Alaris Campaign Portal

Release notes

version 1.8.0

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 features and fixed issues

WhatsApp: BSP Twilio

Support for the BSP Twilio provider has been added, expanding the list of supported providers.

When configuring the *Endpoints* parameter, it is possible to select which BSP will be used to send client traffic. For correct routing, it is also necessary to specify the provider type in the partner card: *Partners > Add/Edit Partner > Options > BSP Connection*.

Twilio uses its own message routing mechanism through the *Messaging Service SID* parameter, which defines a set of numbers used to send messages. If necessary, this parameter can be configured in the Sender ID subscription card: *Sender IDs > Sender ID Subscriptions > Add/Edit Sender ID Subscriptions > Messaging Service SID*.

NOTE: Twilio charges additional fees for sending and receiving messages. These costs are not automatically charged to clients and must be taken into account when forming rates.

API Methods

The following changes have been made to the API functionality:

- The *API Connections* interface has been added in the Admin Panel.
- The *API methods* tab has been redesigned in Campaign Portal > API Connections.
- New API methods have been added for importing rates, retrieving balance, and retrieving/exporting EDR records.

Import Rates

It is now possible to upload rates for vendor products and client subscriptions over API. Bulk upload from .*csv* and .xlsx files is supported, including adding new rates, updating existing ones, and closing them. This significantly reduces operational costs and speeds up response to vendor price changes.

Balance

Resellers and Campaign Portal users can now retrieve current account balance information over API for monitoring and analytics in third-party systems.

EDR Retrieval and EDR Export

The following features have been added:

- Retrieval of a list of EDR records with full details for post-analysis and reporting in third-party CRM systems.
- Export of EDR tables to files for reporting and analysis in third-party systems, reducing dependency on built-in tools.

Routing & Billing

Traffic Type

Support for automatic route selection based on traffic type has been added, enabling flexible cost management and improved margins.

Each vendor product or subscription must include rates for all traffic types within a channel and for different MCCMNC. Rates for one destination can vary depending on traffic quality.

Supported traffic types by channel:

- WhatsApp: *Marketing, Utility, Authentication*.
- SMS: Transaction or *Promotion*. Traffic type can be left empty (All).
- Viber: *Transaction* or Promotion.

When importing rates, the *Traffic Type* parameter is mandatory. For SMS, it may be empty (All). Imported rates are now editable individually and in bulk. The parameter is also supported in Import Rates API.

Vendors

The *Vendors* interface has been redesigned:

- Vendor rates and import history are now stored directly within products.
- Rate import to products is performed during product creation or editing.

Subscriptions

Before version 1.8.0, a client could have up to six rate plans by channel and traffic type (*Priority / Category*), where each rate plan corresponded one channel and one traffic type (SMS, Viber Transaction, Viber Promotion, WhatsApp Marketing, WhatsApp Utility, WhatsApp Authentication).

Starting from version 1.8.0, a new model is introduced: a client can have up to three plans (one per channel), with each plan supporting multiple traffic types.

All plans created before version 1.8.0 are marked as *OLD*.

- The traffic type is automatically set for each rate plan marked as OLD, based on previous *Priority / Category* value.
- OLD plans are read-only (view/export/unsubscribe only). Editing or adding new traffic types is not allowed.

Multiple OLD plans per channel are allowed if created before version 1.8.0.

- When attempting to create a new rate plan, the System checks if the partner has an OLD or a NEW rate plan for the selected channel:
    - If the partner already has a rate plan for the given channel, creating a new plan is not allowed.
    - A new rate plan may only be created for a channel for which the partner has no subscriptions.

For new clients, the standard restriction applies: no more than one rate plan per channel and no more than three rate plans in total.

Sender ID

The ability to account for differences in price and usage conditions for different Sender ID values within a single destination (MCCMNC) has been added. When importing rates into a vendor product or subscription, it is possible to specify a *Sender ID* to be associated with the given rate. The parameter is also supported in the Import Rates API.

Any Network

The ability to import rates with *Any Network* (*MCC%*) has been added for loading rates into vendor products and client subscriptions for MCCMNCs not present in the e.212/e.164 reference book.

This rate:

- Is applied first if no exact MCCMNC match is found.
- Is used regardless of whether the network is present in the e.212/e.164 reference book.
- Covers both known and unknown MNCs for the given MCC.
- Has higher priority than *All Networks*.
- Is supported when importing rates through the interface and through the API.

Notifications

The *Notifications* interface has been added, designed for configuring mail servers and templates on behalf of which the System Owner or a reseller sends emails to their partners.

