

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 loqed as helpdesk tickets instead

SMS Topup Reply Suffix

Message to add at the end of the data usage & cap SMS notifications

SMS Topup Message Intelligence

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

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

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

Please select the default helpdesk assigned user for the ticket created when a SMS Topup Reply can not be processed.

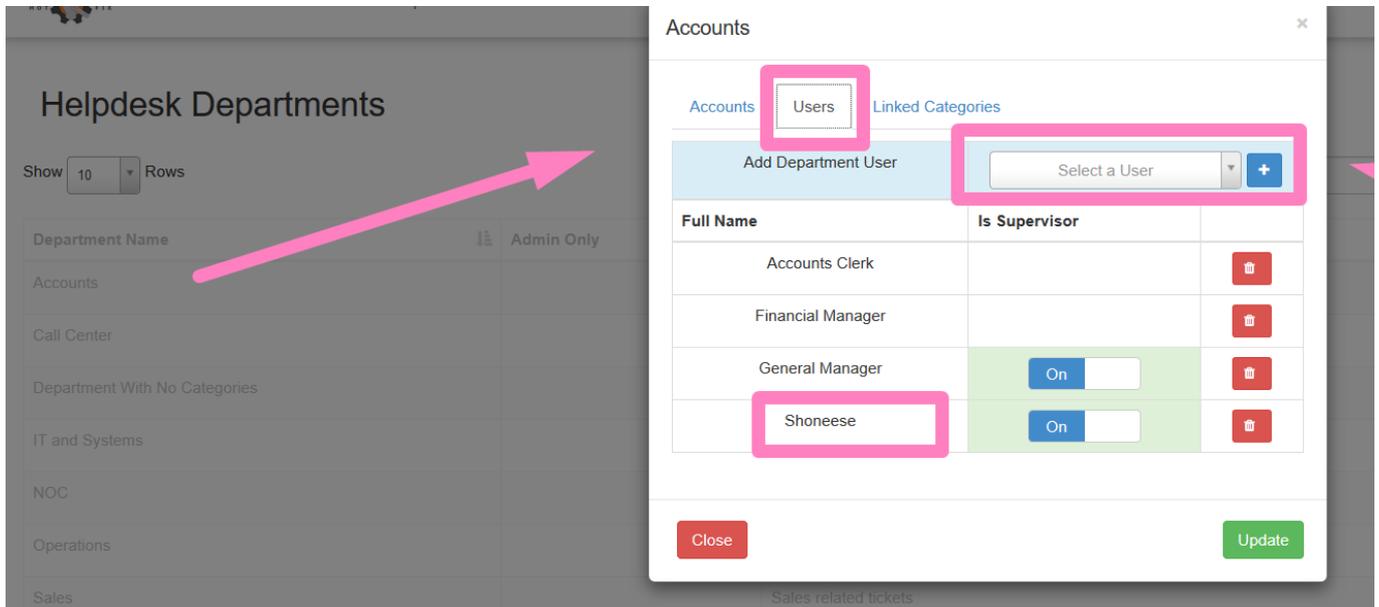
When the user enables the Customer Topups via SMS Reply, the four settings highlighted in the above screenshot are then displayed on the menu.

Caution on the “[Manage Training](#)” 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.



Helpdesk Departments

Show 10 Rows

Department Name	Admin Only
Accounts	
Call Center	
Department With No Categories	
IT and Systems	
NOC	
Operations	
Sales	

