

Purpose of the module

This feature allows operators to send text messages to technicians confirming their assignments

Initial Setup

1. Create an account on SMS service 'KAPOW' <http://www.kapow.co.uk/index.html>
2. Set up your sending options via <https://www.kapow.co.uk/user.html?view=sendingoptions>

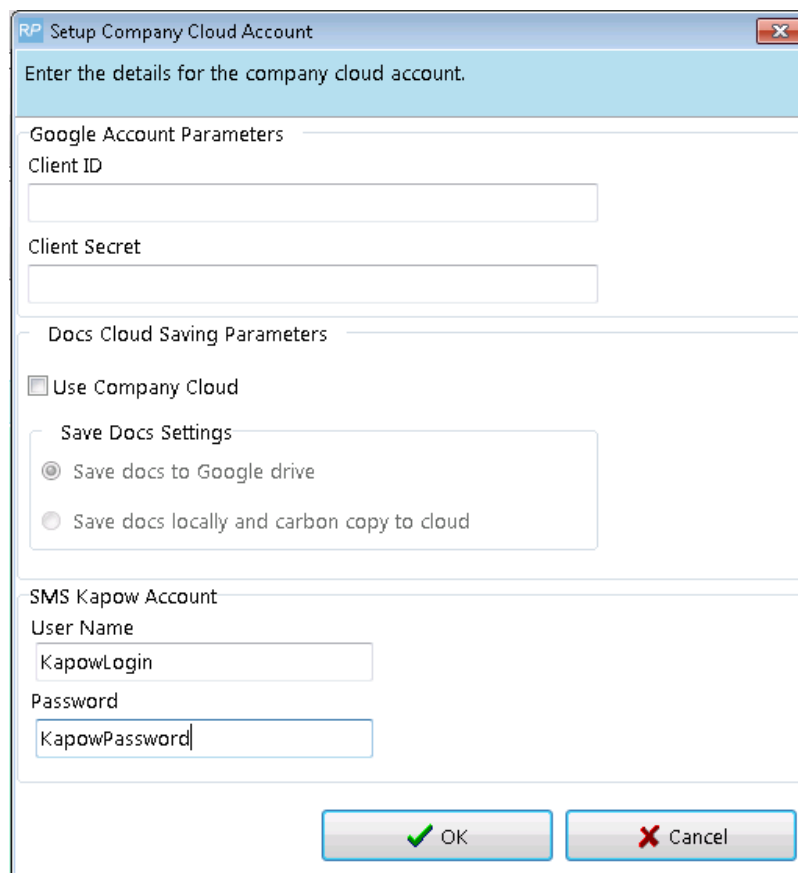
Optional Settings Are:

- Change your 'from-id'. It is set to 'kapow.co.uk' by default (it is a paid service)
- Add trusted Email Addresses
- Set SMS parameters

Caution: SMS parameters (Long SMS) defines how long your messages could be (maximum 9 parts, 153 characters each). Messages longer than the set length will be truncated.

RentalPoint setup

1. Go to Parameters – Cloud setup – SMS Kapow Account.
2. Enter your User Name and Password from Kapow Account:



RP Setup Company Cloud Account

Enter the details for the company cloud account.

