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2. Welcome to Clickatell ICM

Thank you for choosing Clickatell ICM, interactive campaign management made easy. It would be beneficial before using Clickatell ICM to read through this help manual. It explains in detail the various features and aspects of Clickatell ICM.

3. Registering for ICM

To register for and begin using ICM, visit the ICM page: <http://www.clickatell.com/products/icm.php>. This page provides an outline of ICM and the downloadable guides. To sign up for ICM, click on the orange **Sign Me Up** button and follow these steps:

Step 1: Select the Account type you would like to use (Local or International)

Step 2: Enter your personal information to complete the registration form

Step 3: Accept Terms & Conditions

Step 4: Click **Continue** and an email containing an activation link will be sent to the email address you have provided.

(Local account type registrations will be shown a confirmation pop-up where you need to confirm that you wish to register for a local account type.)

If you have not received the activation email within a few minutes you can choose to resend it to the address you provided or edit the address provided.

Step 4 of 4 - Verify your Identity

Congratulations! You have successfully registered your account.

To activate your account, open the email that has been sent to the email address you supplied during registration, and click on the activation link.

You will then be directed to a webpage where you are required to log in with your username and password.

Email Verification

An Activation email has been sent to:


Please click the link within the email to activate your account.
If this is not your email address, please retype your email address in the box above and click the "RESEND ACTIVATION EMAIL" button.

Once you have activated your account you will receive your free SMS credits. Please note for security reasons that these 10 free test messages will contain pre-set Clickatell content.

Security & Privacy

Once you have activated your account by clicking on the link within your activation email, you will be directed to the login page. Once you have logged in you will be on the Clickatell Central landing page. Your account is now active and you can use your free SMS test credits. Please note that for security reasons these 10 credits contain pre-set Clickatell content.

To start sending personalised messages, you need to verify your mobile number so you can purchase credits. The verification steps appear in the grey block at the top of the Clickatell Central landing page. This block will be visible until you have verified your mobile number.

 **Central**

Balance: 0 Username: ICM
ClientID: QCU398

Central Home My Settings Manage my Products Billing Message Reports Help

Verify your Mobile Number

For security reasons you are required to verify your mobile number in order to make your first credit purchase and send non-test SMS messages.

Your activation code will be sent to

If this is not your number, please retype your mobile number in the box above and click the "Send Activation Code" button.

Enter your activation code here:

Check the mobile number that you have entered and, if it is correct, click **Send Activation Code** (circled in green). A verification code will be sent to your mobile number. If you would like the code to be sent to a different number, replace the number provided and follow the same steps. Enter the verification code in the space provided and click the **Verify Now** button.

When your mobile number is verified, you will be able to purchase credits and send messages.

Please note: Before you are able to use Clickatell ICM you will need to obtain a two-way number or short code and make payment.

3.1 Obtaining a two-way number

- Review the information on the website for the two-way number or short code you are interested in at
 - http://www.clickatell.com/products/two_way.php
 - <http://www.clickatell.com/products/shortcode.php>
 - <http://www.clickatell.com/pricing/twoway.php>
 - <http://www.clickatell.com/pricing/shortcodes.php>

Once your short code or two-way number has been approved, you'll need to register as an ICM user.

Click on Manage my Products on the top menu bar
Select Clickatell ICM at the bottom of the left hand side menu



Manage my Products

[My Connections](#)
[Converters](#)
[Two-Way Messaging](#)

Application Forms

[Two-Way Messaging](#)
[SA Shortcode MO](#)
[Namibia Shortcode](#)
[USA Shortcode](#)
[UK Shortcode](#)
[Canada Shortcode](#)
[Clickatell ICM](#)

The ICM application form page will be displayed. Your details will be pre-populated. If you have not registered for an MO number, you can also do so here. Purchasing SMS credits will complete your application.

ICM Application Form

Clickatell ICM provides a simple interface that allows for easy administration of both inbound and outbound messaging campaigns, based on Keyword management. [More Info](#)

In order to apply for Clickatell's Interactive Campaign Manager (ICM) please fill out our form below.

First Name:

Surname:

Username:

E-mail Address:

MO Numbers: 

(Use CTRL key to select multiple numbers)

If you do not have a number you can apply for Clickatell ICM when applying for a new number. Fill in one or the application forms under Two-Way Messaging on the left.

Make payment within Clickatell Central by going to Purchase-->Buy SMS Credits.

Notify accounts at accounts@clickatell.com. Include your Client ID, Username, the amount and what you are paying for. Once payment and your application is received, Clickatell will setup a Clickatell ICM account and link it to your Clickatell Central account. Once your account is live, Clickatell will notify you within 3 working days, and email you your password.

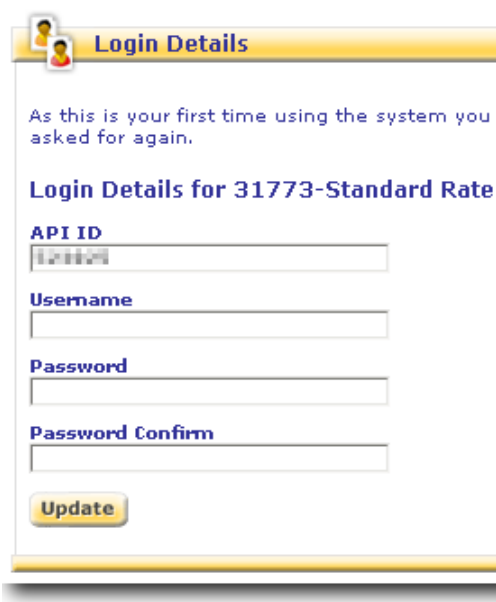
3.2 Making payment

- Make payment within Clickatell Central by going to Purchase-->Buy SMS Credits.
- Notify accounts at accounts@clickatell.com. Include your Client ID, Username, the amount and what you are paying for.
- Once payment is received, Clickatell will setup a Clickatell ICM account and link it to your Clickatell Central account.
- Once your account is live, Clickatell will notify you within 3 working days, and email you your password.

4. Getting started with Clickatell ICM

4.1 Logging on for the first time

- Go to <http://icm.clickatell.com>. A login screen will appear.
- Login with the Clickatell assigned username and password.



The screen on the left will then appear. This screen will only display the first time you use the system or when a new number is added. This information is needed for Clickatell ICM to connect to your Clickatell Central account.

API ID - This is the Clickatell API ID that is used to link your Clickatell ICM account with the Clickatell Gateway. It should already have been filled in.

Username - This is your Clickatell Account Username used to log into Clickatell Central.

Password - This is your Clickatell Account Password used to log into your Clickatell Central.

- On clicking the **Update button**, Clickatell ICM will test the Clickatell Central account details you provided and indicate whether it was able to successfully connect and update your details.

- Once you have logged on you should familiarise yourself with the Clickatell ICM interface and environment by reviewing this help document.
- **Note:** If multiple Two-Way Numbers have been setup, you will be requested to enter the API ID (auto-filled in), Username and Password for each one.

4.2 Testing Clickatell ICM

Once you have successfully logged on you should do the following:

- Add a Keyword (Consult the section on Keywords)
- Test the Keyword by sending a message to the Number/short code associated with the Keyword you set up.
- If everything works as you expect setup a campaign (if required) and/or additional keywords.

5. Overview of interface and structure

The Clickatell ICM interface is shown below. Each icon links to a different section of the system. Icons displayed and sections available are dependent on what rights the user has been granted.



- The area highlighted by the solid green line in the top right corner indicates which user is logged in and allows the user to log out at any time.
- The area highlighted by a dotted red line displays the information related to each section. The section shown above is the default landing page if you only have one Two-Way Number setup once you have logged on. The name of the section is indicated in the top left of this area.

A brief overview of the different sections follows:



Number Groups – Here you can view all the short codes set up on your account and their associated Keywords. This section is only available to Clients with more than one short code (or Shared short code) and replaces the **Login Details** section.



Campaigns – Here you can create Campaigns. Campaigns are groups of Keywords. They are used for Reporting purposes.



Keywords – Here you can create Keywords (the first word in a text message) and Subkeys (the second word in a text message), and add *Actions* to them. Keywords act as triggers to enable various actions to be taken on inbound messages. Available *Actions* include *Text Reply*, *Add to Subscriber List* or *Remove from Subscriber List*, *Dynamic URL* and *SMS to Email*.



Subscriber Lists – Here you can upload and download/export (through CSV files), and edit and delete Subscriber lists. Subscriber lists are lists of mobile handset numbers. Bulk Messages can be sent to Subscriber lists, and mobile numbers added or removed through Keyword Actions.



Reports – Here you can use the Message Report Wizard to draw custom reports on inbound messages received by Clickatell ICM. These reports may be viewed online as well as downloaded in the form of CSV (comma separated value) files. Outbound messaging reports are handling by Clickatell Central.



Users – Here you can add, edit and delete users. Users are the actual users of your Clickatell ICM account. Your account can have multiple users each with different access rights to your account.

6. Users



Users are the actual users of the system. Your account can have multiple users each with different access rights to your account. The **Users page** is shown below. It lists all the users for the accessed account.