Accounts

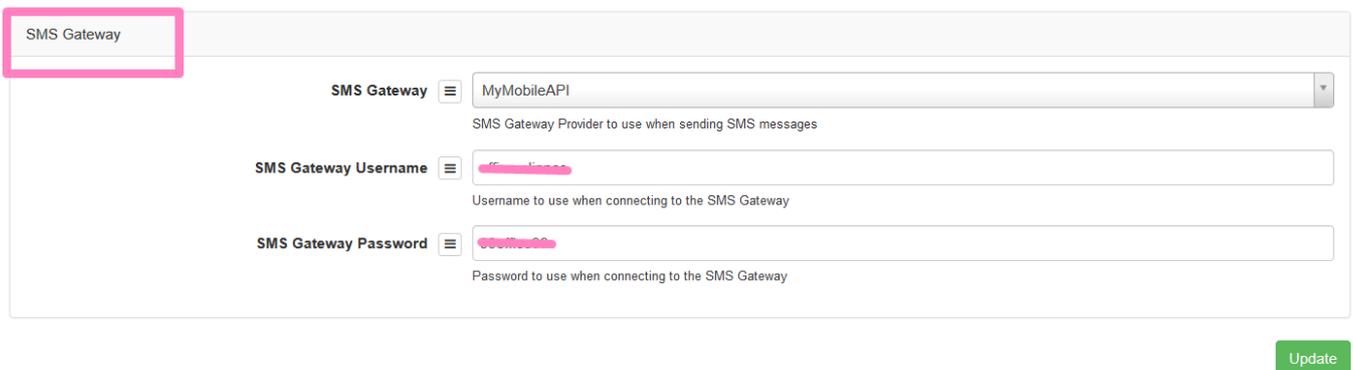
Accounts Users Linked Categories

Add Department User Select a User +

Full Name	Is Supervisor	
Accounts Clerk		
Financial Manager		
General Manager	<input checked="" type="checkbox"/>	
Shoneese	<input checked="" type="checkbox"/>	

Close Update

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

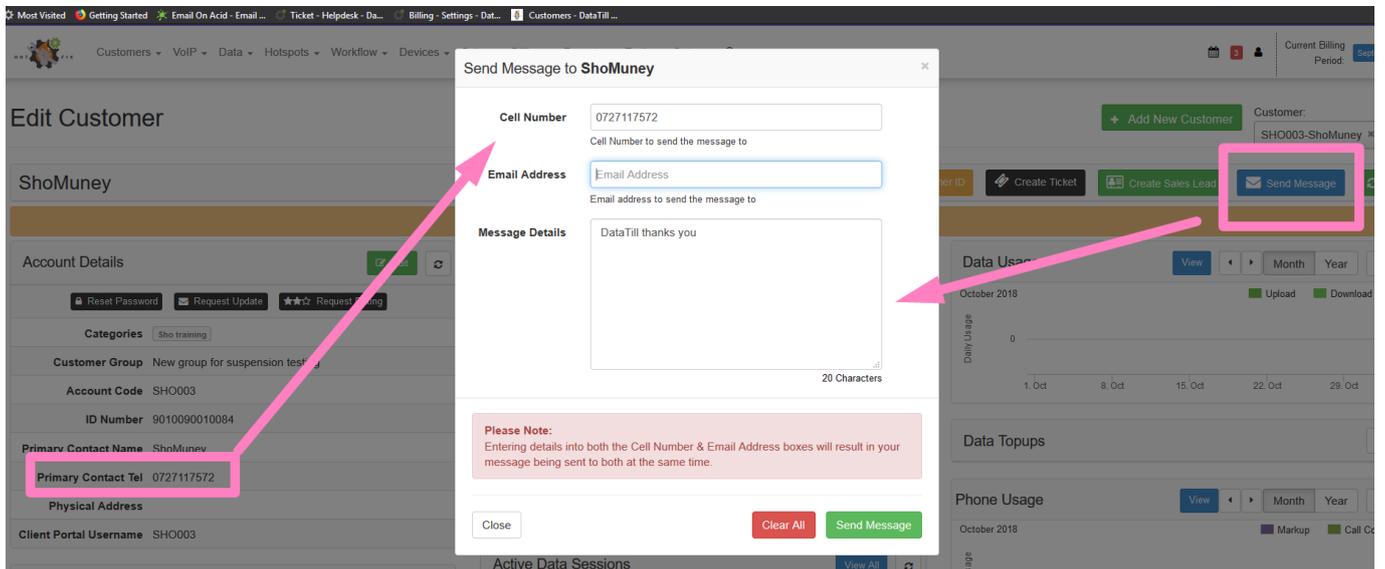
SMS Gateway MyMobileAPI
SMS Gateway Provider to use when sending SMS messages