About Templates

All notifications sent by the System have a type and a category, and each has its own template defining the appearance of the email (subject, body, buttons, links, etc.). By default, templates for each notification category are already present in the System. Such templates are not available for editing or deletion; however, it is possible to create a custom template based on them. It is also possible to create templates not based on System ones.

About Servers

A mail server is a channel that sends emails on behalf of email senders. The System Owner or a reseller must add mail servers that will send emails to their partners on behalf of the contract company. In this case:

- The System Owner configures servers for the contract companies they work with. The reseller configures servers for their own contract companies.
- The reseller does not see the System Owner's servers, just as the System Owner does not see the servers configured by the reseller.

Notification Management

Email notifications are considered in one of the following ways:

- In the *Users & Roles* interface:
  - When creating a user, the list of received notifications is predefined and depends on the role.
  - The list of received notifications is located on the *Notifications* tab:
    - All notifications predefined for a specific role are located in the *General* section and are enabled by default.
    - All other notifications not intended for the selected role are located below in the *Other Notifications* section. They can be enabled and disabled.
  - Notifications are divided into *General* (enabled by default) and *Other Notifications* (can be enabled and disabled).
- In the *Account Settings* interface:
  - The list of received notifications is located on the *Notifications* tab.
  - The list of notifications is also divided into *General* and *Other Notifications*:
    - *General*: list of notifications available for the user role by default. They can be enabled and disabled. These changes will be reflected in the *Users & Roles* interface.
    - *Other Notifications*: list of notifications available to the user outside their primary role. Notifications in this section can only be disabled; re-enabling is available only to an administrator in the *Users & Roles* interface.

NOTE: The *Personal Information* notification category and its subtypes are always enabled. The user cannot disable them.

Recurrent Campaigns

Support for recurrent campaigns has been added, used for regular automatic message sending:

- To the same contact list
- At a defined interval
- With the same context and through specified channels (one or multiple)

Supported repetition types:

- *Repeats by day* — campaign repeats every {} days.
- *Repeats by week* — campaign repeats on selected weekdays every {} weeks starting from the launch week.
- *Repeats by month* — campaign repeats every {} months on the same day of the month specified in *Start date* or the same weekday.
- *Repeats by year* — campaign repeats every {} years on the same date as *Start date*.
- *Repeats by contact date* — campaign starts only if at least one contact has a date in the *Date from Contact* field matching the current date.

Trigger Condition for Cascade Campaigns

The ability to set a Trigger Condition has been added — a condition for switching between channels in cascading campaigns — which the System monitors after the campaigns are launched. If the specified

condition is met within the specified TTL, the System automatically sends the message to the next specified channel.
The available parameters of *Trigger Condition*:

- *Not Delivered* (by default) — The System switches to the next channel if a message has not received a *Delivered* status within the specified TTL. The TTL countdown begins at the time of submission (*Submit*) to prevent messages from becoming stuck when delivery is impossible (for example, recipient blocked, channel error, no network connection, etc.).
- *Not Seen* — the System moves to the next channel if a message has been delivered but not marked as read (*Seen*) within the specified TTL. This type is intended for scenarios where it is important that the user actually reads the message, rather than simply receiving it.

This feature will enable more precise control over the messaging sequence and increase the likelihood of delivering important information to the user without the need to implement a separate SMS fallback mechanism.

Autorerating

Support for automatic EDR recalculation has been added. After importing rates into a vendor product or subscription, a recalculation task is automatically created. The user can run the task immediately or wait for it to run automatically at 1:00 a.m. server time.

URL Shortener for Resellers

The URL shortener feature has been added for reseller partners. The following changes have been made:

- The *URL Shortener* interface has been added to the *Settings* section.
- When creating a short domain, the contract company is no longer selected.
- A short domain name for a contract company is assigned in the *Contract Companies* interface when the company is created or edited.

Short domain workflow:

- System Owner: configures short domains in the *URL Shortener* interface and assigns them to contract companies when creating or editing those companies.
- Reseller: views the list of short domains assigned by the System Owner to the reseller's contract company; editing and deletion are not available. When necessary, the reseller creates own short domains and assigns them to contract companies.
- End user: when creating a campaign, selects a short domain available for the contract company in the *Short URL* parameter, provided the domain is active and its certificates have not expired.

Account Settings

The logic for self-deactivation of user accounts has been corrected. After a user deactivates their account:

- In the *Users & Roles* interface, the user status changes to *Inactive*. Re-activation is available to administrators only.
- After deactivation and page refresh, the System redirects to the login page.

Partners

The enabling and disabling of the *Flash* option has been corrected. When this option is disabled for a reseller, it is now also disabled for all downstream partners of that reseller.

