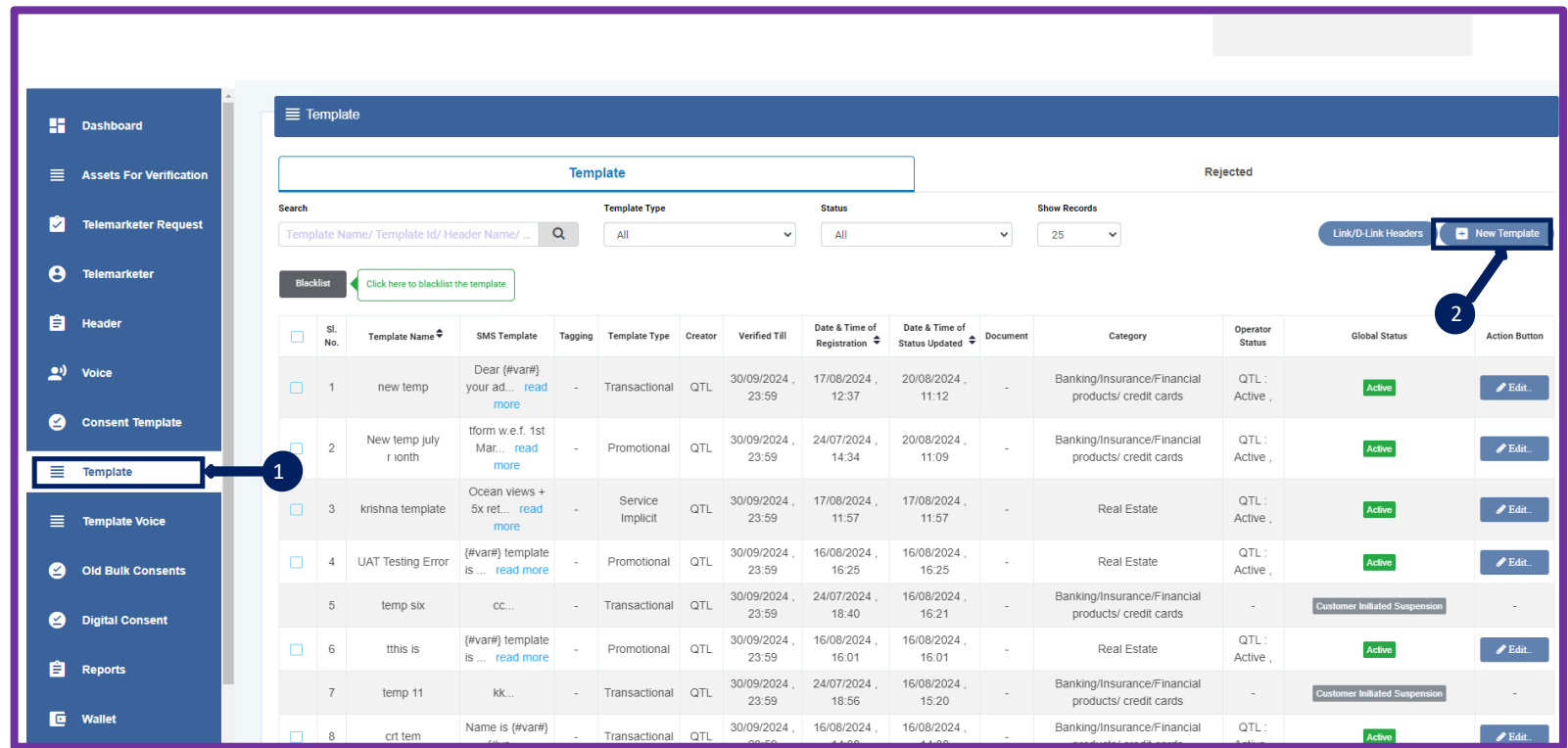# USER MANUAL
CONTENT TEMPLATE

TEMPLATE (CONTENT)

TEMPLATE – CREATION OF NEW TEMPLATE

Templates are created for Commercial Communication and as per TRAI guidelines all the Principal 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.