Google Account Parameters

Client ID

Client Secret

Docs Cloud Saving Parameters

Use Company Cloud

Save Docs Settings

Save docs to Google drive

Save docs locally and carbon copy to cloud

SMS Kapow Account

User Name

KapowLogin

Password

KapowPassword


OK Cancel

Module Functionality and Usage

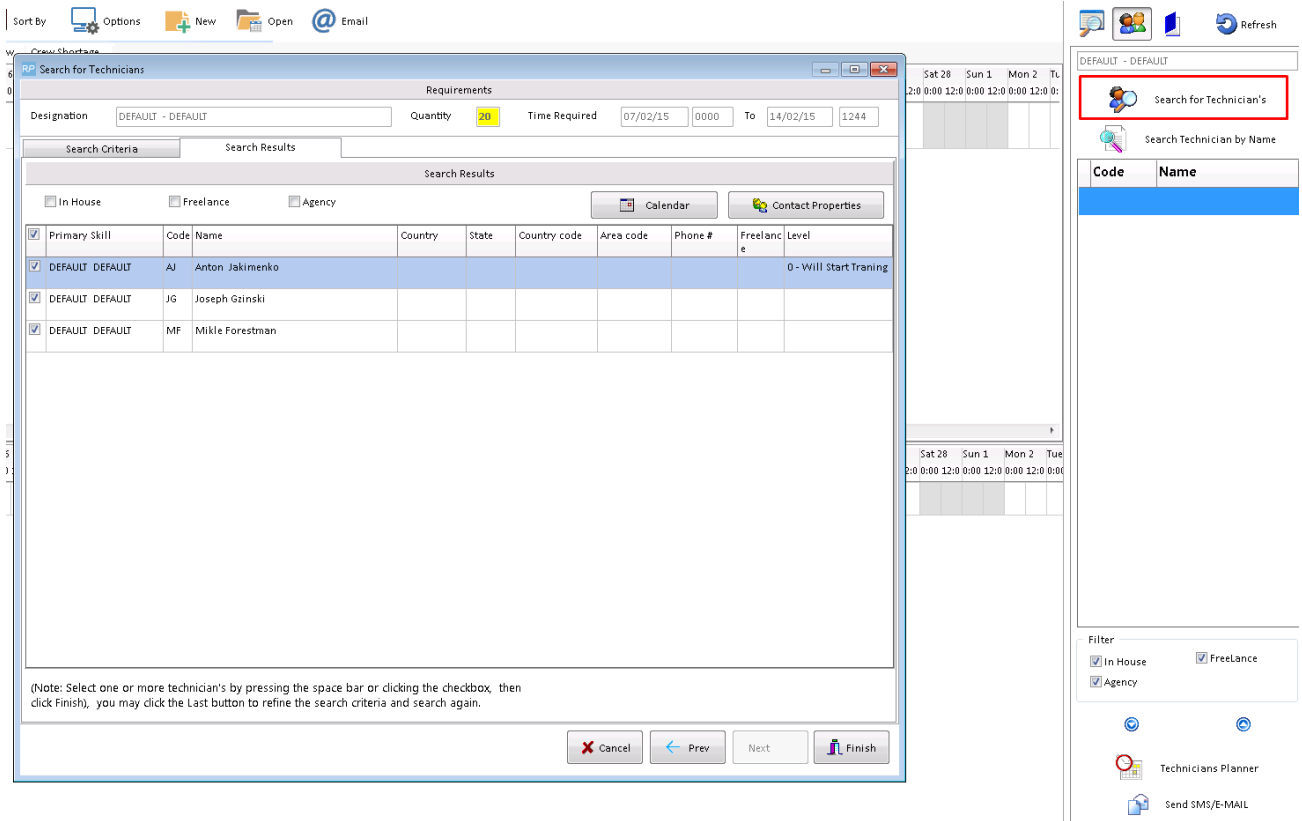
Send SMS is accessed from Crew Planner.

Open as follows:

- Select a crew task via Crew Planner tabs

6	Sat 7	Sun 8	Mon 9	Tue 10	Wed 11	Thu 12	Fri 13	Sat 14	Sun 15
10 12:0	0:00 12:0	0:00 12:0	0:00 12:0	0:00 12:0	0:00 12:0	0:00 12:0	0:00 12:0	0:00 12:0	0:00 12:0
<div style="border: 1px solid blue; padding: 5px;">  CUSTOMER00045 Qty:20 Customer 07/02/15 to 14/02/15 </div>									

- Search for technicians who will suit your task best



The screenshot shows the 'Search for Technicians' dialog box. The 'Requirements' section is set to 'DEFAULT - DEFAULT' with a quantity of 20 and a time range from 07/02/15 to 14/02/15. The 'Search Results' section shows a table of technicians:

Primary Skill	Code	Name	Country	State	Country code	Area code	Phone #	Freelance	Level
<input checked="" type="checkbox"/>	DEFAULT	AJ Anton Jakimenko							0 - Will Start Training
<input checked="" type="checkbox"/>	DEFAULT	JG Joseph Gzinski							
<input checked="" type="checkbox"/>	DEFAULT	MF Mikle Forestman							

The 'Filter' section on the right shows 'In House' and 'Agency' checked, and 'Freelance' unchecked. The 'Search for Technician's' button is highlighted with a red box.