Users					
	Username	Firstname	Surname	Client	Active
1.	jacksmith	Jack	Smith	DoRayMe Enterprises	<input type="checkbox"/> ON
2.	JohnDoe	John	Doe	DoRayMe Enterprises	<input type="checkbox"/> ON

6.1 Activating and deactivating users

Users may be activated or deactivated. Deactivated users are unable to access the system. You can change their status by pressing the or buttons located under the Active column. If there is more than one user for an account you can select multiple users by checking the check box on the right hand side of each entry. Press either the **Activate button** or the **Deactivate button** to change the status of the selected users.

6.2 Adding users

Clicking on the **Add User button** takes you to the following screen.

First Name – The first name of the user.

Surname – The last name of the user.

Email – The email address of the user.

Username – The username that will be used when logging on to Clickatell ICM. The first user created on the account will have the same username as their Clickatell Central account.

Password – The password that will be used when logging on to Clickatell ICM. Note that the password is case-sensitive. It must be alpha-numeric and at least 6 characters long.

Confirm Password – Confirmation of the password entered.

Actions/Permissions – Each user can be given varying level of access to the Client account:

- **Add (Manage) Users** – Allows a user to add additional users to the logged-on account.
- **Manage Keywords** – Allows a user to manage Keywords.
- **Run Reports** – Allows a user to run reports.
- **Can See Catchall** – Allows a user to see all unmatched messages.
- **Manage Number (Subscriber) List** - Allows a user to manage subscriber lists.

Active – The user must be made active in order to be able to login.

6.3 Editing users

Each Username is hyperlinked on the **Users page**. Clicking on the hyperlink will take you to the **Edit User page**. It provides the same configurations options as the **Add User page**. The date on which the user was created is also shown. For security reasons the password is not shown in the edit screen.

6.4 Deleting users

Users may be deleted. Go to the **Users page**, select which users you wish to delete by checking the check box on the right hand side of the each listed entry and then press the **Delete button**.

6.5 User rights/permissions

Users can be limited in what they can do on Clickatell ICM. This can be setup when the user is added to the system or by editing an existing user. The following permissions can be set:

- **Add (Manage) Users** – Allows a User to add additional users but only to the account they belong to.
- **Manage Keywords** – Allows a user to manage Keywords.
- **Run Reports** – Allows a user to run reports.
- **Can See Catchall** – Allows a user to see all unmatched messages.
- **Manage Number (Subscriber) List**- Allows a user to manage subscriber lists.

7. Campaigns



Campaigns are groups of Keywords. They are used for reporting purposes. The **Campaigns page** is shown below. It lists all the Campaigns on the system that the user has access to.

Campaigns			
Add Campaign			
	Campaign Name	Keywords	Msgs
1.	test	view (5) Add Keyword	23 <input type="checkbox"/>
2.	test_cwh	view (3) Add Keyword	16 <input type="checkbox"/>
3.	New Campaign	view (4) Add Keyword	9 <input type="checkbox"/>
4.	New Campaign	view (0) Add Keyword	0 <input type="checkbox"/>
5.	testcampaign	view (1) Add Keyword	0 <input type="checkbox"/>
6.	tnttt	view (1) Add Keyword	0 <input type="checkbox"/>
7.	Test	view (0) Add Keyword	0 <input type="checkbox"/>
8.	q3435678	view (1) Add Keyword	0 <input type="checkbox"/>
9.	tntttt	view (1) Add Keyword	0 <input type="checkbox"/>

[Delete](#)

7.1 Viewing keywords by campaign

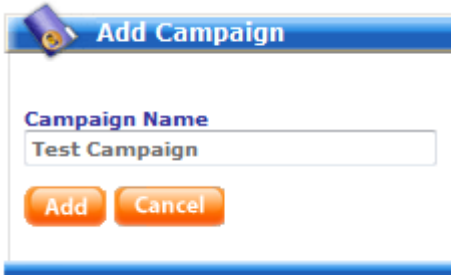
Keywords can be viewed for each campaign by clicking on **view** for the relevant campaign. This will display the **Keywords page**, but only show those Keywords associated with the selected campaign. The number next to **view** indicates the number of Keywords associated with that campaign.

7.2 Adding a campaign

Clicking on the **Add Campaign button** takes you to the screen on the left. You can select an existing number group that you'd like to add your campaign to, or set up a new campaign by clicking **Add**.

Number Groups	
	Name
1.	<input type="radio"/> 44-A 447624803809
2.	<input type="radio"/> 44-B 447781480731
3.	<input type="radio"/> 45 45609910307
4.	<input type="radio"/> 61 61458956968
5.	<input type="radio"/> IWS 27831421015400

[Add](#)



Campaign Name - Enter a Name that best describes what the campaign is about.

When you have successfully added a campaign, you will receive pop-up confirmation.

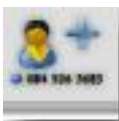
7.3 Editing a campaign

Each Campaign Name is hyperlinked on the **Campaigns page**. Clicking on the hyperlink will take you to the **Edit Campaign page**. It provides the same configurations options as the **Add Campaign page**.

7.4 Deleting a campaign

Campaigns may be deleted. Go to the **Campaigns page**, select which campaigns you wish to delete by checking the check box on the right hand side of the each listed entry, and then press the **Delete button**. If a campaign is deleted, the Keywords linked to the Campaign will be disassociated from it.

8. Subscriber lists



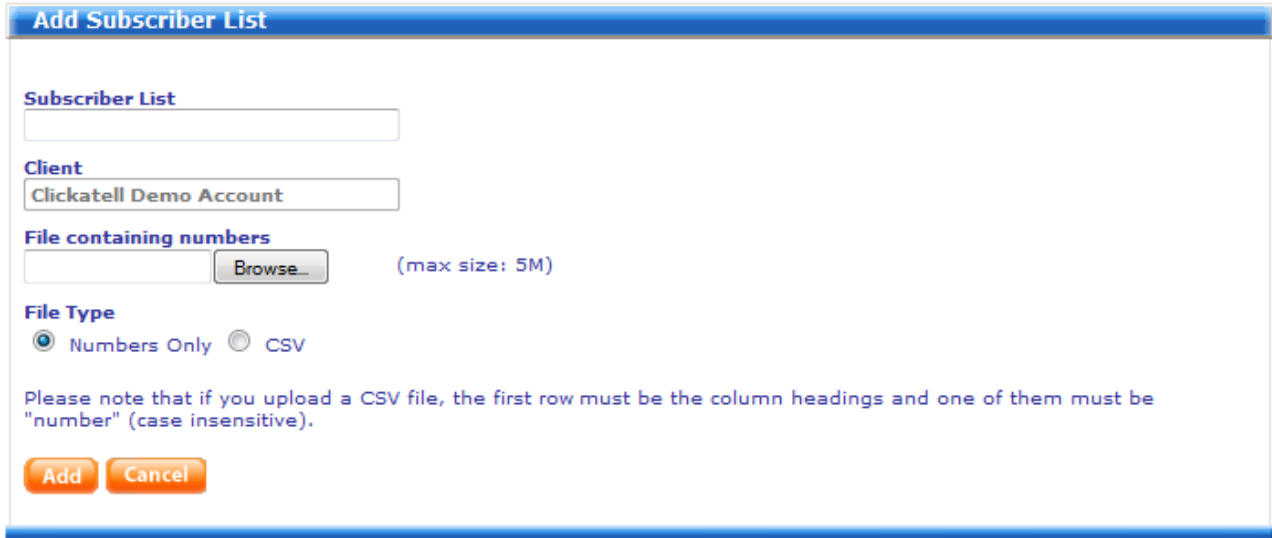
Subscriber lists are lists of mobile handset numbers. Subscriber lists are created by the importing of either text or CSV (comma separated value) files. Numbers can be added or removed from these lists through Keyword Actions. Subscriber lists can also be used to initiate messaging campaigns. This is done through the outbound bulk messaging facility. The **Subscriber Lists page** is shown below. It shows all the subscriber lists for the account/client.



	List Name	Entries	Browse	Download	
1.	Mark	0			<input type="checkbox"/>
2.	Roxy 1	11	browse	download	

8.1 Adding a subscriber list

Clicking on the **Add Subscriber List** button takes you to the screen below.



Subscriber List – This is the name by which you will refer to the subscriber list.

File Containing Numbers – You must select a file from your local drive containing either a list of numbers in a text file or a CSV File. The maximum file size is 5mb.

File Type – The type of file you will be uploading

- **Number Only** – A text file containing only numeric number in international format. For example “27821234567”.
- **CSV** – A comma separated value file. The first row must contain the column names. At least one column must be named “number” (case-insensitive). Any additional columns will be imported into the subscriber List as fields which can be edited.

8.2 Editing an entire subscriber list

You can upload a new list into an existing subscriber list. The new list can either overwrite the contents of the existing list or add to it. To do this click on the name of the subscriber list you wish to upload. Clicking on the hyperlink will take you to the **Edit Subscriber List page**. It provides the same configurations options as the **Add Campaign page** with the following addition:

Replace Numbers – When selected, ALL numbers will be deleted from the subscriber list. The subscriber List will be repopulated with the numbers found in the uploaded file.

Edit Subscriber List

Subscriber List
44-A Coverage

Client
Clickatell Demo Account

File containing numbers
 (max size: 5M)

File Type
 Numbers Only CSV

Replace Numbers

Please note that if you upload a CSV file, the first row must contain a "number" (case insensitive).