STPL
SATZILIO TELECOM PRIVATE LIMITED

TEMPLATE – SELECTION OF NAME/COMMUNICATION AND CONTENT TYPE

3 Fill an appropriate Template name basis on the business requirement in the **Template Name** column
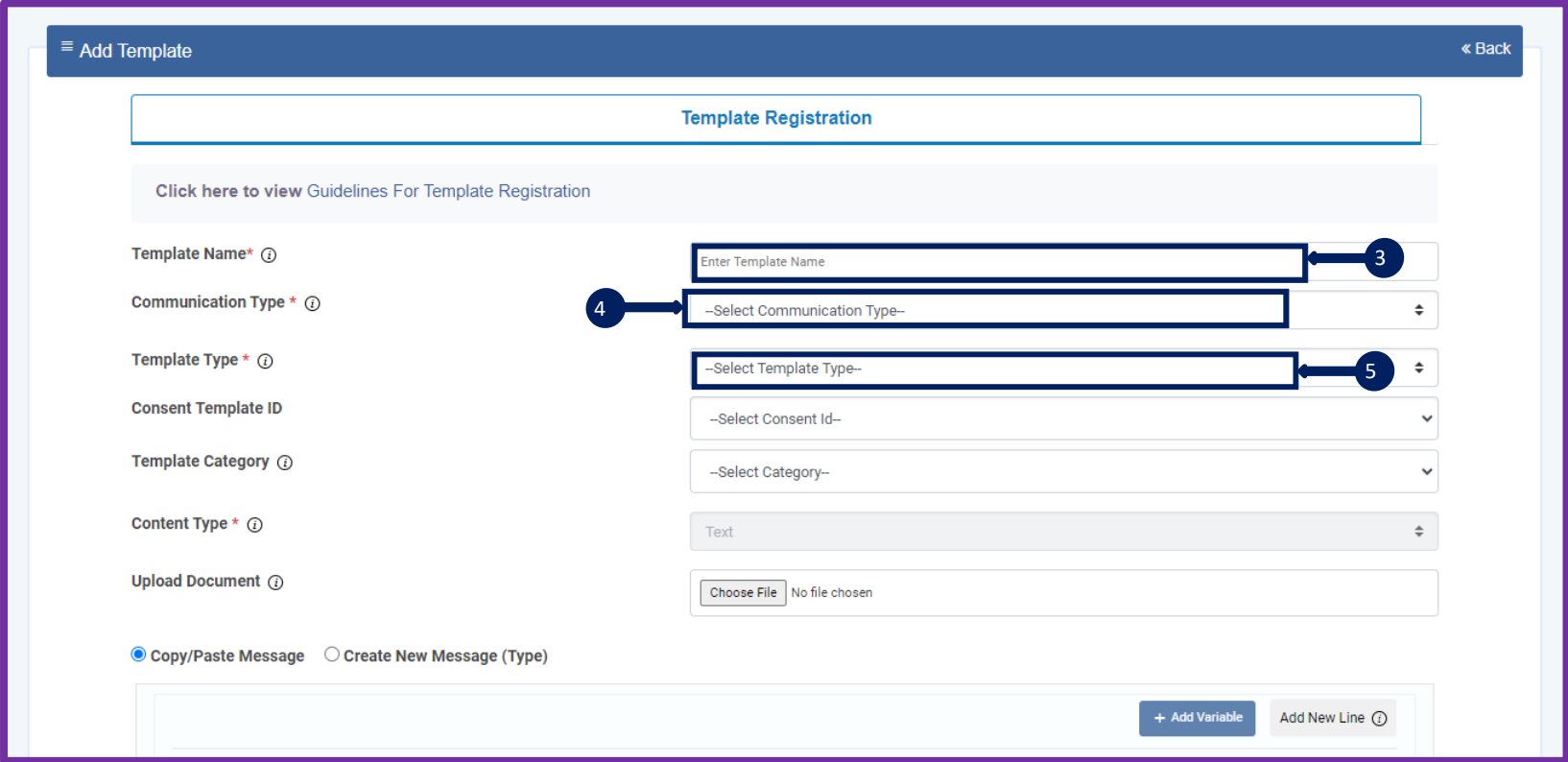
4 In the **Communication Type** column select the type of communication from the following:
- SMS
- Call

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

5 In the **Template Type** select any of the following options:
- Transactional
- Promotional
- Service Explicit
- Service Implicit

≡ Add Template   « Back

Template Registration

Click here to view Guidelines For Template Registration

Template Name* ⓘ   Enter Template Name   3

Communication Type * ⓘ   4   --Select Communication Type--

Template Type * ⓘ   --Select Template Type--   5

Consent Template ID   --Select Consent Id--

Template Category ⓘ   --Select Category--

Content Type * ⓘ   Text

Upload Document ⓘ   Choose File No file chosen

◉ Copy/Paste Message   ○ Create New Message (Type)

