



USER MANUAL
FOR
SMS ACCOUNT

*For further assistance please do not hesitate to contact our support desk **support@mspace.co.ke**
or call us on **0722 962 934***

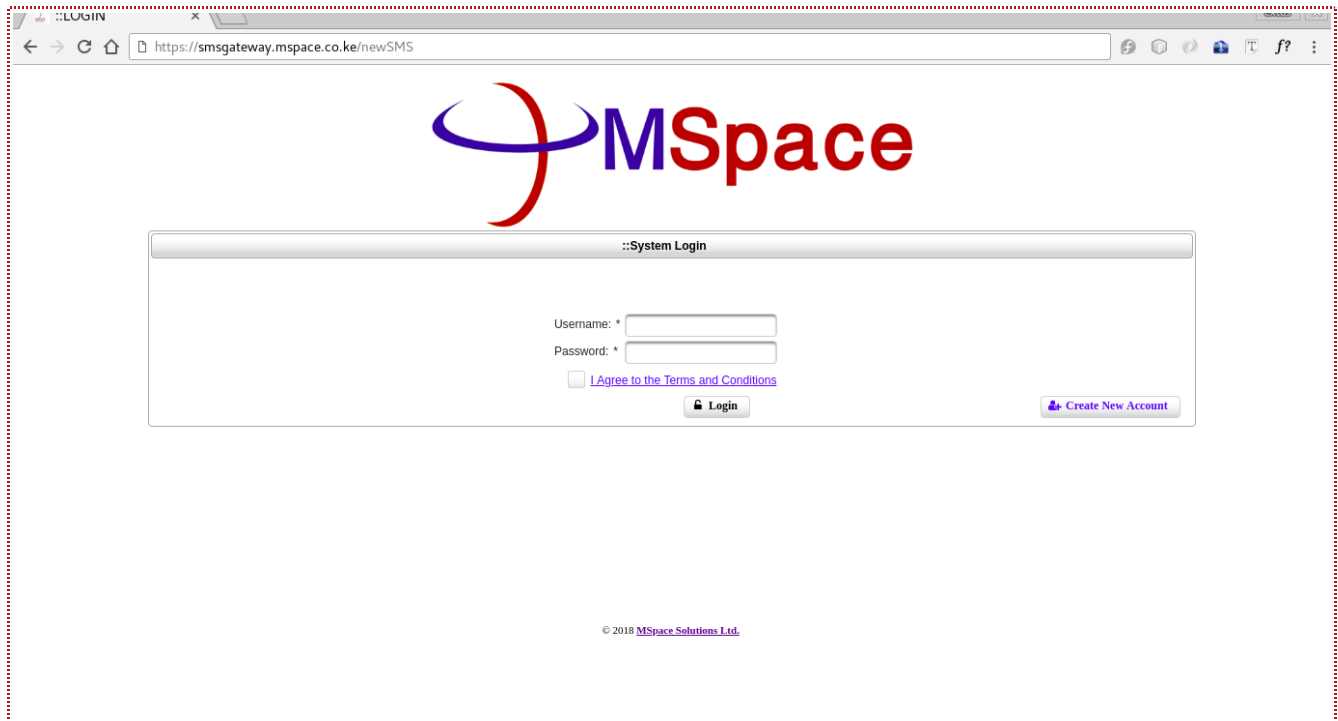
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LOGIN

- Open our website www.mspace.co.ke and click 'Login' menu.