8.3 Editing individual entries in a subscriber list

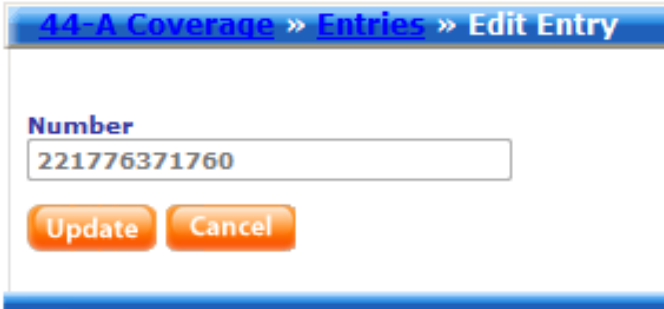
Individual entries in a subscriber List can be updated. This is done by clicking on **browse** for the appropriate list on the **Subscriber Lists page**. This will take you to a page presenting you with the numbers in the selected subscriber list. The name of the list is indicated at the top; in this case the list is named "44-A Coverage". If your list contains multiple pages, it can be browsed through the hyperlinked numbers at the top of the page underneath the name of the list.

44-A Coverage » Subscribers

Number	
1.	221776371760 <input type="checkbox"/>
2.	24105439203 <input type="checkbox"/>
3.	24106060423 <input type="checkbox"/>
4.	254722526985 <input type="checkbox"/>
5.	254733757567 <input type="checkbox"/>
6.	255784888765 <input type="checkbox"/>
7.	264811271224 <input type="checkbox"/>
8.	264812240899 <input type="checkbox"/>

8.3.1 Editing a number

Each number can be edited by clicking on the number. This will take you to the **Edit Entry page** as shown below.



Number – Each Entry has a number which should be numeric and in international format with no leading zeros.

Once you have updated the number, click on Update and you will be returned to the subscribers list. An alternative to updating individual entries is to download the entire subscriber list, edit it offline and then upload it again.

8.3.2 Deleting a number

Select which number you wish to delete by checking the check box on the right hand side of the listed entry (in the numbers section of the Subscriber List) and then press the **Delete button**. Multiple numbers can be selected at once. Numbers can also be deleted through the use of a Keyword Action.

8.3.3 Adding a number

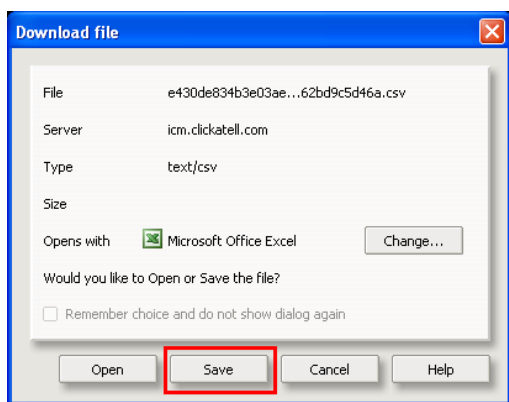
A number cannot be added to a Subscriber List manually. However, new numbers can be added through the use of a Keyword Action.

8.4 Deleting a subscriber list

Subscriber lists may be deleted. Go to the **Subscriber Lists page**, select which Subscriber list you wish to delete by checking the check box on the right hand side of the each listed entry, and then press the **Delete button**.

Note: Do NOT delete a subscriber list that has Keyword Actions associated with it. First delete the Keyword Actions.

8.5 Downloading a subscriber list



An existing subscriber list may be downloaded. This is useful for synchronising with your own data. Once the subscriber list has been downloaded and updated offline, it can be uploaded again.

- Clicking the **download** hyperlink for the required subscriber list will bring up a request to save or open the file.
- Click the **Save button**.
- Choose the location and the name of the file. The file is given a default name. Make sure you do not change the file type which is CSV (comma separated value) format.

Note: To edit the file, open it in either a text editor or in any spreadsheet application such as Microsoft Excel.

8.6 Add / Remove Entries to Subscriber List via HTTP

Use this feature to add customers' cellular or mobile phone numbers to your ICM subscriber lists or to remove numbers from the list via your website. For this purpose ICM will generate the URL which must be coded into your website to add the subscribers to or remove the subscribers from your ICM list.

Generate the URL with access code for the first time

Step 1:

Add a subscriber list (follow the instructions as described in this document, section 8.1).

You also have the option to Add/Remove cellphone numbers to a subscriber list from your website. To use this functionality, follow the rest of the instructions below:

Step 2:

At the section "Allow HTTP Access", click "Yes".

Step 3:

Click the Add/Update button.

Step 4:

Once you've clicked the "Add/Update" button, the "HTTP URL EXAMPLE" containing the access code will be generated.

Step 5:

Use this "HTTP URL EXAMPLE" on your website to update the subscriber list via HTTP. Note the required variables used in the URL.

Add / Remove Entries to Subscriber List via HTTP

Allow HTTP Access
 Yes No

Do you want to change you Access Code?

Generate New Access Code
 Yes No

Current Access Code
ak0FkytmJI

HTTP URL EXAMPLE
`http://icm.clickatell.com/scripts/sub_list.php?code=ak0FkytmJI&action=add&cell=12345678901`

Required variables for use in Subscriber List via HTTP:

+ #code#	+ (Current Access Code)
+ #action#	+ (add / remove)
+ #cell#	+ (number to add/remove to list)

- Change the access code within the URL

For security reasons, we recommend you change your Access Code to the subscriber list from time to time.

NOTE: Your old URL will become redundant and you must replace it on your website with the newly generated URL or replace the access code within the URL with the newly generated one..

Step 1:

To change your Access Code, click inside the block at “Do you want to change your Access Code?”

Step 2:

A warning message will pop-up. Once you click “OK” on the warning message pop-up, it will default to “Yes” at the “Generate New Access Code”.

Step 3:

Now you must click the “Update” button. It will generate another URL with a NEW access code which you need to replace on your website or within the URL.

NOTE: If you do not change the URL on your website or replace the access code with the newly generated access code, you will not be able to use the website functionality to update/remove entries to your subscriber list.

8.7 Sending a bulk message

Sending a message to a subscriber list can be facilitated from the **Subscriber Lists page**. This allows you to initiate an outbound campaign to your Subscribers. This could be used to inform your subscribers of new opt-in services, promotions, information etc. The Bulk Message section of the **Subscribe Lists page** is shown below.



Subscriber List – Here you select which subscriber list you wish to send the message to.

Number Group¹ – Here you select which Number Group you wish to the message to appear to have been sent from. Also known as the Sender ID.

Message – This is the content of the SMS. It may be no more than 160 Characters.

Note: you should inform the recipient of the cost of replying to the message when:

- Initiating an outbound campaign using a premium rated number
- And a reply to the message is anticipated

¹ A Number Group is normally a Shortcode. A detailed explanation of what a Number Group is, can be found in the Definitions Section

9. Reports



The Message Report Wizard allows you to draw custom reports on inbound messages received by Clickatell ICM for your account. These reports may be viewed online as well as downloaded in the form of a CSV (comma separated value) file. If no item are selected the report will display all information within the system.

Messages Report Wizard

Date From
 10 February 2009 ignore

Date To
 10 February 2009 ignore

Number Groups

- 44-A 447624803809
- 44-B 447781480731
- 45 45609910307
- 61 61458956968
- IWS 27831421015400

Campaigns

- test
- test_cwh
- New Campaign
- New Campaign
- testcampaign

Keywords

- 44-A 447624803809 -> cali
- 44-A 447624803809 -> coverage
- 44-A 447624803809 -> tee
- 44-A 447624803809 -> test
- 44-A 447624803809 -> Test5

Networks

- Unknown
- Vodacom
- MTN
- Cell C

Fields To Include *

- number from
- number to
- message
- network name
- date/time received

Message Text To Match

Include Reply Info

Date From & Date To – If you wish to report on messages received within a specific period, enter the dates here.

Campaigns – If you wish to view messages that are related to one or more campaigns, you can select them here. The report will include all the data relating to keywords and Subkeys associated with the selected campaigns.

Keywords – If you wish to view messages that contain certain Keywords you can select these Keywords here. You do not need to select Keywords if you have already selected a Campaign. Each selected Keyword will automatically include its associated Subkeys.

Networks – If you wish to only view message received from one or more networks you can select these here.

Fields to include – This lists the fields that you can include in your report. You can select as many as you like. They will be shown as columns within your report. See the section on **Report Fields** for more detail.

Message Text to match – If you wish to only view messages which contain certain text enter the required text here.

Include Reply Info – This will include additional fields related to the message that was sent in reply to the message received by Clickatell ICM.

The reply information contains the following additional fields; *message_out_text*, *message_out_text*, *date_delivered*. These are described in detail in the next section (Report Fields).