                                    + Add Variable   Add New Line ⓘ

4

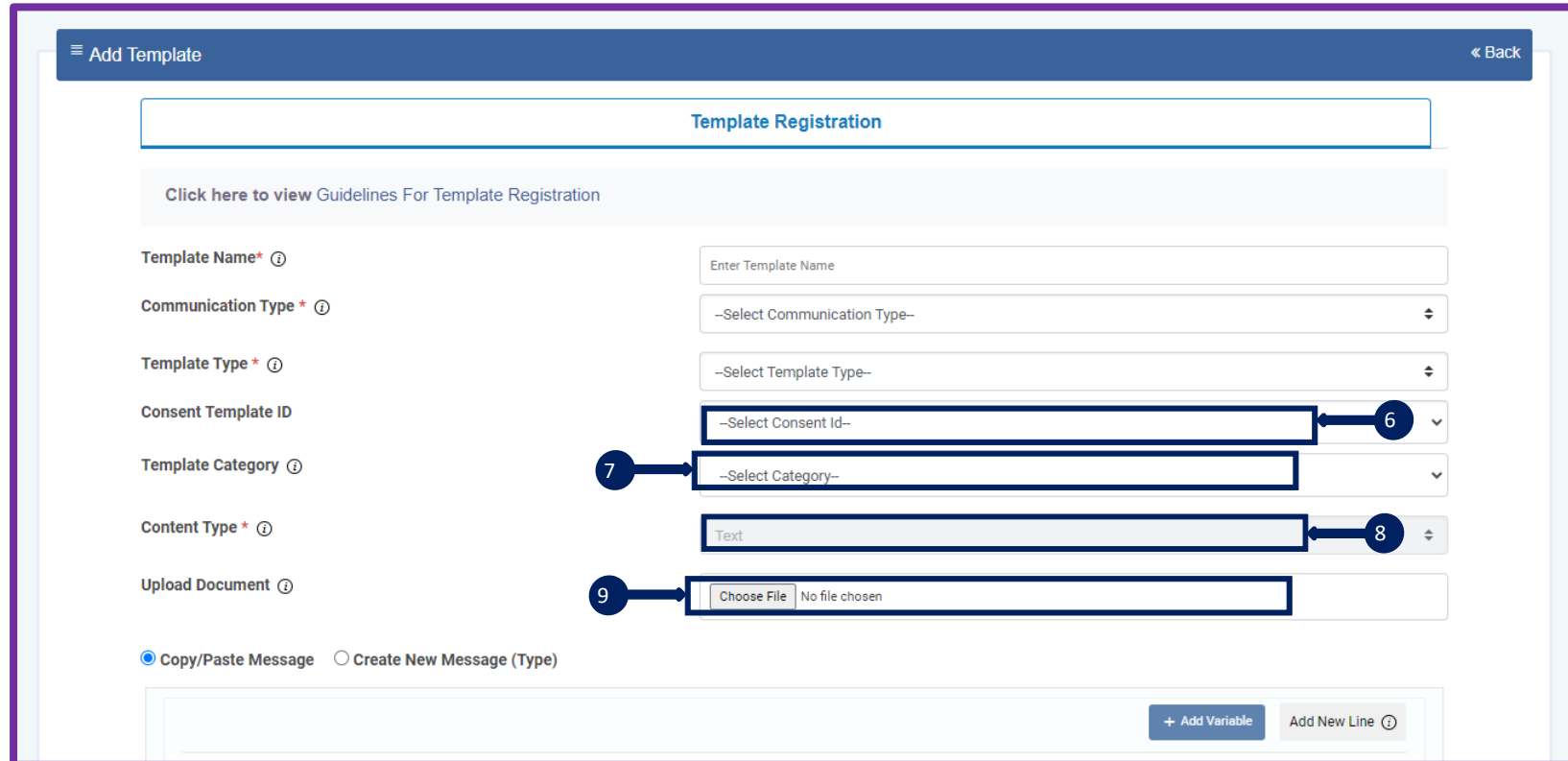# TEMPLATE – SELECTION OF CONSENT TEMPLATE /CONTENT CATEGORY

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 **Template 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 **Content 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)*

9 In the **Upload Document** section, users can submit any required supporting documentation.

≡ Add Template   « Back

Template Registration

Click here to view Guidelines For Template Registration

Template Name* ⓘ   Enter Template Name

Communication Type * ⓘ   --Select Communication Type--

Template Type * ⓘ   --Select Template Type--

Consent Template ID   --Select Consent Id--   **6**

Template Category ⓘ   **7**   --Select Category--

Content Type * ⓘ   Text   **8**

Upload Document ⓘ   **9**   Choose File   No file chosen

◉ Copy/Paste Message   ○ Create New Message (Type)