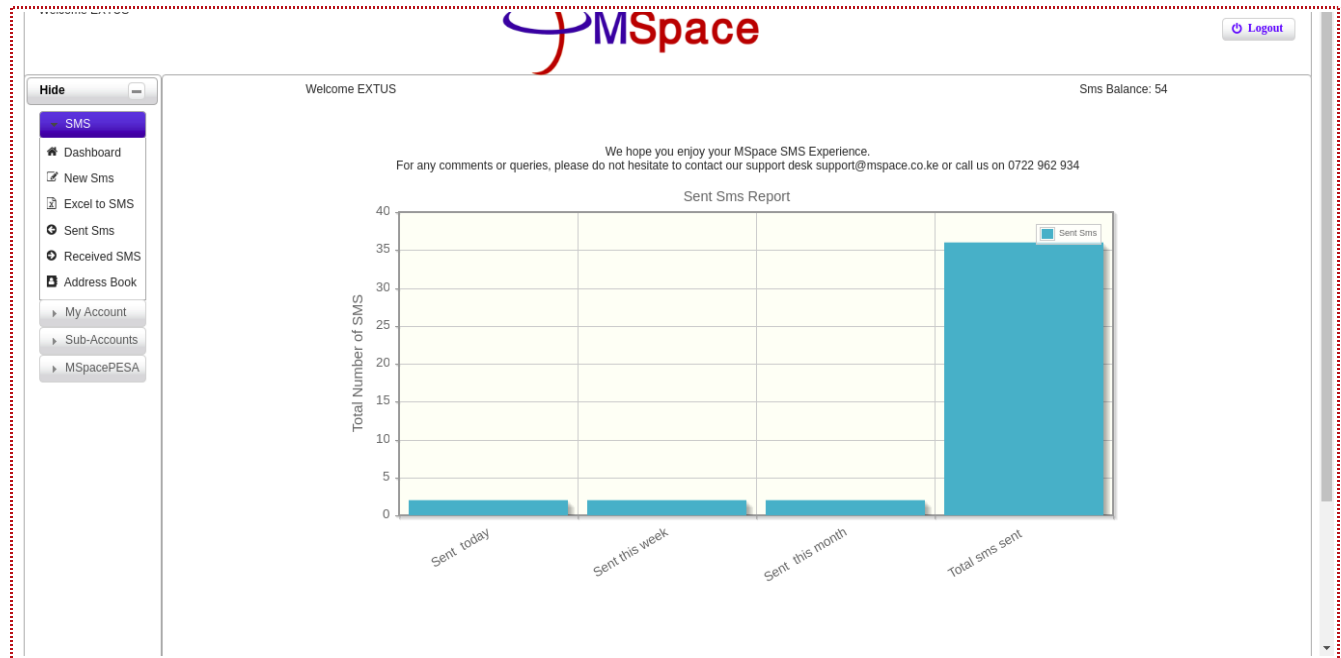
The following page will be loaded.

A screenshot of a web browser displaying the MSpace login page. The browser's address bar shows the URL "https://smsgateway.mspace.co.ke/newSMS". The page features the MSpace logo at the top, which consists of a stylized red and blue circular graphic followed by the text "MSpace". Below the logo is a "System Login" form. The form contains two input fields: "Username: *" and "Password: *". Below these fields is a checkbox labeled "I Agree to the Terms and Conditions" and a "Login" button. To the right of the "Login" button is a "Create New Account" button. At the bottom of the page, there is a copyright notice: "© 2018 MSpace Solutions Ltd.".

Fill in your login credentials; '*username*' and '*password*' set during creation of your account. You must **Read and Agree** to the terms and conditions and press *Login*.

DASHBOARD

On successful authentication you will be forwarded to *Dashboard* page which displays a summarized report of your account progress ,it shows the current balance of your SMS and a graph representation of SMS sent during the specified duration and also the total SMS sent since account opening .



SEND SMS

There are two ways of sending SMS:


- New SMS
- Excel to SMS

New SMS

- Click on the *New Sms* menu button. You will be provided with a field for putting contact number(s) to which you want to send an SMS and a field for typing the message.

The screenshot shows the MSpace web interface for sending SMS. At the top, there is a logo for MSpace and a 'Logout' button. On the left, there is a sidebar menu with options: Dashboard, New Sms, Excel to SMS, Sent Sms, Received SMS, Address Book, My Account, Sub-Accounts, and MSpacePESA. The main content area shows 'Sms Balance: 33'. There are two dropdown menus for 'Groups' and 'Names', both set to 'Select One'. Below these, there is a 'To:' field containing a list of phone numbers: 700112233, 0700001111, 254704976572, and 255712345678. A 'Clear' button is next to this field. To the right of the 'To:' field is a 'Message:' field containing the text 'Hello!'. Below the message field, it says 'Characters left: (154/160)1'. At the bottom, there is a 'From:' dropdown menu set to 'Select One', a 'Time to send:' input field, and a 'Send' button.

- You will then have to choose the *Sender ID* (your registered sender ID), you can specify *Time to Send* if you want your message scheduled and be sent at a later specified time (optional), and then click *Send*.



[Logout](#)

Hide

- SMS
- Dashboard
- New Sms
- Excel to SMS
- Sent Sms
- Received SMS
- Address Book
- My Account
- Sub-Accounts
- MSpacePESA

Sms Balance: 33

Groups

Select One

Names

Select One

To:

700112233
0700001111
254704976572
255712345678

Clear

Message:

Hello!


Characters left: (154/160)1

From:

Select One

Time to send:

Select One
MSpace



[Logout](#)

Hide

- SMS
- Dashboard
- New Sms
- Excel to SMS
- Sent Sms
- Received SMS
- Address Book
- My Account

Enter keyword

List of Sent Sms , Total sms : 1, Sms Balance : 53

Destination	Sent Status
254704976572	Sent Successfully.

(1 of 1) 1 15

*Note that any contact number to send your message to should **always be a valid number**, if it's not a Kenyan contact number remember to **include the country code**.*

You can put as many contact numbers as you want in the contact field by typing a contact number one at a time, pressing enter key to move to the next line to type another number.