The Screenshot below shows the output of a report. The columns shown will be dependent on what fields were selected and whether the reply information was included



Messages Report (2 total)				
Download CSV				
	number_from	message_out_text	date_sent	date_delivered sent
1.	27832759916	Please indicate for which sport you would like the latest news	2005-04-11 10:47:29	1
2.	27832759916	We do not support the sport you have chosen. Please enter SPORT SOCCER OR SPORT RUGBY	2005-04-11 10:48:49	1

9.1 Report fields

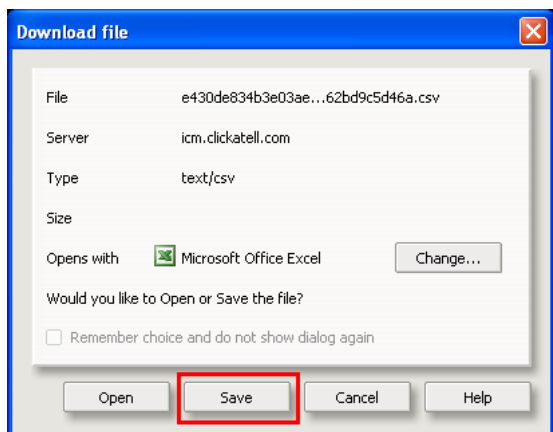
Below is a list of fields with an explanation of each one. These fields are used in the Messages Report Wizard.

Field/Column	Description
number_from	The number of the sender of the matched message in international numeric format.
number_to	The number to which the handset had sent the message. Normally a shortcode or long number that is part of a Number Group. If a long number then it will be displayed in International numeric format.
message	The contents of the matched message.
network_name	The name of the network that the sender is subscribed to. For example Vodacom.
date_received_us	Date and time the message was received by Clickatell ICM.
message_out_text	The content of the reply message.
date_sent	The date and time on which the reply message was sent.
date_delivered	The date and time on which the reply message was delivered.
sent	A value of 1 indicates that a reply message was sent to Clickatell, 0 indicates that a reply message was queued or that the message failed.

Note: the date and time format is as follows (GMT +0200):

- E.g. "21 December 2000 16:01"

9.2 Downloading reports



Generated Reports can be optionally downloaded by:

- Clicking on the **Download CSV button** available on the online report. This will bring up a request to save or open the file.
- Click the **Save button**.
- Choose the location and the name of the file. The file is given a name by default. Make sure you do not change the file type which is CSV (comma separated value) format.

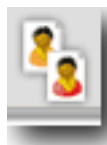
Note: To edit the file, open it in either a text editor or in any spreadsheet application such as Microsoft Excel. You can then generate your own custom graphs and reports to suit your needs. It is also useful when for choosing winners in competitions.

9.3 Bulk message reporting

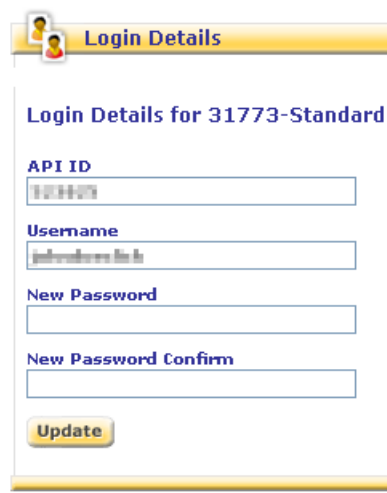
Outbound bulk message reporting is not available with Clickatell ICM. However a comprehensive set of reports is available for both outbound and inbound messaging within Clickatell Central. Here's how:

- Go to www.clickatell.com.
- At the top right hand side of the screen, choose **My Account, Clickatell Central**. This will take you to the login page. Login with your Clickatell Central Username, Client ID and Password.
- Once you have logged into Clickatell Central you will see a menu on the left of your screen.
- Clicking on the **Reports** hyperlink will display a list of Reports which you can also click.
- The *Two Way* Report will give you a report on the messages you have received (including those received by Clickatell ICM).
- The *Simple, Advanced, Summary* Reports allow you to report in as much detail as you require on all your outbound messaging (including those sent through Clickatell ICM).

10. Login details



This section allows you to edit your Clickatell account details. These details are automatically requested the first time you login. As such the **API ID** and **Username** should already be filled in. However you may need to update these details should you make changes to your Clickatell Central account, for example changing your password.



The screenshot shows a web form titled "Login Details" for account "31773-Standard". It contains four input fields: "API ID" (pre-filled with "31773-Standard"), "Username" (pre-filled with "31773-Standard"), "New Password", and "New Password Confirm". An "Update" button is located at the bottom of the form.

API ID - This is the Clickatell API ID that is used to link your Clickatell ICM account with the Clickatell Gateway. It should already have been filled in.

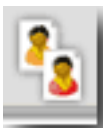
Username - This is your Clickatell Username used to log into your Clickatell Central.

Password - This is your Clickatell Account Password used to log into your Clickatell Central.

Note: If multiple short codes have been set up, you will be able to enter the API ID (auto filled in), Clickatell Username and Password for each one.

Warning: It is strongly advised that you do not attempt to change these details yourself as it can prevent Clickatell ICM from sending and receiving messages.

11. Number groups



A Number Group normally represents a single short code. *For information on why it is called a Number Group see the FAQs.* The Number Groups page lists all the short codes that have been setup on your account as shown below. This page will only be available if you have more than one Number Group. It will also then become the default landing page when you log in.

Number Groups			
	Name	Keywords	
1.	44-A 447624803809	view (7)	Add Keyword Add Campaign
2.	44-B 447781480731	view (7)	Add Keyword Add Campaign
3.	45 45609910307	view (7)	Add Keyword Add Campaign
4.	61 61458956968	view (6)	Add Keyword Add Campaign
5.	IWS 27831421015400	view (4)	Add Keyword Add Campaign

11.1 Viewing keywords by number group

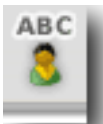
Keywords can be viewed for each Number Group by clicking on **view** for the relevant Number Group. This will display the **Keywords page**, but only show those Keywords associated with the selected Number Group. The number next to **view** indicates the number of Keywords associated with that Number Group.

11.2 Naming conventions

There is a standard Naming convention for Number Groups to make it easier to recognise:

- **Dedicated short code:** short code – Price Rate. For example “31773 – R1”
- **Shared short code:** short code: Keyword – Price Rate. For example “31773:BMW – R1”

12. Keywords



Keywords are at the heart of Clickatell ICM. A Keyword represents the first word (after white spaces and non-alphanumeric characters have been removed) in the text of a message and is case-insensitive. They act as triggers to enable actions to be taken on inbound messages. Each Keyword is associated with a Single Number Group (short code) and can optionally be linked to a campaign. The **Keywords page** lists all the Keywords that have been setup.

	Keyword	Number Group	Campaign	Subkeys	Msgs	Catchall	Active
1	coverage	44-B 447781480731	test_cwh	view (0)	16		<input type="checkbox"/> on
2	Test23	44-B 447781480731	Link to campaign	view (0)	0		<input type="checkbox"/> on
3	test555	44-B 447781480731	test	view (0)	0		<input type="checkbox"/> on
4	Tester	44-B 447781480731	test_cwh	view (0)	0		<input type="checkbox"/> on
5	ttttttt	44-B 447781480731	ttttttt	view (0)	0		<input type="checkbox"/> on
6	unmatched	44-B 447781480731	Link to campaign	view (0)	5	<input checked="" type="checkbox"/>	<input type="checkbox"/> on
7	uuuuuuuuuuuuuu	44-B 447781480731	Link to campaign	view (0)	0		<input type="checkbox"/> on
8	coverage	IWS 27831421015400	Link to campaign	view (0)	9		<input type="checkbox"/> on
9	Tester34	IWS 27831421015400	Link to campaign	view (0)	0		<input type="checkbox"/> on
10	unmatched	IWS 27831421015400	Link to campaign	view (0)	23	<input checked="" type="checkbox"/>	<input type="checkbox"/> on
11	Word	IWS 27831421015400	Link to campaign	view (0)	0		<input type="checkbox"/> on
12	coverage	45 45609910307	New Campaign	view (0)	9		<input type="checkbox"/> on

12.1 Unmatched messages – selecting a catchall keyword

The “unmatched” keyword (outlined in red) is automatically created by the system. Any message received on a specific short code that cannot be matched to any of the existing Keywords will be processed as if it was matched to this Keyword. This is known as the Catchall Keyword. This Keyword may be deleted and/or another Keyword assigned as the Catchall. The Catchall Keyword is indicated by the symbol in the Catchall Column. It is useful for informing a mobile user that he has sent an incorrect Keyword into the system.

Note: Shared short codes cannot have a Catchall Keyword. However they can have a Catchall Subkey for their assigned Keyword.

12.2 Activating and deactivating keywords

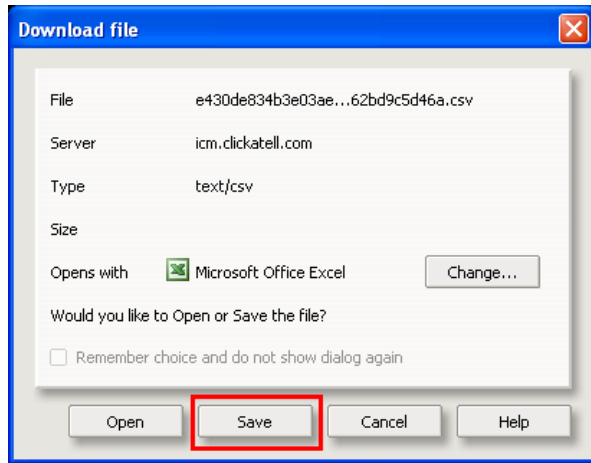
Keywords may be activated or deactivated. Messages are not checked for deactivated keywords and as such no Actions undertaken. Select the Keyword by checking the check box on the right hand side of the listed entry and then press either the **Activate button** or the **Deactivate button**. Alternatively you can press the on or off buttons located next to the checkbox.