+ Add Variable   Add New Line ⓘ

TEMPLATE – CREATION OF CONTENT

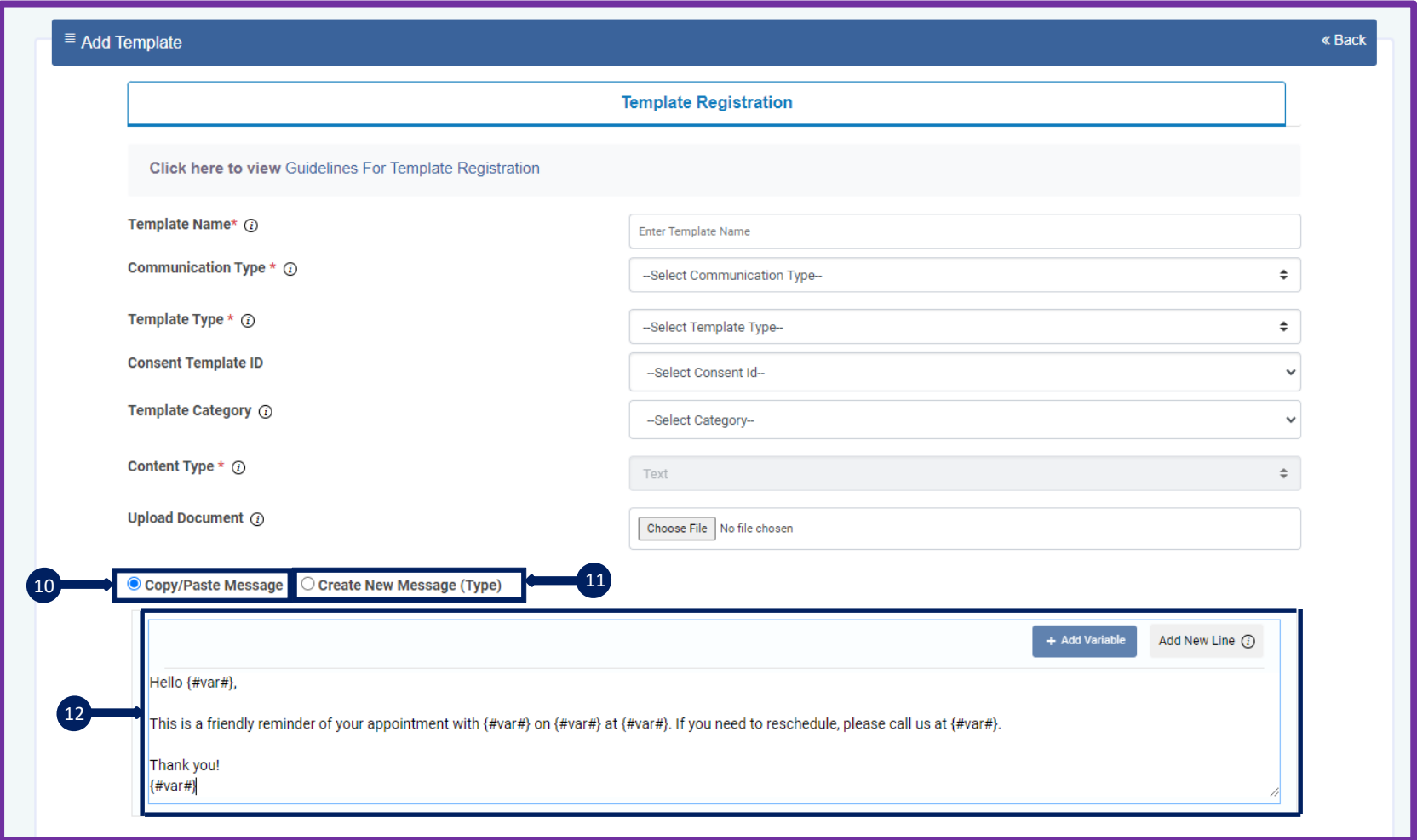In the Content creation section there are two options available:
- Copy/Paste Message
- Create New Message(Type)

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

10 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

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

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

≡ Add Template   « Back

Template Registration

Click here to view Guidelines For Template Registration

Template Name* ⓘ   Enter Template Name

Communication Type * ⓘ   --Select Communication Type--

Template Type * ⓘ   --Select Template Type--

Consent Template ID   --Select Consent Id--

Template Category ⓘ   --Select Category--

Content Type * ⓘ   Text

Upload Document ⓘ   Choose File   No file chosen

10 ⦿ Copy/Paste Message   ○ Create New Message (Type) **11**

+ Add Variable   Add New Line ⓘ

12 Hello {#var#},

This is a friendly reminder of your appointment with {#var#} on {#var#} at {#var#}. If you need to reschedule, please call us at {#var#}.