SMS Gateway Username [Redacted]
Username to use when connecting to the SMS Gateway

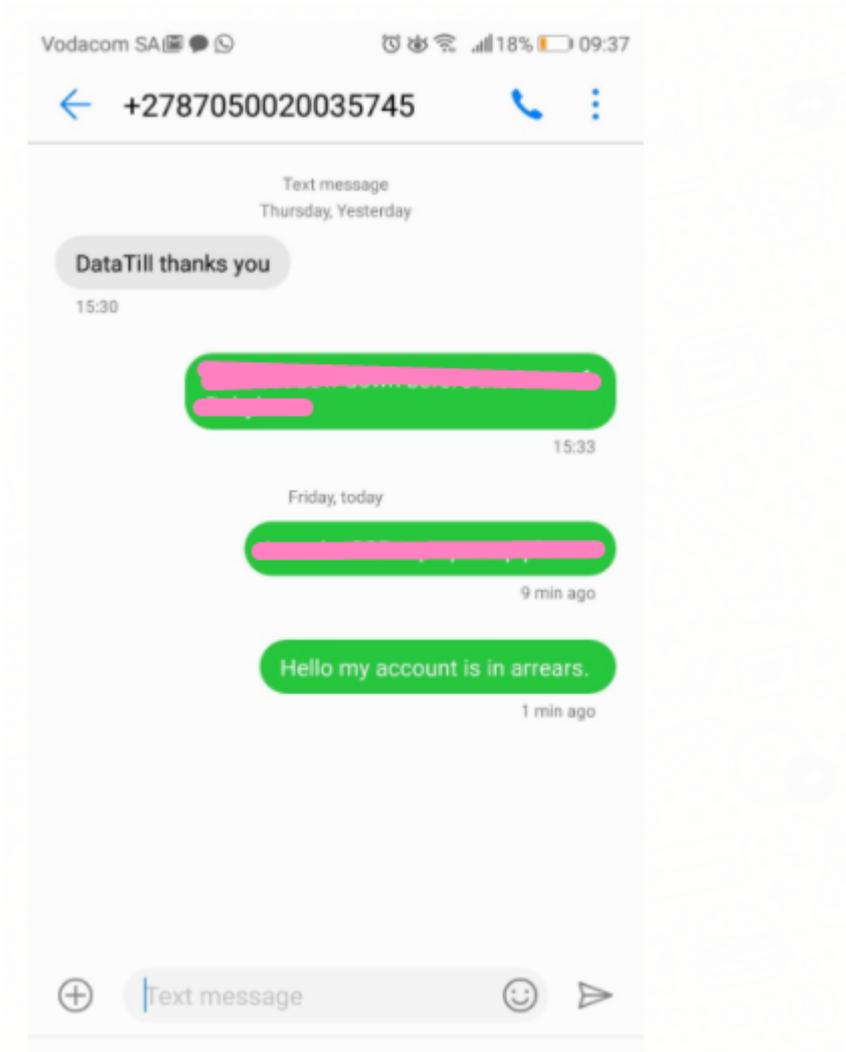
SMS Gateway Password [Redacted]
Password to use when connecting to the SMS Gateway