Users & Roles

A number of improvements and corrections have been made to the *Users & Roles* interface:

- The permission set for self-registered users has been corrected — all permissions are now enabled.
- The user list loading speed has been increased — the interface now loads almost instantly.
- A user without the *Edit subscriptions* permission is no longer able to modify the default settings in the *Default Settings for Subscribers* section.
- A user without the *Edit contacts* permission is no longer able to perform bulk selection of records in the *Contacts*, *Groups*, and *Stop list* tabs.

Subscriptions

A number of improvements and corrections have been made to the *Subscriptions* interface, and issues in creating, updating, and deleting subscription groups have been corrected.

Import Rates

The *End Date* parameter has been added to the *Import Rates* interface. General behavior of the *Start Date* and *End Date* parameters is as follows.

For each date, the System retrieves the value sequentially — first from the file, then from the import parameters in the interface:

- *Start Date*: if the column is present in the file and the value is successfully parsed, the value from the file is used. If the column is absent OR the value is empty OR the value cannot be parsed, the value from the import parameters in the interface is used (default: current date and time).
- *End Date*: if the column is present in the file and the value is valid, the value from the file is used; if the value is empty, *Never expire* is set. If the column is absent or the value cannot be parsed, the value from the import parameters in the interface is used (default: *Never expire*).

Payment Systems

- A new payment system, *Revolut*, has been added.
- Support for a new API version for *Stripe* has been added.
- Incoming payment processing has been updated: a payment draft is now saved before a webhook or payment confirmation is received; email notifications are sent upon payment confirmation and rejection; session creation for *PayPal* has been added.

e.212/e.164 Reference Book

Validation of the *port* and *host* fields has been added when configuring an HLR connection:

- The *port* value: range from 1 to 65535; the field must not be empty; only integers are supported.
- The *host* value: maximum length is 255 characters.

Dashboards

- The chart types for *Total Messages by Country* and *Total Messages by Client* have been changed.
- The *All Clients* filter has been added to the *Total messages by Sender* chart.
- An issue has been fixed where navigating from the *Last Campaign* statistics did not open the most recently sent campaign.

Finance

The following improvements have been made to the *Finance (AP)* and *Finance (CP)* interfaces:

- MCCMNC saving in transaction details when MNC is absent (*All networks* rate) has been corrected; a migration to update existing records has been added.
- The loading speed of the *Transaction History* interface has been increased — it now loads almost instantly.
- Issues when viewing transaction details have been fixed: transactions now open correctly after a campaign is deleted.
- The columns *Transaction ID*, *Operation type*, and *Total amount* have been added to the transaction details export file.
- Statistics display in transaction details for cascade campaigns has been corrected.
- An issue has been fixed where rates from closed periods could be selected during billing.
- Source transactions of types *Campaign*, *API*, and *Auto-reply* are tagged as *rerated* after recalculation.

Contacts

- Contact duplication has been eliminated when viewing the *Stop list* tab.
- The assignment of *Last updated* values for groups during contact import has been corrected.
- The columns *Blocked Sender ID* and *Unlocked Sender ID* have been added to the *Import History* tab; they display the Sender IDs selected during contact import.

Campaigns

- Processing speed for a single message sent through the API has been improved — average delivery time is now a few seconds.
- Message sending to duplicate contacts has been corrected.
- Campaign statistics calculation in the details view has been corrected: the *sent* and *total* values are now calculated correctly based on actual statuses.
- Statistics calculation for cascade campaigns in the details view has been corrected.
- Filtering by partner campaign pre-moderation has been added to the list of templates passed to the send-api — only approved templates are available for sending.
- When processing MO messages, the search for the originating MT message is performed only among EDR records created within the last 24 hours. If no such message is found, the MO message is treated as the start of a new session.
- For SMS templates created before version 1.8.0, the traffic type has been assigned as *Transaction*.
- At the template selection stage, only approved templates are displayed, even when both pre-moderation options are enabled.

Statistics

The following improvements have been made to the *Statistics (AP)* and *Statistics (CP)* interfaces:

- Issues where rates from closed periods could be selected during billing have been fixed.
- Record duplication has been eliminated and pagination in the *EDR Rerating* table has been corrected.
- Incorrect display of errors during HLR authorization has been resolved.
- The *Message Purpose* field has been renamed to *Traffic Type*.
- In the Admin Panel, the filter *All messages (incl. MO) / API / Campaign* has been added to the *EDR Export* table.

Filtering & Sorting

Data filtering and sorting mechanisms in user interfaces have been improved. Data processing algorithms have been enhanced.