Thank you!
{#var#}
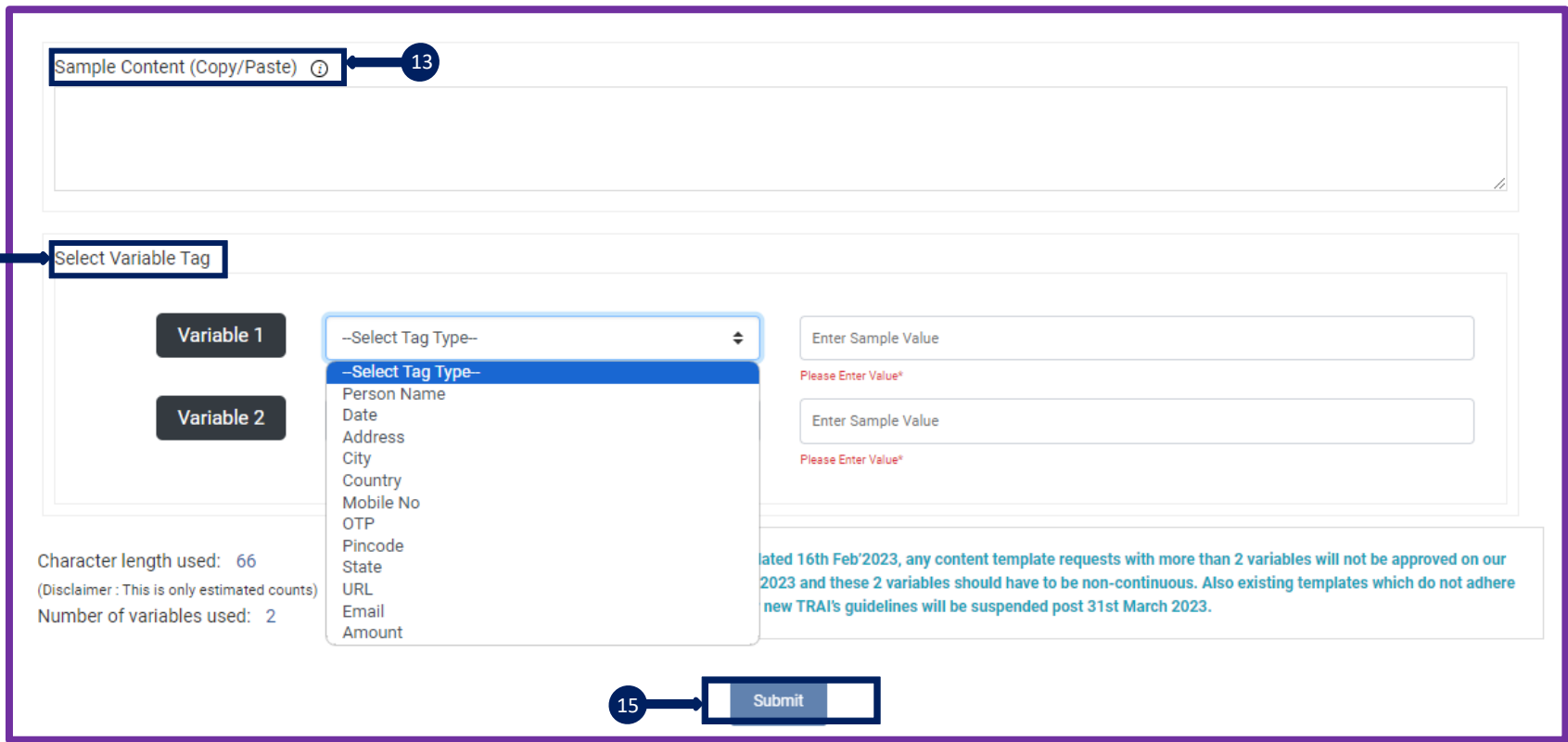
TEMPLATE – OTP / REQUEST SUBMISSION

13   Fill the sample content of the template created

14   Based on number of variable chosen in content. The Entity has to pre-tag the each variable from given options, and enter the sample value.

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

Sample Content (Copy/Paste) ⓘ ← 13

Select Variable Tag ← 14

Variable 1   --Select Tag Type-- ⬍   Enter Sample Value
       Please Enter Value*

--Select Tag Type--
Person Name
Date
Address
City
Country
Mobile No
OTP
Pincode
State
URL
Email
Amount

Variable 2   Enter Sample Value
       Please Enter Value*

Character length used: 66
(Disclaimer : This is only estimated counts)
Number of variables used: 2

