

SMS Topup Message Intelligence

HeroTill has introduced a new Artificial Intelligence feature to the Notification Setup.

View the You tube video: SMS Top-up settings for helpdesk

Customers already had the ability to request Topups by responding to SMS notifications sent from HeroTill. In most other instances, customers would often respond to SMS notifications relating to other items.

SMS Topups: How To Do Automatic Topups With SMS

Therefore, the SMS Topup Message Intelligence feature has been built in to work with the "Enable Customer Topups via SMS Reply" setting. The user can navigate to Setup > Notifications to find this menu.

Please remember to set up your helpdesk department settings here to make sure only the department and user you set up here will receive SMS topup helpdesk notification mails.



Enable Customer Topups via SMS Reply	ON When enabled customers will be able to topup by replying to usage notification SMS messages Note that only certain SMS gateways supports this feature. Currently only SMSPortal and MyMobileAPI is supported SMS messages that cannot be identified as topup requests will be logged as helpdesk tickets instead
SMS Topup Reply Suffix	reply to this sms with topup size required to topup automatically, eg. 1GB,2GB,5GB etc Message to add at the end of the data usage & cap SMS notifications
SMS Topup Message Intelligence	Manage Training Allows you to prioritise key words and phrases, giving each a weight, which will be used to determine if the Topup should be processed.
Default SMS Reply Ticket Department	Operations Please select the default helpdesk department a ticket will be created in when a SMS Topup Reply can not be processed.
Default SMS Reply Ticket Category	General Enquiry Please select the default helpdesk category a ticket will be created in when a SMS Topup Reply can not be processed.
Default SMS Reply Ticket Assigned User	Shoneese Please select the default helpdesk assigned user for the ticket created when a SMS Topup Reply can not be processed.

When the user enables the Customer Topups via SMS Reply, the four settings highlighted in the above screenshot are then displayed on the menu.

Caution on the "<u>Manage Training</u>" button: The training has already been done with predefined training keys set up already for you. Please only update this if you have knowledge in regular expressions. Always proceed with caution with the SMS training as wrong training can cause wrong topups and wrong helpdesk ticket creation.

The 3 settings under "SMS Topup Message Intelligence" field:

These 3 settings allows the user to define which Ticket Department, Category and Assigned user the Helpdesk Tickets should be allocated too.

It is important to note that when assigning the user, they must be linked to the default category. This can be set by navigating to Workflow > Helpdesk | Setup > Helpdesk Departments > select to edit the relevant department and add the user under the Users tab.



	_	Accounts		×
Helpdesk Departments	_	Accounts Users Linked Ca	tegories	
Show 10 r Rows			Select a User	· +
Department Name	Admin Only	Full Name	Is Supervisor	
Accounts		Accounts Clerk		
		Financial Manager		
		General Manager	On	
		Shoneese	On	Ê
		Close		Update
		Sales related tickets		_

It is also important to note that when setting up the SMS Gateway to be used, only MyMobileAPI supports SMS replies. The user will need to ensure that they have this SMS Gateway setup correctly.

SMS Gateway			
	SMS Gateway	≡	MyMobileAPI SMS Gateway Provider to use when sending SMS messages
	SMS Gateway Username		Username to use when connecting to the SMS Gateway
	SMS Gateway Password		Password to use when connecting to the SMS Gateway
			Update

In the example below the user has sent the customer an SMS notification via the customer profile/widget page.





The customer then receives the SMS to their mobile device and responds.



Vodacom SA 📓 🗭 🕓	四要测	all 18% 💷	09:37
+2787050020	035745	~	8
Ter Thurs	kt message day, Yesterday		
DataTill thanks you			
15:30			
		1	5:33
Fri	iday, today		
		9 min	ago
Не	llo my accoun	t is in arrea	rs.
		1 min	ago
⊕ Text message		\odot	\triangleright

This reply is then created as a Helpdesk Ticket, with the default assigned department, category and user as per the SMS Message Intelligence settings defined earlier.