- Selected technicians will be listed in "Assign Qualified Technicians" form.
- Click on 'Send SMS/E-MAIL' button

Send SMS tab

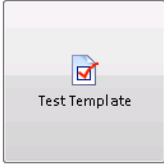
<input checked="" type="checkbox"/>	Code	Name	Phone	Email	Send Result
<input checked="" type="checkbox"/>	MF	Mikle Forestman			
<input checked="" type="checkbox"/>	JG	Joseph Gzinski			
<input checked="" type="checkbox"/>	AJ	Anton Jakimenko	380687165082	cadet@vikas.com.ua	

recipients list


Template


Hi, {TechName}
 Are you available from {DateFrom} till {DateTo}
 "{Customer}" needs you at our {VenueAddress}
 You task is going to be {Designation}


fill your template with any information, to check click this button →



Test Template





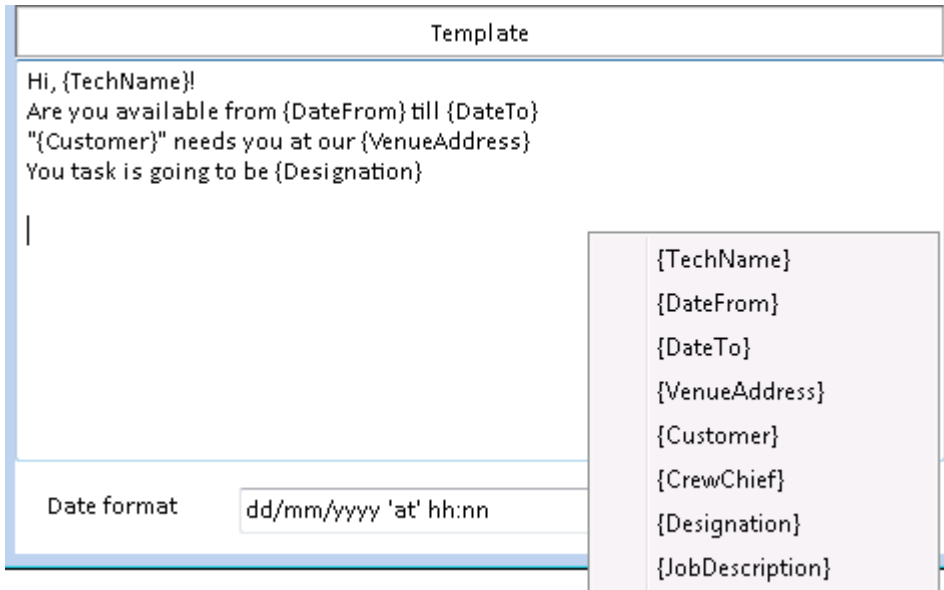


Date format Date format could be changed

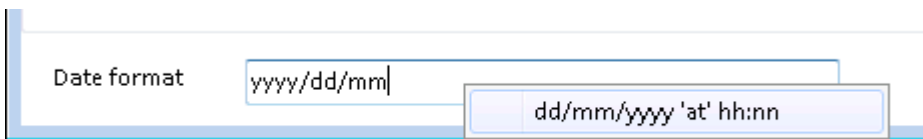
Template parameters:

- {TechName} – Technician full name
- {DateFrom} – Date and time task starts
- {DateTo} – Date and time task ends
- {VenueAddress} – Shows Venue name, Street, Suburb, City
- {Customer} – Customer Code
- {CrewChief} – Crew Chief full name
- {Designation} – Designation
- {JobDescription} – Job Description

