

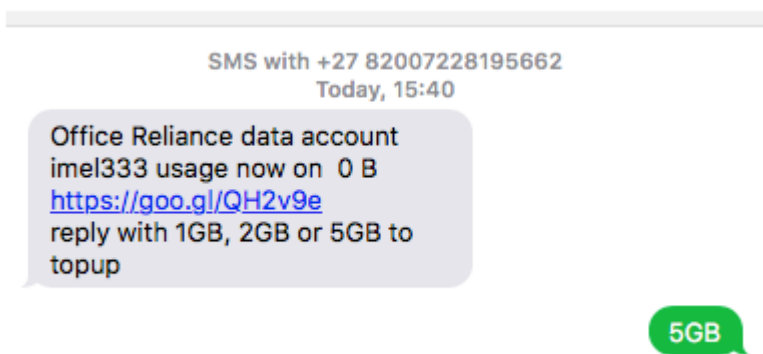
Automatic topups can be done by using the new SMS topups feature.

When a customer's radius account is capped or an interim usage alert is sent to the customer, the following string is added to the end of the SMS:

reply with 1GB, 2GB, 5GB or 10GB to topup.

The user can reply with the size of the topup they want. Any size between 1 and 10 will be accepted, and the radius account will be auto topped up. The customer will receive a notification as normal. Any numbers in the SMS will be taken as the amount in GB the customer wants to be topped up with.

See example below of a user replying with "5GB" in a SMS topup:



Any of these replies will result in a 1GB topup:

- TOPUP
- TOP UP
- TOP-UP
- TOPUP PLEASE
- Please topup
- Please top up
- Please top up. Thank-you
- Please topup. Thank-you

When going to the message replies screen (/messages/replies) you will be able to see what size topup (if any) was applied to the incoming SMS replies. Look in the "Topup" field to see what was automatically applied.

See below an example of the message reply screen:

Message Replies

All Customers All Types

Show 10 Rows Search:

Reply Type	Reply Date	Reply Message	Reply Source	Original Date	Original Message	Customer	Username	Topup	
SMS	2016-12-14 15:41:06	5GB	27825203743	2016-12-14 15:40:47	Office Reliance data account ime0333 usage now on 0 B https://goo.gl/Qh2v9e reply with 1GB, 2GB or 5GB to topup	abc trading (sannie)	ime0333	5GB	<input type="button" value="i"/>
SMS	2016-12-14 15:31:03	1gb	27825203743	2016-12-14 15:28:04	Office Reliance data account ime0333 has been topped up with 1 GB Now on 0.0% 0 B used https://goo.gl/Qh2v9e	abc trading (sannie)	ime0333	1GB	<input type="button" value="i"/>
SMS	2016-12-14 14:44:36	another gig please	27825203743	2016-12-14 14:08:41	Office Reliance data account ime0333 usage now on 0 B https://goo.gl/Qh2v9e	abc trading (sannie)	ime0333	1GB	<input type="button" value="i"/>
SMS	2016-12-14 14:44:36	another gig please	27825203743	2016-12-14 14:08:41	Office Reliance data account ime0333 usage now on 0 B https://goo.gl/Qh2v9e	abc trading (sannie)	ime0333	1GB	<input type="button" value="i"/>
SMS	2016-12-14 14:24:32	1gb	27825203743	2016-12-14 14:08:41	Office Reliance data account ime0333 usage now on 0 B https://goo.gl/Qh2v9e	abc trading (sannie)	ime0333	1GB	<input type="button" value="i"/>

If the system cannot detect a topup request from an incoming SMS it will forward the SMS to the ticket system, where a helpdesk ticket will be created as before.

Note that SMS replies will only work with the following SMS gateways:

- MyMobileAPI
- SMSPortal

To enable this feature, go to Setup -> Notification

Turn “Enable customer Topups via SMS reply” on.

Notification Setup

Notification Settings

Notifications Enabled	<input checked="" type="checkbox"/>	ON	When turned off all new notifications will be discarded (To temporarily disable notifications pause the cron job)
Data Usage Notifications	<input checked="" type="checkbox"/>	ON	When turned on usage notifications will be sent to customers once triggered
Enable customer Topups via SMS Reply	<input checked="" type="checkbox"/>	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	<input type="text" value="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		
Limit SMS Topups to pre-defined List	<input type="checkbox"/>	No	When enabled customers will only be able to auto topup using topup sizes from the list defined under Radius, Topup Types SMS messages that cannot be identified as topup requests within this list will be logged as helpdesk tickets instead

Restrict SMS topups to pre-defined list only:

If you want to limit topups customers can do to only topups of certain sizes,

Go to Setup -> Notification ; turn on switch for “Limit SMS Topups to pre-defined list”.

Go to Radius -> Topup Types OR /products/topups to manage your topup sizes and costs.

Changing the usage SMS suffix:

Added in v1.21.16

Go to Setup -> Notification ; Turn on “Enable customer Topups via SMS Reply”, then you will be able to edit the SMS reply suffix.

Notification Setup

Notification Settings

Notifications Enabled	<input checked="" type="checkbox"/>	ON	When turned off all new notifications will be discarded (To temporarily disable notifications pause the cron job)
Data Usage Notifications	<input checked="" type="checkbox"/>	ON	When turned on usage notifications will be sent to customers once triggered
Enable customer Topups via SMS Reply	<input checked="" type="checkbox"/>	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	<input type="text" value="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		
Limit SMS Topups to pre-defined List	<input type="checkbox"/>	No	When enabled customers will only be able to auto topup using topup sizes from the list defined under Radius, Topup Types SMS messages that cannot be identified as topup requests within this list will be logged as helpdesk tickets instead