12.3 Downloading messages matched to a keyword

Matched messages can be downloaded for each Keyword. Note that it will not include messages received on the selected Keyword's Subkeys. You will find the following fields in the CSV file:

Field/Column	Description
number_from	The number of the sender of the matched message in international numeric format.
number_to	The number to which the handset sent the message. Normally a shortcode or long number that is part of a Number Group. If a long number then it will be displayed in International numeric format.
message	The contents of the matched message.
network_name	The name of the network that the sender is on. For example: Vodacom.
date_received	The date and time that the message was received on. dd/mm/yy hh:mm, GMT +0200.

Click on a record under the **Msgs Column** in the **Keywords page**. This will bring up a request to save or open the file.

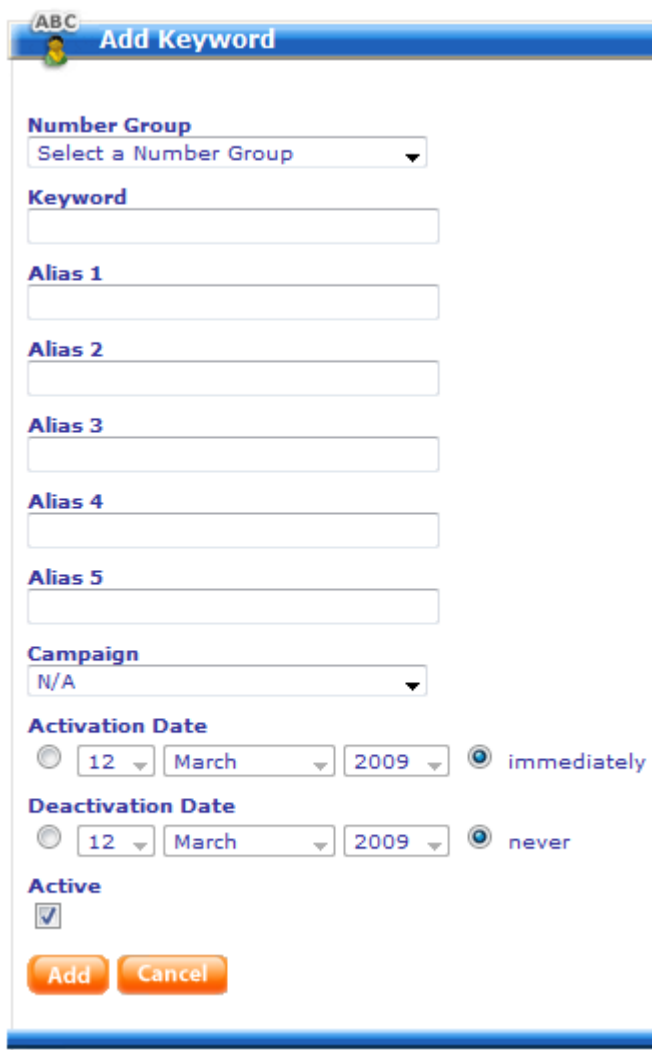


- Click the **Save** button.
- Choose the location and the name of the file. The file is given a default name. Make sure you do not change the file type which is CSV (comma separated value) format.

Note: To edit the file open it in either a text editor or in any spreadsheet application such as Microsoft Excel.

12.4 Adding a keyword

Clicking on the **Add Keyword** button takes you to the screen below



The screenshot shows a web form titled "Add Keyword". At the top left, there is a small "ABC" icon and a yellow person icon. The form contains the following elements:

- Number Group:** A dropdown menu with the text "Select a Number Group".
- Keyword:** A text input field.
- Alias 1:** A text input field.
- Alias 2:** A text input field.
- Alias 3:** A text input field.
- Alias 4:** A text input field.
- Alias 5:** A text input field.
- Campaign:** A dropdown menu with "N/A" selected.
- Activation Date:** Three dropdown menus for month (12), day (March), and year (2009), followed by a radio button labeled "immediately".
- Deactivation Date:** Three dropdown menus for month (12), day (March), and year (2009), followed by a radio button labeled "never".
- Active:** A checked checkbox.
- Buttons:** Two orange buttons labeled "Add" and "Cancel".

Number Group – This is the short code that you will link the Keyword to. If you have more than one Number Group setup on your account then a drop down list will be displayed.

Keyword – This is the first word in a received message that will be looked for.

Alias 1 to 5 – These are also Keywords but will be seen by the system as being as the same as the main Keyword. Aliases are useful to cater for spelling mistakes. For example if the keyword was "Soccer" you could add the aliases "Soccar" and "Soccur".

Campaign – This is the name of the Campaign that you wish to link the Keyword to for editing and reporting. This is optional.

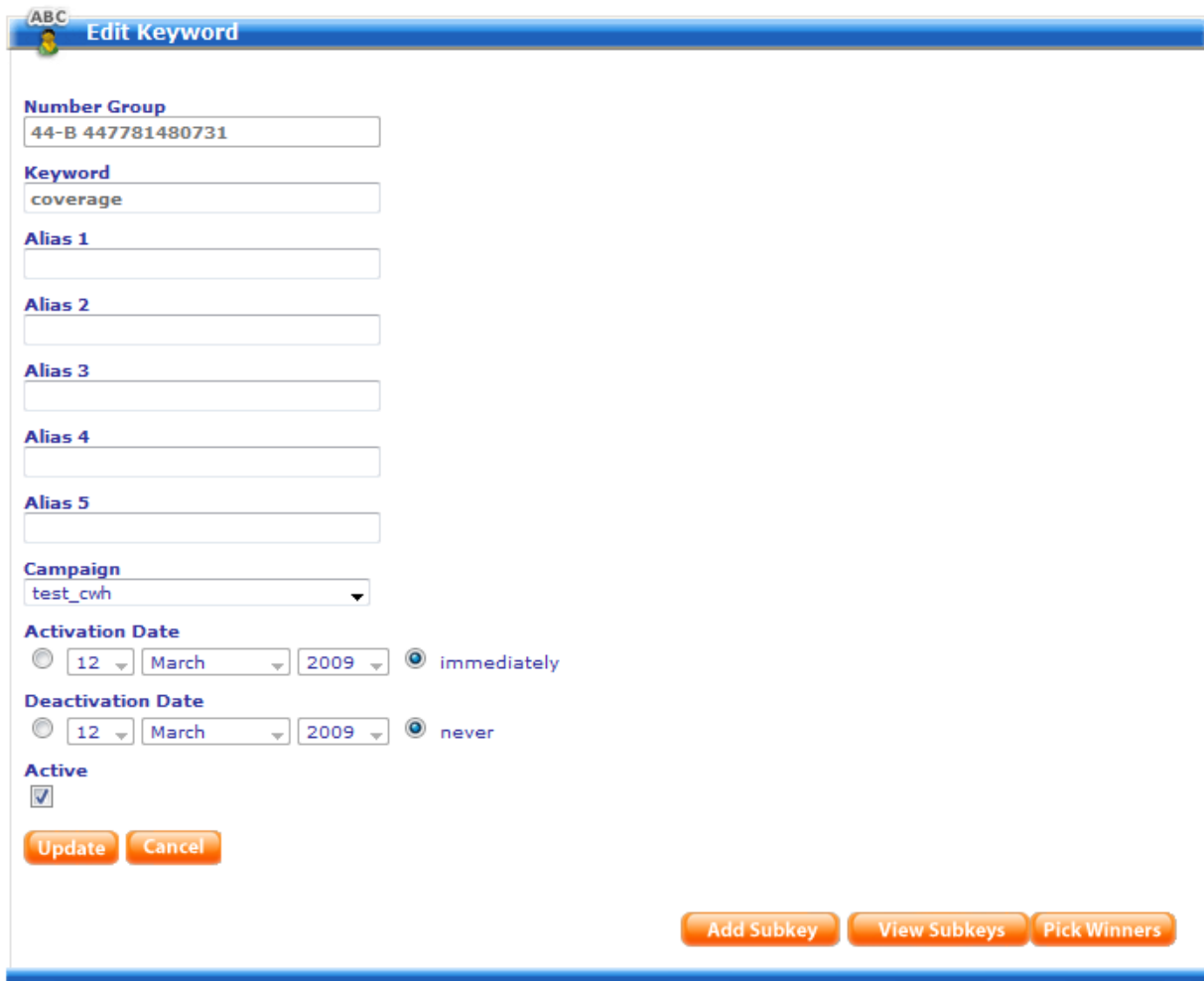
Activation Date – This is the date on which you want the Keyword to be active. When active all actions associated with the keyword will run. You can alternatively set it to run immediately by selecting the **immediately radio box** option.

Deactivation Date – This is the date on which you want the keyword to be deactivated. You can alternatively set it to never deactivate by selecting the **never radio button** option.