...lated 16th Feb'2023, any content template requests with more than 2 variables will not be approved on our ...2023 and these 2 variables should have to be non-continuous. Also existing templates which do not adhere ... new TRAI's guidelines will be suspended post 31st March 2023.
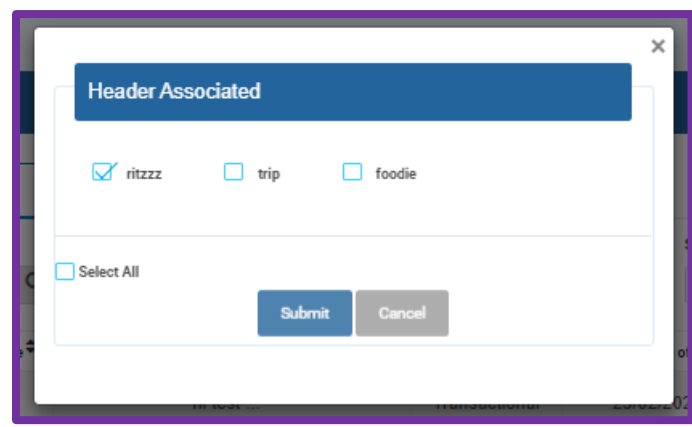
15 → Submit

EDIT – TEMPLATE REQUEST

1 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.

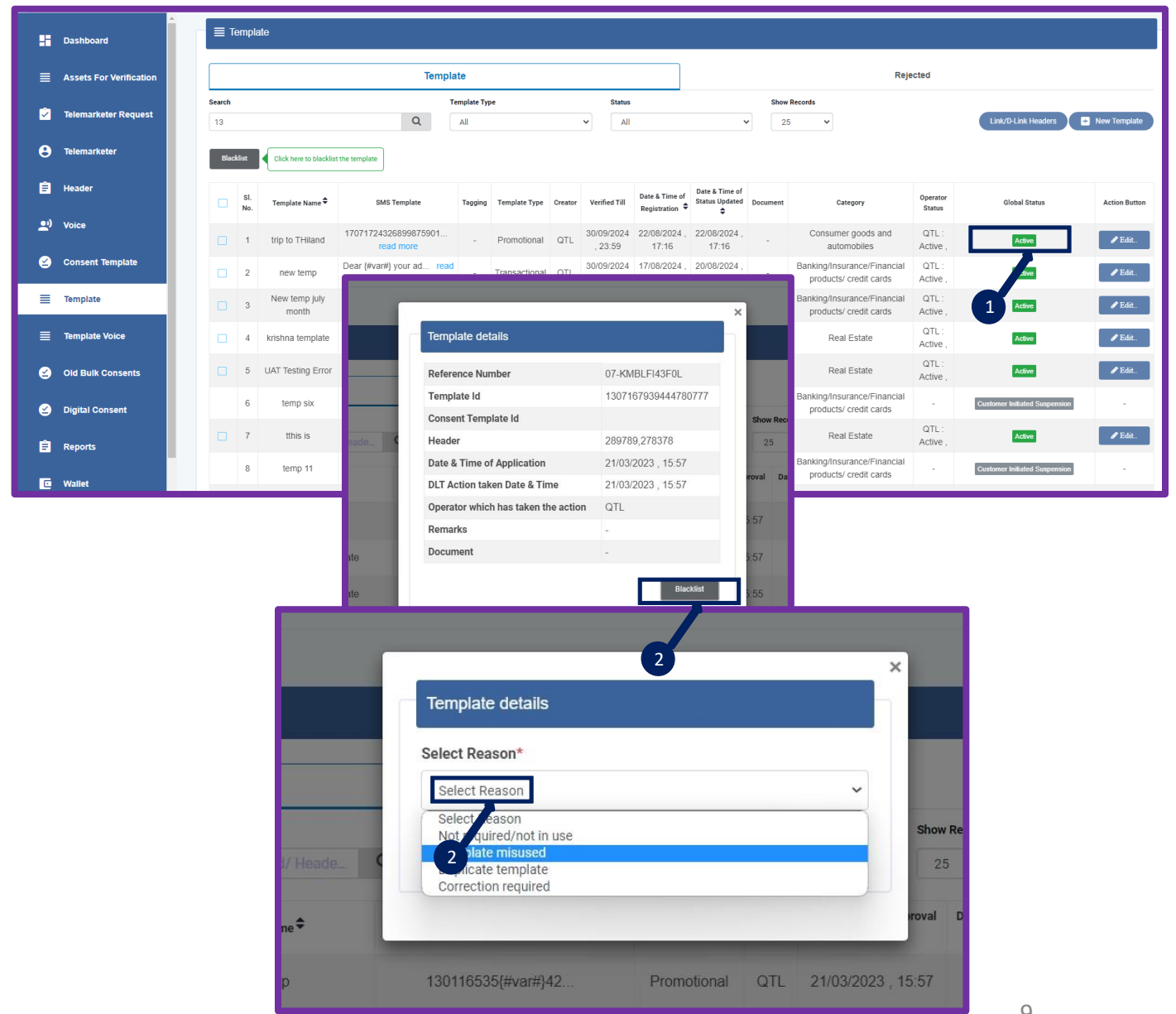P.S : At least one Header should remain linked with the Template.