Hide

SMS

Dashboard

New Sms

Excel to SMS

Sent Sms

Received SMS

Address Book

My Account

Sub-Accounts

MSpacePESA

MSpace

Logout

Sms Balance: 53

Groups

Select One

Names

Select One

To:

254704976572
254712345678
254700112233
254799999999

Clear

Message:

Hello!

Characters left: (154/160)1

From: Select One

Time to send:

Send

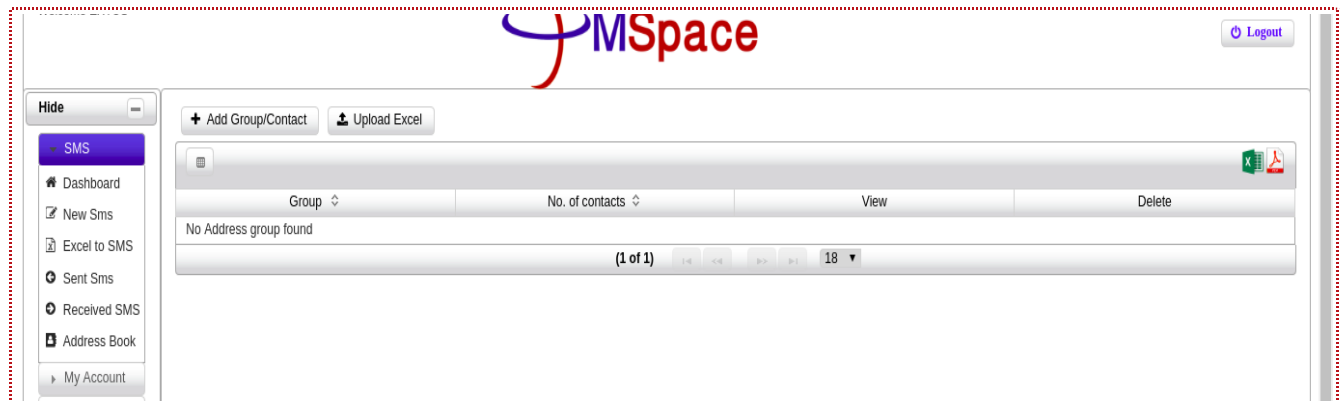
However this is simplified by choosing contact numbers saved in your address book. This is discussed next.

ADDRESS BOOK

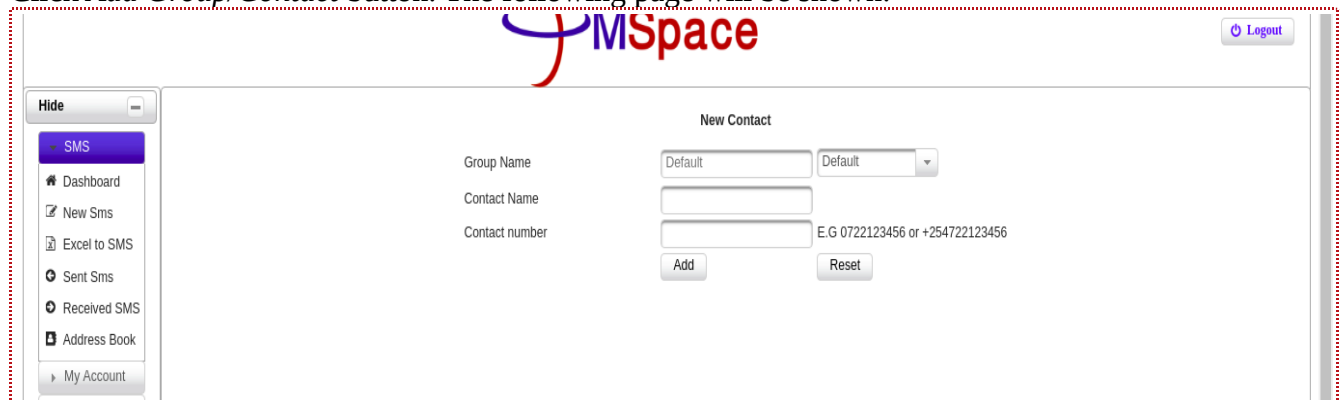
You may be having frequently contacted numbers hence you may need to save them for ease to avoid saving them in an excel sheet (discussed later) or typing them every time you want to send an SMS. That is where your address book comes in.

In address book, contacts are categorized by 'groups' where given contacts are under a given group name. You can either add a group/contact manually or from contact records in an excel sheet.