Active – You can override the activation date by checking the active box. If an Activation Date is set and the Keyword is also set to active then Activation Date will no longer be applicable.

12.5 Editing a keyword

Each Keyword name is hyperlinked on the **Keywords page**. Clicking on the hyperlink will take you to the **Edit Keyword page**. In addition to the configurations options available in the **Add Keyword page**, it also offers the ability to **Pick Winners**, add **Actions** to the Keyword and view **Statistics**. These are detailed separately under their respective headings.



The screenshot shows the 'Edit Keyword' form with the following fields and options:

- Number Group:** 44-B 447781480731
- Keyword:** coverage
- Alias 1:** (empty)
- Alias 2:** (empty)
- Alias 3:** (empty)
- Alias 4:** (empty)
- Alias 5:** (empty)
- Campaign:** test_cvh
- Activation Date:** 12 / March / 2009, with the **immediately** radio button selected.
- Deactivation Date:** 12 / March / 2009, with the **never** radio button selected.
- Active:**
- Buttons:** Update, Cancel, Add Subkey, View Subkeys, Pick Winners

ABC Actions

Type	Preview	
1. Text Reply	Clickatell: Your network has number type 44-B coverage.	<input type="checkbox"/>
2. Add to Subscriber List	44-B Coverage	<input type="checkbox"/>

[Add Action](#) [Delete](#)

Statistics

Messages for this keyword: [16](#)

	Unknown	Total
May 2008	1	1
October 2008	15	15

Keywords may also be edited through the **Campaign Page** by clicking on **view** in the Keywords column for the campaign in question. The number next to **view** represents the number of Keywords associated with the campaign (highlighted in red).

Clicking on this link will display the list of Keywords linked to this campaign as shown below. Note how the name of the campaign is shown. This is highlighted in red.

Campaigns

[Add Campaign](#)

Campaign Name	Keywords	Msgs
1. test	view (5)	23 <input type="checkbox"/>

[Add Keyword](#)

ABC test » Keywords

[Add Keyword](#)

Keyword	Number Group	Subkeys	Msgs	Catchall	Active
1. test555	44-B 447781480731	view (0)	0	<input type="checkbox"/>	<input type="checkbox"/>
2. coverage	44-A 447624803809	view (0)	10	<input type="checkbox"/>	<input type="checkbox"/>
3. Test5	44-A 447624803809	view (0)	0	<input type="checkbox"/>	<input type="checkbox"/>
4. Tester	44-A 447624803809	view (0)	0	<input type="checkbox"/>	<input type="checkbox"/>
5. coverage	61 61458956968	view (0)	13	<input type="checkbox"/>	<input type="checkbox"/>

[Activate](#) [Deactivate](#) [Delete](#)

Clicking on any of the Keywords will take you to the **Edit Keyword page**.

12.6 Deleting a keyword

Select which Keyword you wish to delete by checking the check box on the right hand side of the listed entry in the **Keywords page** and then press the **Delete button**. Multiple Keywords can be selected at once.

Please note the following:

- Keywords cannot be deleted if the Keyword already has matched messages.
- Keywords cannot be deleted if the Keyword contains Subkeys which have matched messages.
- If a keyword contains Subkeys that do not have matched messages, then the Subkeys will automatically be deleted when the Keyword is deleted.

12.7 Picking a winner

Clickatell ICM can pick one or more random numbers from a list of matched messages for a selected Keyword. Select the applicable Keyword from the **Keywords page** by clicking on Keyword name. This will take you to the **Edit Keyword Page**. Next click the **Pick Winners button**.

Start Date – Select the Start Date for the period from which you want to pick the winners.

End Date – Select the End Date for the period from which you want to pick the winner.

Amount of Winners – Select the number of winners you wish to pick.

Pressing the **Calculate button** will display the mobile number/s of the winner/s chosen between the **Start Date** and **End Date** for the Keyword selected; in this case “SPORT”.

12.8 Statistics

Clickatell ICM displays monthly statistics for each Keyword. Select the applicable Keyword from the **Keywords page** by clicking on Keyword name. This will take you to the **Edit Keyword page**. The Statistics section can be found at the bottom of this page as shown below.

	MTN	Total
April 2005	1	1

The Statistics give you a break-down of messages matching the chosen Keyword and indicates how many messages have been received from each Network. This is important when calculating revenues.

12.9 Viewing keywords by number group or campaign

To only display Keywords for a specific short code please review the **Number Groups** section. To only display Keywords for a specific campaign please review the **Campaigns** section.

13. Subkeys

Subkeys are also Keywords. However a Subkey represents the second word in a text message (after white spaces and non-alphanumeric characters have been removed). For example if the text of a message received was "SPORT SOCCER" then the Subkey would be "SOCCER". Each Keyword can have one or more Subkeys (or none).


In order to view Subkeys first for go to the **Keywords page**. The number of Keywords associated with each Keyword is indicated under the **Subkeys Column** (boxed with a red line).

Keyword	Number Group	Campaign	Subkeys	Msgs	Catchall	Active
1 coverage	44-B 447781480731	test_cwh	view (0)	16		<input type="checkbox"/> on
2 Test23	44-B 447781480731	Test	view (0)	0		<input type="checkbox"/> on



Clicking on a record under the **Subkeys Column** will take you to a **Subkeys page**. It will display the Subkeys for selected Keyword as shown below. The name of the page shows which Keyword the listed Subkeys belong to.

Keyword	Campaign	Msgs	Catchall	Active
1 coverage	test_cwh	0		<input type="checkbox"/> on

13.1 Unmatched messages – selecting a catchall subkey

Any matched message for a specific Keyword that cannot be matched to any of the existing Subkeys associated with it will be processed as if it was matched to this Subkey. This is known as the Catchall Subkey. This Subkey may be deleted and/or another Subkey assigned as the Catchall. The Catchall Subkey is indicated by the  symbol in the Catchall Column. It is useful for informing a mobile user that he has sent an incorrect Subkey into the system.

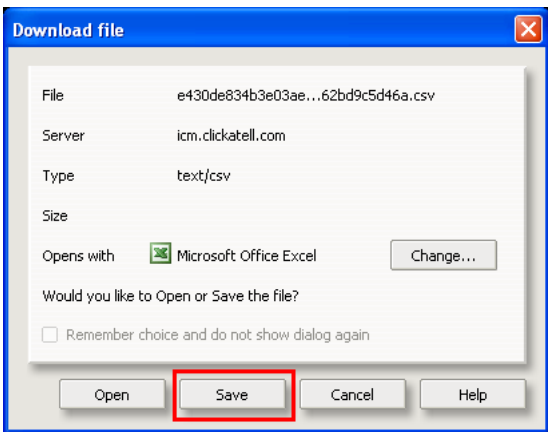
13.2 Activating and deactivating a subkey

Subkeys may be activated or deactivated. Messages are not checked for deactivated Subkeys and as such no actions undertaken. Select the Subkey by checking the check box on the right hand side of the listed entry on the **Subkeys page** and then press either the **Activate button** or the **Deactivate button**. Alternatively you can press the  or  buttons located next to the checkbox.

13.3 Downloading messages matched to a subkey

Matched messages can be downloaded for each Subkey. You will find the following fields in the CSV file:

Field/Column	Description
number_from	The number of the sender of the matched message in international numeric format.
number_to	The number to which the handset sent the message. Normally a short code or long number that is part of a Number Group. If a long number then it will be displayed in international numeric format.
message	The contents of the matched message.
network_name	The name of the network that the sender is on. For example: Vodacom.
date_received	The date and time that the message was received on. <i>dd/mm/yy hh:mm, GMT +0200.</i>



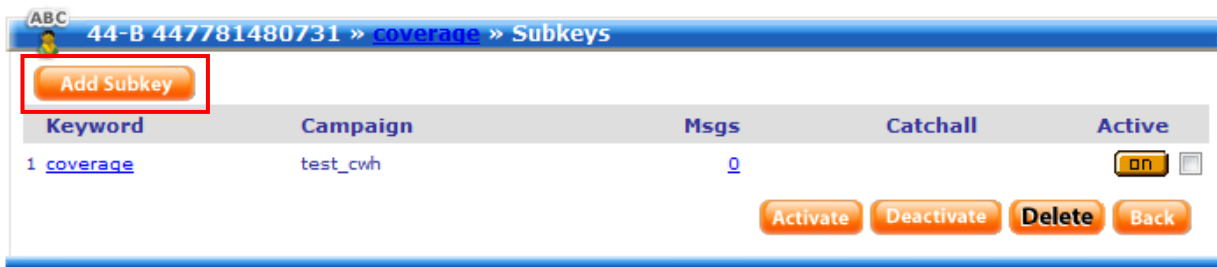
Click on a record under the **Msgs Column** in the **Subkeys page**. This will bring up a request to save or open the file.

- Click the **Save button**.
- Choose the location and the name of the file. The file is given a default name. Make sure you do not change the file type which is CSV (comma separated value) format.

Note: To edit the file open it in either a text editor or in any spreadsheet application such as Microsoft Excel.