Helpdesk Tickets	Sele	ect one or more Labels	All Reasons	* All * All User	rs 🔹 🖿 Last 12 Months 🗸 🕇	Add Ticket × Bulk Delete 2 Refresh
·	Incl Unassigned In User D	Departments * All Priorities *	All Departments All Catego	ories 💌	All Excl on Hold	Excl Closed * Excl Deleted *
Show 10 * Rows				Search	Search Copy Columns Clipboard	Export Columns Export Columns Show / Hide CSV Excel Columns
ID IF Status Department	† Category 11 Priority	ty ⊥† Customer ⊥† Highsit	e ↓ Ticket Title	1 Ticket Owner	1 Diagnosis 1 Resolution	It Labels It Updated It It
425 New Operations	General Enquiry High		SMS reply received from 277271	117572 Shoneese		18 hours ago 🚺 🔍 🗙

In the last example the customer then responds asking for a 2GB topup.



+2/8/0	50020035745	6	1
	Text message Thursday, Yesterday		
DataTill thanks	you		
15:30			
l w Ba	rill not bow down bef bylon	ore the laws	of
		15	:33
	E . I I		
	I need a 2GB top	up asap pleas	se
	I need a 2GB top	up asap pleas Sendin	se g
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	I need a 2GB top	up asap pleas	se 9

Go to Tools, Messages, Message Replies to see if a topup has been applied. The "Topup" field will show a value if a topup has been applied, and this topup can also be viewed on the edit customer screen (Customer Profile.)

Positive scores will create topups.

Negative scores to zero will create a helpdesk ticket instead.



SMS Topup Message Intelligence

Mess	age Rep	lies		All Customers All Types								
Show 100 * Rows						Search Search Search Search Search Search Search Search					lumns Export Columns Excel	Show / Hide Columns
Reply Type "⊫	Reply Date 🚛	Reply Message	Reply Source	Original Date	Original Message	1F	Customer 👫	Username 🌡	Topup ↓≣	Accounting Code 灯	Topup Reply Current Score ↓	łt
SMS	2017-06-15 10:21:24	13 Examples of what customers can reply via SMS to get a topup.	27700710070	10:20:12	An in the product of the segment of 10 the spectrum product on the second seco		Dens Culture:	DEA001	13GB Topup size applied taken from reply message.	DEA001	Positive score means that a topup will get applied.	
SMS	2018-09-11 11.31.03	10 Gig	1.11.1.11.11.11	1018-08-11 1035:50	This reasonings is in set you know that your date is marked	1	Bela Sean		10GB	BEL001	100	⊠ ■
SMS	2016-12-14 15:41:06	5GB	192520740	2016-12-14 15:40:47	effect federate data account method assign too ec.128 Reprint property federate Reprint Property federates	1	atic trading (same)	ineritää	5GB	ABC001	100	⊒ Ⅲ

Message Replies

Show 100 * Rows							h		Search Col	oy Columns Export Clipboard C	Columns Export Columns SV Excel	Show / Hide Columns
Reply Type 👫	Reply Date 🚦	Reply Message	Reply Source It	Original Date	Original Message	lt	Customer 🕼	Username	Topup II	Accounting Code	Topup Reply Current Score	ţ1
SMS	2018-09-11 11:32:47	Hi there do <mark>not</mark> top me up	17720-0100	2018-09-11 10:35:50	The message is to serve the Tot year little is feature.		And loss			BELOO	1 -500	
SMS	2018-09-14 13:28:52	Stop topping me up I have enough data Examples of what customers can reply via SMS that should not create topups, rather create ticket	2772	2018-09-14 13:22:24	Labor 1 - Anna Faning and a court with the term in Appendix of the 1 - 20 The control Color 1 - 20 of 1 - 20 annual Mign Tennel and per provide		late loan	bel002	No topup applies to negative to 0 scores.	BELOO	1 -500 Negative to zero scores creates tickets.	
SMS	2018-09-11 11.31.03	10 Gig		1018-08-11 1035.50	The reasonage is in all year income that your station is excluded.		Bella Sean		10GB	BEL00	1 100	
SMS	2016-12-14 15-41.06	5GB	(Maintain and	1016-12-14 15:40:47	Ches formers data account method acage non exist 8 Man rans prioritelle man with 108 JUE of 108 to tapes		ate Yading (same)	Per/200	5GB	ABC00	1 100	