To insert parameters – right click in Template field:

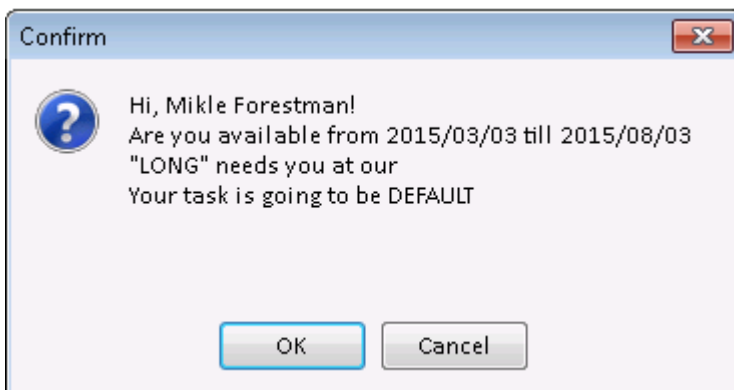


To change Date format to default – right click in Date format field:



Phone and Email could be manually changed via Send SMS tab (but will not be saved on next open), also you could double click on a row and make an adjustment in the contact record.

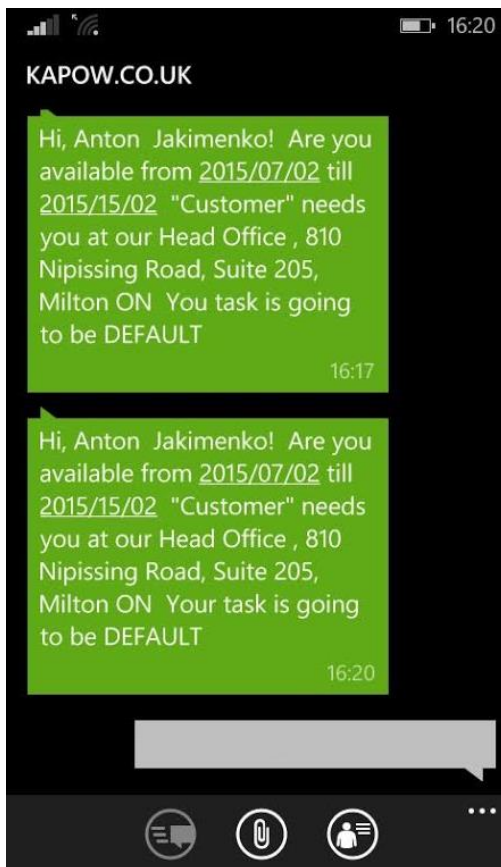
Test your template before sending by clicking 'Test Template' button:



If everything is fine, just click on 'Send SMS' button/Send Email:

<input checked="" type="checkbox"/>	Code	Name	Phone	Email	Send Result
<input checked="" type="checkbox"/>	MF	Mikle Forestman			Phone not assigned
<input checked="" type="checkbox"/>	JG	Joseph Gzinski			Phone not assigned
<input checked="" type="checkbox"/>	AJ	Anton Jakimenko	380687165082	cadet@vikas.com.ua	OK

If Send Result was populated with "OK" – the message has been received:





Troubleshooting: If you don't get an "OK" for Send Result then an error occurred.

- Double check The following:
 - Your user name and password via Cloud setup
 - Your internet connection,
 - Number of credits you have in KAPOW.
- If all the above looks alright - you need to click on a send result field and copy error message, it could be like:

```
USERPASS=ren&password=pas&mobile=380687165082&sms=Hi,%20Anton%20%20Jakime  
nko!%0D%0AAre%20you%20available%20from%202015%2F03%2F03%20till%202015%2F0  
3%2F03%0D%0A%22Customer%22%20needs%20you%20at%20our%20%0D%0AYour%20ta  
sk%20is%20going%20to%20be%20DEFAULT%20%0D%0A%0D%0A
```

And send it to support@rentp.com