13.4 Adding a subkey

To add a Subkey, click the **Add Subkey button** on the **Subkeys page** for the selected Keyword. This will take you to the **Add Subkey page**. This page is identical to the **Add Keyword page** but includes a field that show the Parent Keyword. This field cannot be edited. For help on this page, please review the section on Adding a Keyword.



13.5 Editing a subkey

Each Subkey name is hyperlinked on the **Subkeys page**. Clicking on the hyperlink will take you to the **Edit Subkeys page** which is identical to the **Add Subkey page** with the following additions; the ability to **Pick Winners**, add **Actions** to the Keyword and view **Statistics**. These are detailed separately under their respective headings.

13.6 Deleting a subkey

Select which Subkey you wish to delete by checking the check box on the right hand side of the listed entry in the **Subkeys page** and then press the **Delete button**. Multiple Subkeys can be selected at once.

Note: A Subkey cannot be deleted if there are matched messages for it.

14. Actions

Actions are tasks to be undertaken when a Keyword or Subkey is matched to a received message. More than one action can be associated with one Keyword or Subkey. The information in this section applies to both Keywords and Subkeys. Select the applicable Keyword from the **Keywords page** by clicking on Keyword name. This will take you to the **Edit Keyword page**. The Actions section can be found towards the bottom of this page as shown below.



14.1 Adding an action

To add an Action to a Keyword, click the **Add Action button**. This will take you to the **Add Action page**.

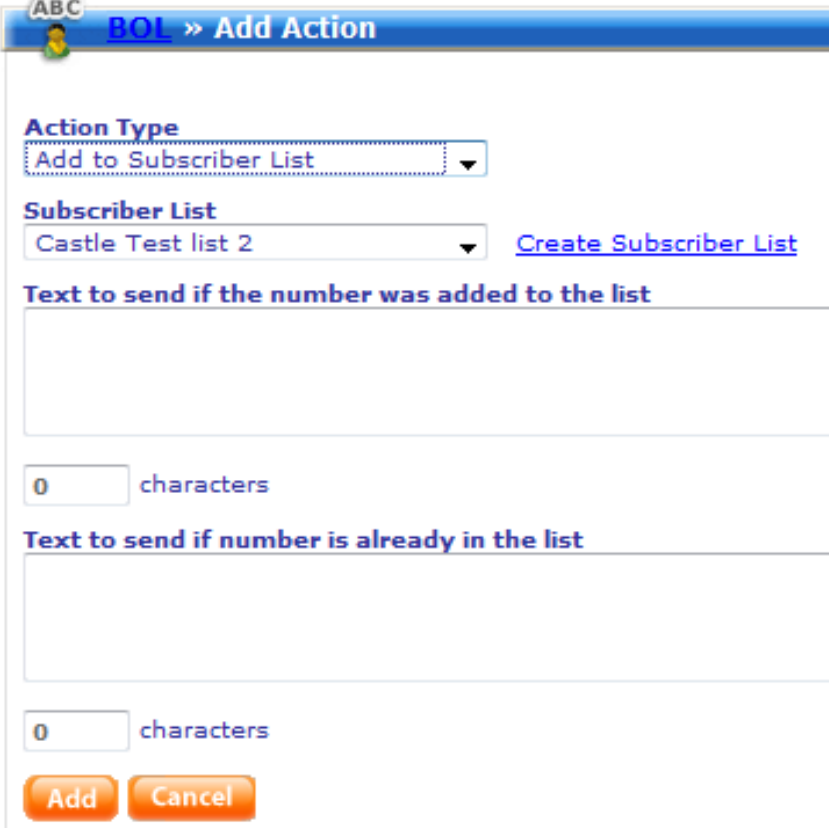


The name of the Keyword for which you are creating an action is indicated at the top as shown on the left. You can also click on it to go back to **Edit Keyword page** for this Keyword.

The page changes dynamically depending on the Action Type you choose. In other words, the fields displayed will change depending on what Action Type you choose. You may add more than one Action per Keyword. Actions will only be performed on messages that have been matched to the selected Keyword. The following actions may be associated with any Keyword.

14.1.1 Add to subscriber list

The **Add to Subscriber List** Action Type allows you to add the mobile number to an existing subscriber list.



ABC BOL >> Add Action

Action Type
Add to Subscriber List

Subscriber List
Castle Test list 2 [Create Subscriber List](#)

Text to send if the number was added to the list

0 characters

Text to send if number is already in the list

0 characters

Add Cancel

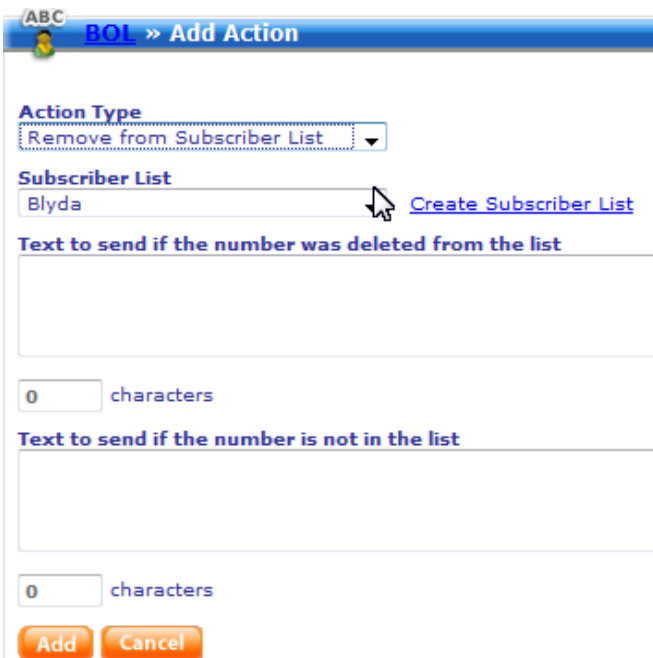
Subscriber List – Pick the subscriber list you wish to add the number to.

Text to send if the number was added to the list – Enter the text of the message that will be sent to the subscriber once they have been added. If left blank, no message will be sent. The message may be a maximum of 160 characters.

Text to send if the number is already in the List – If the number for the matched message is already in the selected subscriber list, then this message will be sent to the number. The message may be a maximum of 160 characters.

14.1.2 Remove from subscriber list

The **Remove from Subscriber List** Action Type allows you to remove the mobile number from an existing Subscriber list.



ABC BOL >> Add Action

Action Type
Remove from Subscriber List

Subscriber List
Blyda [Create Subscriber List](#)

Text to send if the number was deleted from the list

0 characters

Text to send if the number is not in the list

0 characters

Add **Cancel**

Subscriber List – Pick the subscriber list you wish to remove the number from.

Reply text – Enter the text of the message that will be sent to the subscriber if their number was found and removed from the list. If left blank, no message will be sent. The message may be a maximum of 160 characters

Text to send if the number is not in the list – If the number for the matched message is not in the selected subscriber list, then this message will be sent to the number. The message may be a maximum of 160 characters

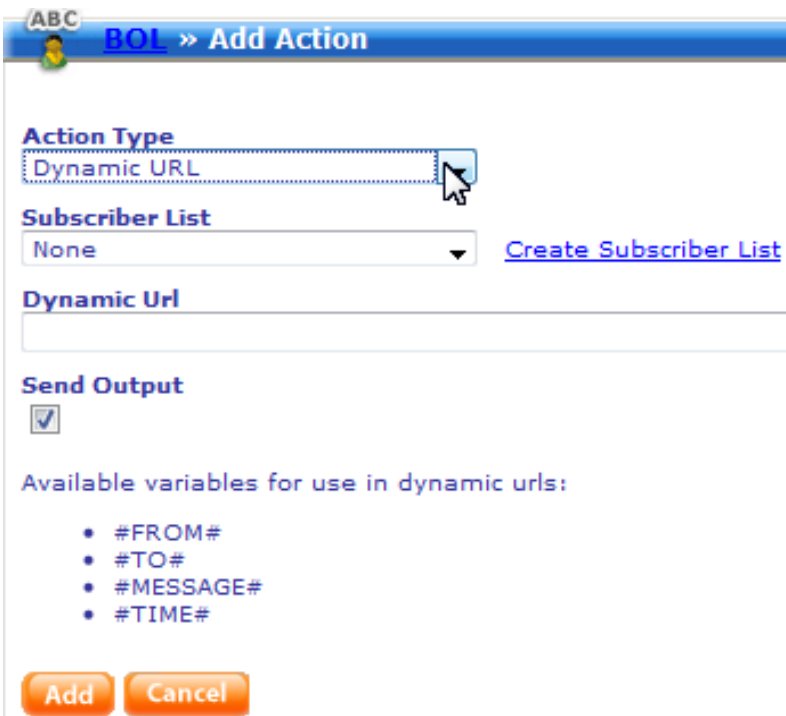
Click the **Add button** to add the Action. The system will inform you if the addition was successful.

14.1.3 Dynamic URL

The **Dynamic URL** Action Type is the most powerful Action Type. It allows you to extend Clickatell ICM to suit your own needs. A URL is the same as an address of a webpage.

E.g. <http://www.clickatell.com/products/shortcode.php>.

Clickatell ICM can post information to URL about a received message such the **number**, the **message**, **time** etc. When this is received by a server, various processing can be actioned. In addition, the output can be then returned to Clickatell ICM, which will send this output as a message to the handset (if required).