Update

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



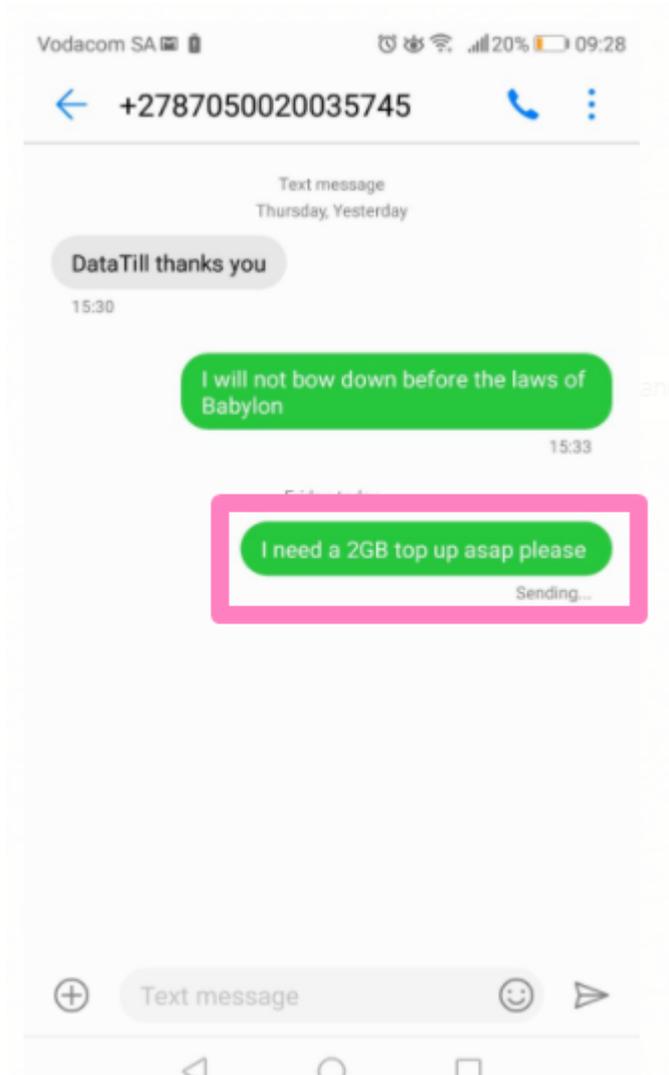
The customer then receives the SMS to their mobile device and responds.



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.

ID	Status	Department	Category	Priority	Customer	Highsite	Ticket Title	Ticket Owner	Diagnosis	Resolution	Labels	Updated
425	New	Operations	General Enquiry	High			SMS reply received from 27727117572	Shoneese				18 hours ago

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



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.

Message Replies

All Customers | All Types | Refresh | Rebuild Score

Show 100 Rows | Search | Copy Columns Clipboard | Export Columns CSV | Export Columns Excel | Show / Hide Columns

Reply Type	Reply Date	Reply Message	Reply Source	Original Date	Original Message	Customer	Username	Topup	Accounting Code	Topup Reply Current Score
SMS	2017-06-15 10:21:24	13	2772111002	2017-06-15 10:20:12	<ul style="list-style-type: none"> Hi there do you have any more data? 	Belco Group	DEA001	13GB	DEA001	100
SMS	2018-09-11 11:31:03	10 Gig	2772111002	2018-09-11 10:35:50	This message is to let you know that your data is running low.	Belco Group		10GB	BEL001	100
SMS	2018-12-14 15:41:06	5GB	2762000100	2018-12-14 15:40:47	<ul style="list-style-type: none"> Hi there do you have any more data? 	Belco Group	im002	5GB	ABC001	100

Examples of what customers can reply via SMS to get a topup.

Topup size applied taken from reply message.

Positive score means that a topup will get applied.

Message Replies

All Customers | All Types | Refresh | Rebuild Score

Show 100 Rows | Search | Copy Columns Clipboard | Export Columns CSV | Export Columns Excel | Show / Hide Columns

Reply Type	Reply Date	Reply Message	Reply Source	Original Date	Original Message	Customer	Username	Topup	Accounting Code	Topup Reply Current Score
SMS	2018-09-11 11:32:47	Hi there do not top me up	2772111002	2018-09-11 10:35:50	This message is to let you know that your data is running low.	Belco Group			BEL001	-500
SMS	2018-09-14 13:28:52	Stop topping me up I have enough data	2772111002	2018-09-14 13:22:24	Hi there do you have any more data?	Belco Group	bel002		BEL001	-500
SMS	2018-09-11 11:31:03	10 Gig	2772111002	2018-09-11 10:35:50	This message is to let you know that your data is running low.	Belco Group		10GB	BEL001	100
SMS	2018-12-14 15:41:06	5GB	2762000100	2018-12-14 15:40:47	<ul style="list-style-type: none"> Hi there do you have any more data? 	Belco Group	im002	5GB	ABC001	100

Examples of what customers can reply via SMS that should not create topups, rather create ticket.

No topup applies to negative to 0 scores.

Negative to zero scores creates tickets.