

Alaris Campaign Portal

Release notes

version 1.6.0

Copyright © 2005 - 2025 Alarislabs Pte Ltd.
All rights reserved.

The information contained in this document is the property of Alarislabs Pte Ltd. No part of this publication may be reproduced or copied in any form or by any means - graphic, electronic or mechanical including photocopying, recording, taping, or any other information storage and retrieval System - without written consent of Alarislabs Pte Ltd. No third party, organization or individual, is authorized to grant such permission.

The information provided in these Release Notes is for general information purposes only. While we strive to ensure accuracy and completeness, the contents may not reflect the most current updates or include all recent changes. Features, fixes, and improvements are subject to modification without notice. For the most up-to-date and comprehensive information, please contact the Alaris technical support team.

1 New functionality

MO messages

Processing of incoming MO messages has been added. It serves to handle incoming messages from clients, analyze them and manage automatic responses.

This functionality will reduce the response time to client requests, improve the quality of service, increase the communication efficiency and optimize interaction with clients.

To enable the MO messages functionality, the System owner must enable this function when creating or editing a partner.

A Campaign Portal user can:

- Create, edit and delete auto-response templates to MO messages in the *Templates > Reply Templates* interface.
- Customize key phrases for auto unsubscribe and campaign subscriptions when configuring auto reply templates.
- Enable or disable auto-replies at the campaign creation stage.

The System performs the following after it receives an MO message:

- Creates EDRs with the MO type
- Searches for key phrases and sends a suitable response template
- Creates EDRs with the MT type for auto-response
- When unsubscribing, blocks the Sender ID for the contact
- When subscribing, unblocks the Sender ID for the contact

The following interfaces have been enhanced to enable the new functionality:

- **Partners:** the *MO Messages* checkbox has been added to the *Options* tab to enable the MO feature for the partner.
 - **Users & Roles:** the *View/Edit Templates* permissions have been extended to work with auto-responses. With the *MO Messages* feature enabled, the user will be able to create auto-response templates for MO messages.
 - **Dashboard:** the following charts have been added: *Total MO Messages by Channel* and *Total MO Messages by Sender ID*.
 - **Templates:** the interface now consists of two tabs:
 - **Campaign Templates:** standard templates for sending campaigns.
 - **Reply Templates:** templates for automatic responses to MO messages. The tab will only be available if the *MO Messages* checkbox is enabled.
 - **Campaign Wizard n Campaign From File:** the checkbox *Send Reply Templates* has been added to enable sending auto-reply templates to MO messages. It is available only when the *MO Messages* checkbox is enabled.
 - **Finance:** the new operation type *Reply to MO* has been added. It shows the write-off when sending auto-replies to MO messages. All replies from one partner for the day will be grouped into one transaction.
-

- **Contacts:**
 - When adding contacts manually, importing them or attempting to add them to *StopList*, the user can now specify the *Blocked Sender IDs* list. Sending MT messages to these Sender IDs will be blocked. In this case, outgoing message sending (MT) will be blocked for the specified Sender IDs, while sending from other Sender IDs will remain available.
 - The groups specified in the auto-response templates for MO messages cannot be deleted.
 - A contact can be included in a group or displayed in the *StopList* tab if it has at least one blocked Sender ID.
 - The *StopList* tab now contains a list of contacts that have at least one blocked Sender ID, sending messages to which is prohibited. When selecting *the Remove from StopList* action, it is necessary to specify the list of Sender IDs to which sending will be unblocked.
 - Previously blocked contacts that are displayed in the *StopList* tab will automatically be blocked by all available Sender IDs.
- **Statistics:**
 - The following new columns have been added:
 - **Edr Type:** EDR type (MT or MO).
 - **Dialogue id:** a unique identifier that links MT and MO messages. It is generated by the System when sending an MT message and is used to link MT and MO messages so that the System can track the entire dialog with the client. If the partner has the MO feature enabled but the *Send Reply Templates* checkbox is deselected, no *Dialogue Id* is assigned.
 - The following column names have been changed:
 - **SenderNumber** (former *Sender ID*): the sender number from the MO.
 - **Recipient** (former *Destination Number*): the recipient number.
 - The client response is displayed in the *Text* column.

Form Customization

The *Form Customization* interface has been added that allows the System owner or Resellers to create, edit and delete custom fields for System entities.

This feature expands data handling capabilities and allows end users to fill in additional fields when interacting with the System.

In the current version, the following custom forms are available:

- User registration form
- Sender ID request form

To allow access to the interface, enable the new *Manage Form Customization* permission in the *Users&Roles* interface.

How it works:

The System owner or Reseller creates customizable fields for available entities:

- Custom fields created by a higher-level partner are displayed to all lower-level partners as System fields and cannot be edited by them.
-

New functionality

- Lower-level partners can create their own custom fields, which in turn become System fields for their child partners.
- The end user sees all the custom fields created within the partner chain.

When creating a new field, the System checks if the name is unique and matches the data type. After successful validation the parameter is saved and becomes available in the associated form.

The following interfaces have been enhanced to enable the new functionality:

- **Account Settings and Users & Roles:**
 - If the registration form was customized, the data entered by the user is displayed in these sections.
 - For users that previously registered on their own or by an administrator, the custom fields will also be visible, but will remain unfilled. When editing the form, the System will require mandatory fields to be filled in.
 - In *Users & Roles*, customizable fields are only visible to users with the *Campaign User* role.
- **Sender IDs:**
 - In case a Sender ID request form was customized for a legal entity: when opening a new Sender ID request form and sending it to a higher-level partner, custom fields filled in by the user will be displayed in *Sender IDs > Events* and then in *Sender IDs > Sender ID Subscriptions*.
 - Previously created Sender ID registration requests and Sender ID subscriptions will not have custom fields displayed. If new custom fields must be filled by partners, the administrator can disable the current Sender ID subscriptions and initiate a resubmission.

Possibility to set zero prices in the Portal

Possibility has been added to set price to 0 when configuring rates in the Portal. This allows using zero prices for test or internal scenarios.

Finance

Possibility to specify comments has been added for outgoing payments. Comments will be visible throughout the entire payment chain, and not only at the level where they were added.