ABC BOL >> Add Action

Action Type
Dynamic URL

Subscriber List
None [Create Subscriber List](#)

Dynamic Url

Send Output

Available variables for use in dynamic urls:

- #FROM#
- #TO#
- #MESSAGE#
- #TIME#

Subscriber List – If a subscriber list is chosen, then this Action will only take place if the number is specified within it.

Click Add – you will be returned to the **Edit Keyword** page. Scroll down to **Actions** and select **Dynamic URL** as your action type to add attributes to it.

Dynamic URL – Enter the URL to which the selected variables will be posted. The URL will be parsed for these variables, and the actual values will replace them when calling the URL.

Send Output – When checked, Clickatell ICM will send a message back to the client containing the output of the URL. If unchecked, no message will be sent.

- #FROM#** - The handset number that the message was sent by.
- #TO#** - The number that message was sent to; normally a shortcode.
- #MESSAGE#** - The matching message received.
- #TIME#** - The time at which the message was received.

Example: You want to offer a service that provides the telephone numbers of any given person; a mobile white pages. You have a database of names and numbers for the whole of South Africa. Using Clickatell ICM you setup a Keyword called "FINDNUMBERS" and then add a Dynamic URL Action to the Keyword "FINDNUMBERS" such as:

`http://www.mysite.com/findnumbers.asp?From=#FROM#&Message=#MESSAGE#`

A mobile user sends in a message

`"FINDNUMBERS JOHN DOE"`.

Clickatell ICM matches the Keyword and then sends the message onto your system using the URL entered and replaces the variables with the actual values. It also URL encodes the link so that it look like:

`http://www.mysite.com/findnumbers.asp?From=27841234567&Message=FINDNUMBERS%20JOHN%20DOE`

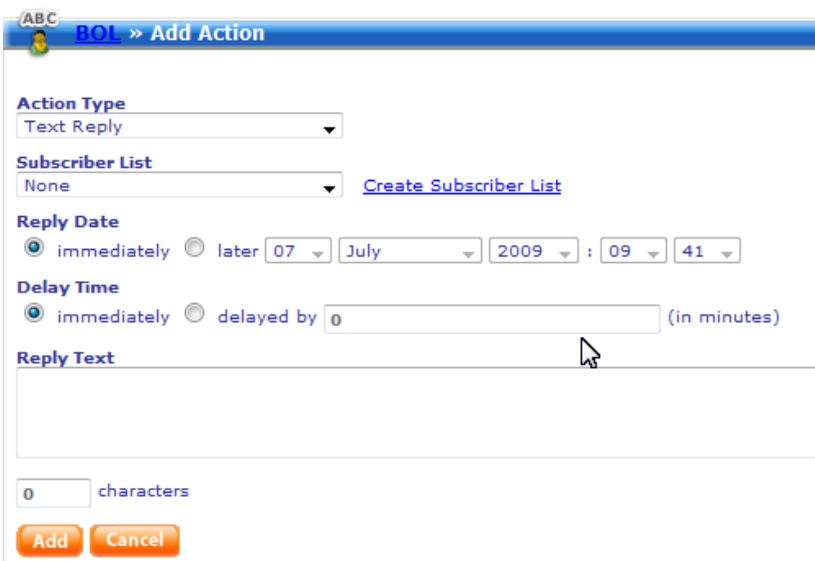
Clickatell ICM then requests this "webpage". When your system receives this request, it reads the URL above and extracts "JOHN DOE" from the message. It then matches this person to one or more persons in your database and returns the associated telephone numbers to Clickatell ICM as text output (in effect a webpage):

"The following numbers are on record: 27821232457, 27214191234"

Clickatell ICM sends this text as an SMS to the mobile user.

14.1.4 Text reply

The **Text Reply** Action Type allows you to add send a text reply to a matched message.



The screenshot shows the 'Add Action' configuration interface. At the top, there is a blue header with 'ABC' and 'BOI >> Add Action'. Below this, the 'Action Type' is set to 'Text Reply'. The 'Subscriber List' is set to 'None', with a link to 'Create Subscriber List'. The 'Reply Date' is configured with radio buttons for 'immediately' (selected) and 'later', followed by dropdown menus for '07', 'July', '2009', ': 09', and '41'. The 'Delay Time' is set to 'immediately' (selected) and 'delayed by' with a text input field containing '0' and '(in minutes)'. The 'Reply Text' field is a large empty text area. At the bottom left, there is a character count '0 characters'. At the bottom, there are 'Add' and 'Cancel' buttons.

Subscriber List – If a subscriber list is chosen then this Action will only take place if the number is within it.

Reply Date – This is the date and time at which you want the reply to be sent. Alternatively you can have the message sent immediately.

Delay Time – This allows you to delay your text reply by a specific amount of time in minutes, instead of using the “Reply Date” function.

Reply Text – This is the message that will be sent to the mobile user. The message may be a maximum of 160 characters.

14.2 Editing an action

Each Action is hyperlinked in the Action section of the **Edit Keywords page**. Clicking on the hyperlink will take you to the **Edit Action page** which is identical to the **Add Action page**.

14.3 Deleting an action

Select which Action you wish to delete by checking the check box on the right hand side of the listed entry in the Action section of the **Keywords page** and then press the **Delete button**. Multiple Actions can be selected at once.

15. FAQs

Can I use a shared short code with Clickatell ICM?

Clickatell ICM supports Clickatell Shared short codes (where available). However you will only be able to add Subkeys to your assigned Keyword. Contact Clickatell for a list of Shared short codes and available price bands and regions.

What numbers does Clickatell ICM support?

Clickatell supports all Clickatell Two-Way (MO) numbers including short codes and Shared short codes. Clickatell provides Two-Way Messaging in over 100 countries.

Can I use Clickatell ICM with my existing systems?

Clickatell ICM has the ability to “fetch” and pass messages to and from external systems. This makes it both scalable and flexible to meet your changing needs.

Can Clickatell ICM handle more than one two-way number/short code per client?

Yes. It can also handle a combination of dedicated and shared short codes.

Where do I buy credits?

All payments are made within Clickatell Central. This can be accessed by logging into www.clickatell.com

Why is it called number groups and not short codes?

In some regions long numbers are required to link each Network operator to your short code. These long numbers and the short code form a “Number Group”. When a message is sent from Clickatell ICM the Sender ID will be a long number and not the short code. The long number will be dependent on what network the message was being sent to. This enables the message to be replied to. Not all regions require these long numbers.

16. Definitions

Keyword

A Keyword represents the first word in the text of a message and is case-insensitive. It only includes alphanumeric characters. In the other words, it does not include characters such as “,.’#@” etc. For example if the text of a message received was “#SPORT# SOCCER” then the keyword would be “SPORT”.

Subkeys

A Subkey is also a Keyword. However it represents the second word in the text of a message. For example if the text of a message received was “SPORT SOCCER”, then the Subkey would be “SOCCER”.

Client

A Client of Clickatell ICM can also be thought of as an account. Each client can have multiple users with different access rights.

Campaign

A campaign is a grouping of Keywords and Subkeys. It is used for reporting and editing purposes.

Number group

Normally a Number Group is a single *Two-Way Number* such as a *Long number* of 11 or more digits or *shortcode* of +/-5 digits. However, in some countries a single shortcode must have a different long number associated with each network. For example in South Africa the shortcode 31773 would require the following numbers to enable Two-Way messaging.

1. 31773- The actual shortcode. Any Network User who sends a message to this number will be billed (If premium rated). However, messages cannot be sent from this number.
2. 27820048090 – The number that enables Vodacom mobile users to reply to a message and be billed at a premium rate.
3. 27839210013 - The number that enables MTN mobile users to reply to a message and be billed at a premium rate.
4. 27840031773 - The number that enables Cell C mobile users to reply to a message and be billed at a premium rate.

Two-way number

A number that allows you to received messages sent from a mobile handset via the Clickatell Gateway. It is also known as a MO (Mobile Originated) Number.

Short code

A short number of about 5 or 6 digits which is common across all the networks for a specific region or country.

Long number

A long number is a number of 11 or more digits that can be used to received inbound messages from select networks across multiple countries.

User

A User is someone who logs into Clickatell ICM. A single Client (account) can have multiple users.

Matched message

A message that contains a Keyword or Subkey that matches the Selected Keyword and/or Subkey.

Sender ID

The number that the message appears to come from.

17. User support

17.1 User support options

Clickatell ICM is supported via e-mail and through a 24 x 7 Support Centre. Please provide the following information if you encounter a problem:

1. Your web browser, what version it is and whether JavaScript and cookies are enabled.
2. What type of internet connection you are using. For example dial-up, ADSL etc.
3. Whether you are behind a firewall and if so what type and settings are configured.
4. A concise description of the problem and exactly what you did to get it to happen. If you can get it to repeat at will, please give us every step from beginning until the end that will help us replicate your problem. Explain it so we can re-create it, and we'll do our best to find out what causes it and get back to you with a possible solution.

Important: Please don't e-mail large items unless we request them. When sending please use a standard Zip format compression utility.

We welcome your suggestions and comments. E-mail ideas for new features, improvements, or other subjects to support@clickatell.com.

18. Contact details

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