☰ Template

| Template | | Rejected |

Search

| Template Name/ Template Id/ Header Name/ ... 🔍 | **Template Type** All ▾ | **Status** All ▾ | **Show Records** 25 ▾ | Link/D-Link Headers | ➕ New Template |

Blacklist ◀ Click here to blacklist the template

☐	Sl. No.	Template Name ⇅	SMS Template	Tagging	Template Type	Creator	Verified Till	Date & Time of Registration ⇅	Date & Time of Status Updated ⇅	Document	Category	Operator Status	Global Status	Action Button
☐	1	trip to THiland	170717243268998759014... read more	-	Promotional	QTL	30/09/2024 , 23:59	22/08/2024 , 17:16	22/08/2024 , 17:16	-	Consumer goods and automobiles	QTL : Active ,	Active	✏ Edit..

Header Associated   ✕

☑ ritzzz   ☐ trip   ☐ foodie

☐ Select All

Submit   Cancel

8

BLACKLIST– TEMPLATE REQUEST

1 Under BLACKLIST section, click on ACTIVE button Pop- Up will appear.

2 The Entity will click on BLACKLIST Button, reason for BLACKLIST can be selected & click on BLACKLIST Button.
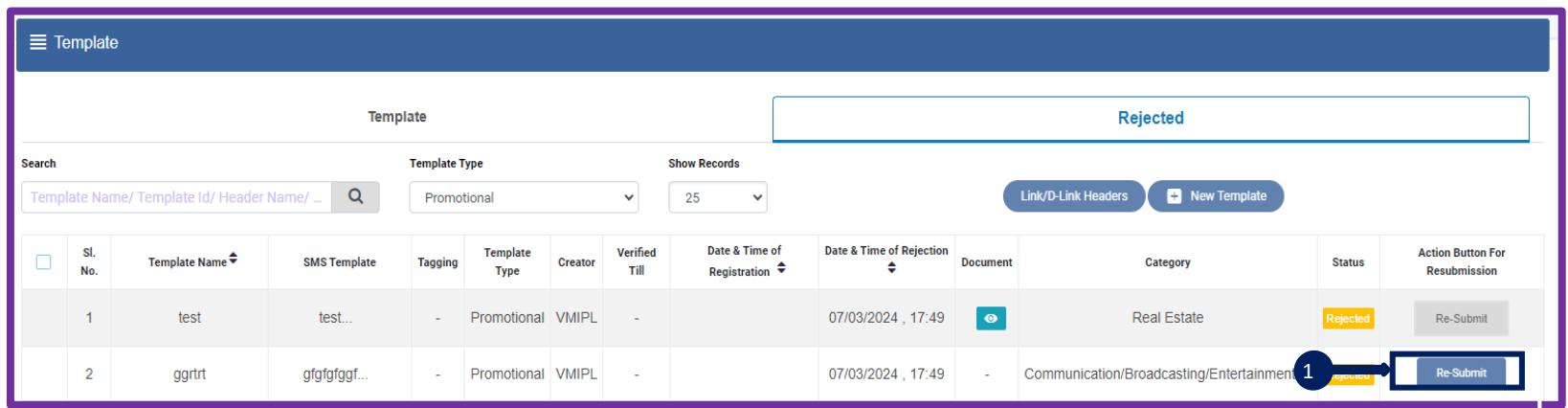

