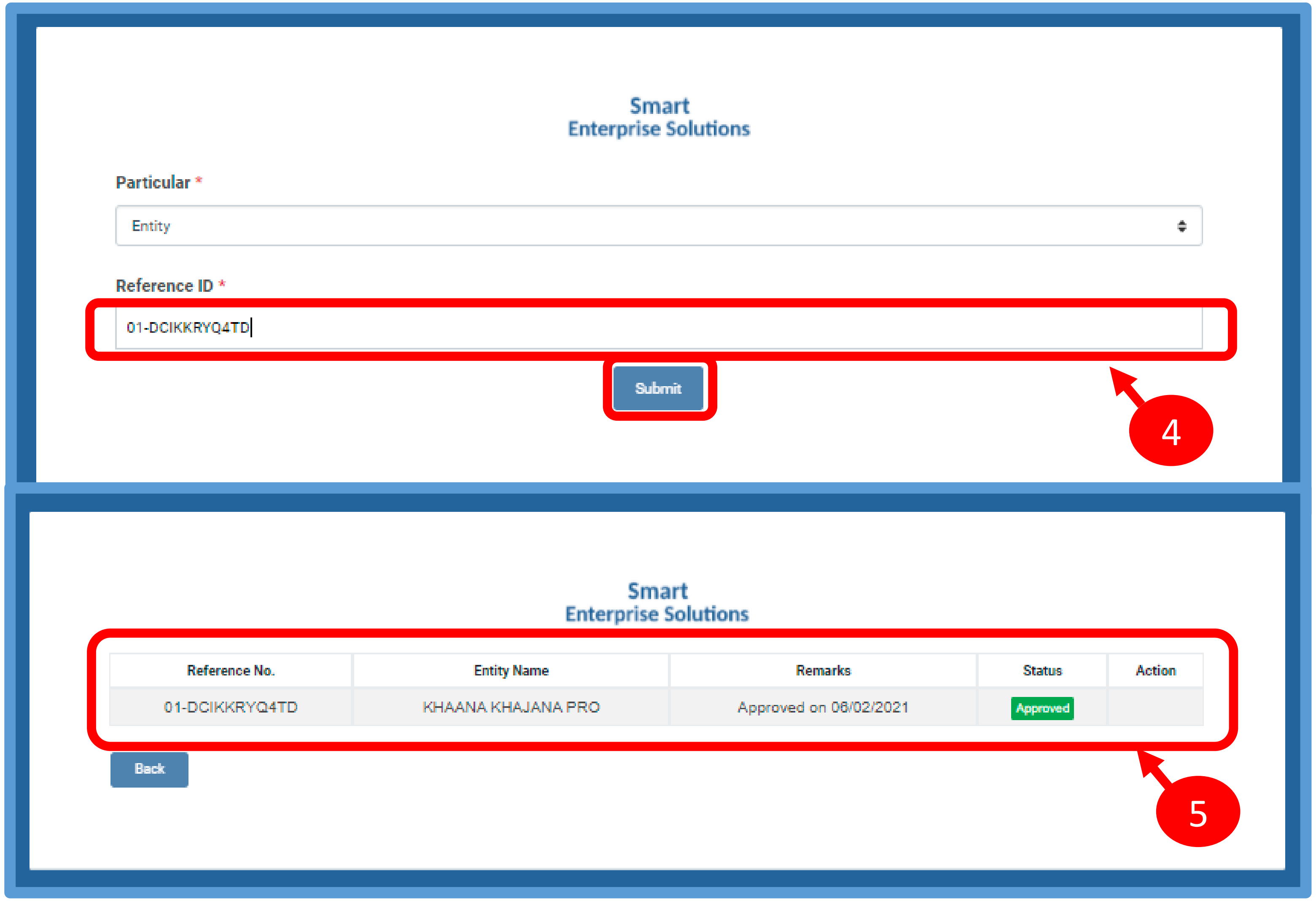
3 Click on **Next Button**



CHECK STATUS – REFERENCE ID SUBMISSION

4 Fill the Reference ID of Application & Click on **Submit Button**

5 Once submitted the status of application can viewed.



ENTITY APPLICATION RE-SUBMISSION

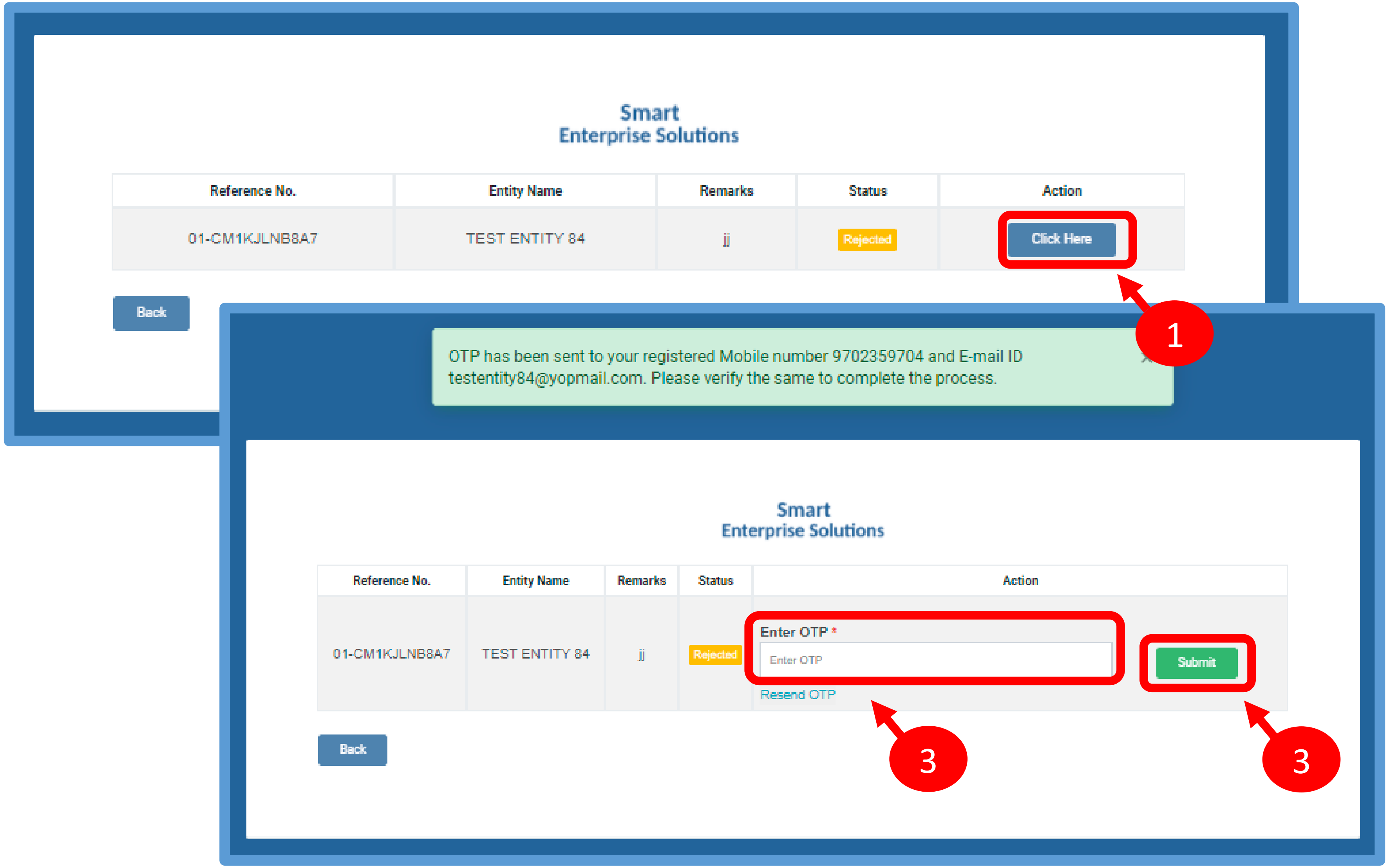
CHECK STATUS – REFERENCE ID SUBMISSION

1. If status is Rejected click on **Click Here Button to** resubmit the Registration form.

2. Enter OTP received on registered mobile number or email Id

3. Click on Submit Button. Once submitted pre-filled registration form will appear for resubmission.

Note: New reference ID will be generated



SYSTEM REQUIREMENTS

SYSTEM REQUIREMENT - SPECIFICATIONS

The website is best viewed on:

Requirements	Recommended
Web Browser	Google Chrome (Latest Version), Mozilla Firefox (Version 70.0.1)
Operating System	Windows 7, 8 ,10 Ubuntu 19.10
RAM	Minimum 4 GB
Internet Connectivity	1Mbps & Above

Thank You !