9

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.
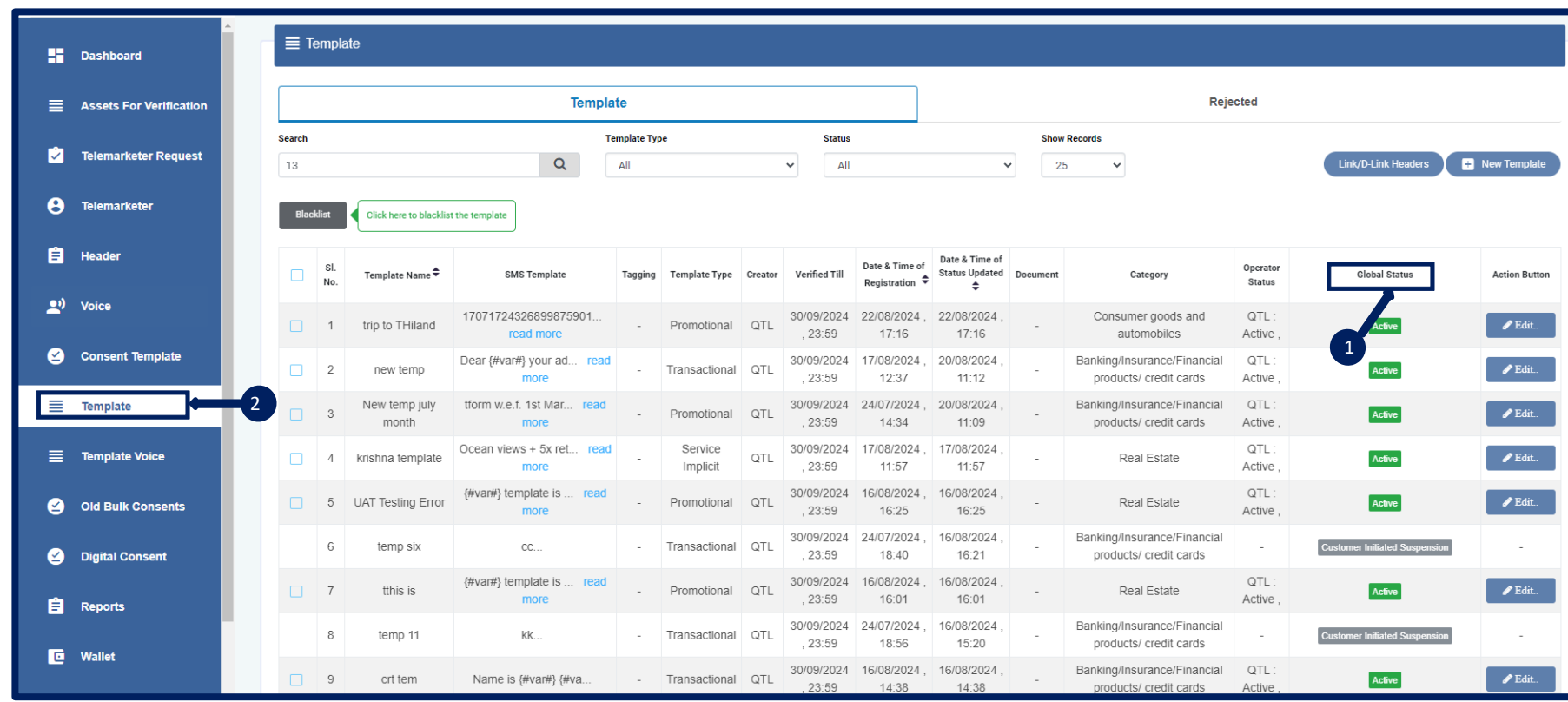
Status – OTHER TSP's TEMPLATE

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 STPL till the time operator approves the same.

Once action taken by the STPL 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.

☰ Template

| Template | Rejected |

Search

| 13 | 🔍 |

Template Type
| All |

Status
| All |

Show Records
| 25 |

Link/D-Link Headers   ➕ New Template

Blacklist ◁ Click here to blacklist the template

☐	Sl. No.	Template Name	SMS Template	Tagging	Template Type	Creator	Verified Till	Date & Time of Registration	Date & Time of Status Updated	Document	Category	Operator Status	Global Status	Action Button
☐	101	febnewtemp GKS for rej five	copy paste...	-	Transactional	QTL	-	13/02/2023 , 13:22	19/04/2024 , 19:42	-	Banking/Insurance/Financial products/ credit cards	QTL : Active ,	Active	Edit..
☐	102	TEMP 21	cc...	-	Transactional	QTL	-	19/12/2022 , 23:58	19/04/2024 , 19:42	-	Banking/Insurance/Financial products/ credit cards	QTL : Active ,	Active	Edit..
☐	103	New Template	NEEW TEMPLATE FOR LA... read more	-	Service Explicit	VMIPL	31/12/2023 , 23:59	23/11/2023 , 12:58	19/04/2024 , 19:42	-	Consumer goods and automobiles	VMIPL : Active ,	Active	Edit..
☐	104	AGRO1	Copy...	-	Promotional	QTL	-	04/01/2023 , 16:18	19/04/2024 , 19:42	-	Banking/Insurance/Financial products/ credit cards	QTL : Active ,	Active	Edit..
☐	105	Shaivya Template	{"htyp":"T","ttyp":"... read more	-	Transactional	QTL	-	24/01/2023 , 17:34	19/04/2024 , 19:42	-	Banking/Insurance/Financial products/ credit cards	QTL : Active ,	Active	Edit..
☐	106	temp for by vm	cc...	-	Transactional	VMIPL	31/12/2023 , 23:59	25/11/2023 , 20:30	19/04/2024 , 19:42	-	Banking/Insurance/Financial products/ credit cards	VMIPL : Active ,	Active	Edit..

12

Thank You !