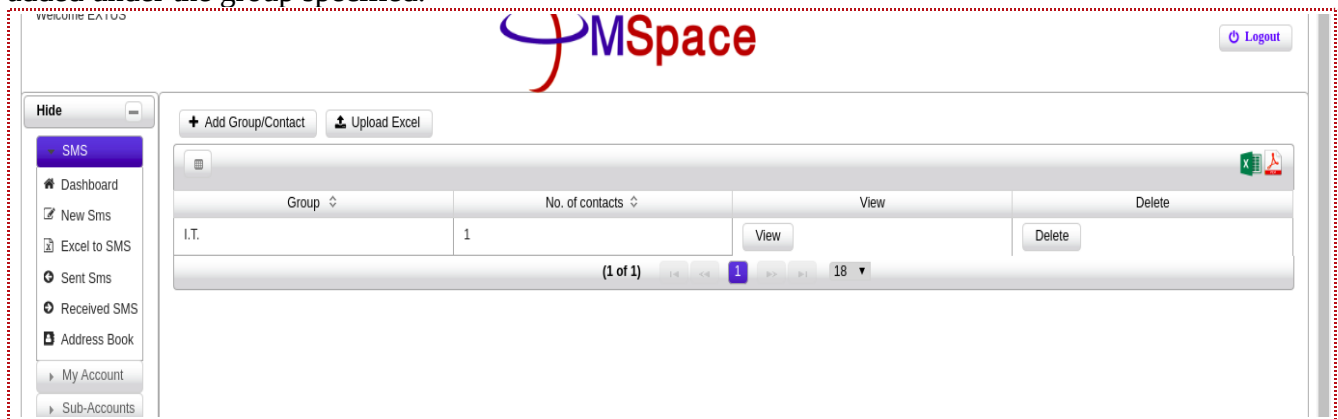
To add group/contact manually - click on the address book menu button. The following page will be shown:



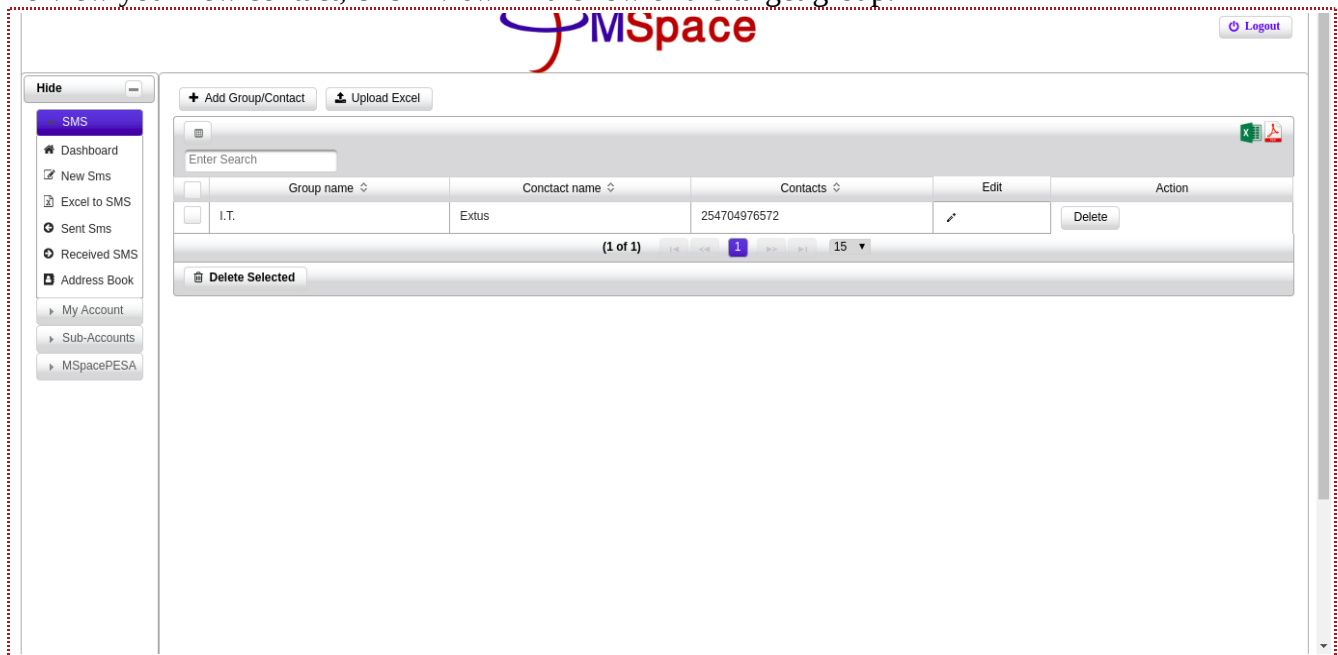
Click *Add Group/Contact* button. The following page will be shown:



- Add a Group Name, Contact Name and Contact Number and click 'Add'. Your new Contact will be added under the group specified.



To view your new contact, click 'view' in the row of the target group.



To add groups/contacts from an excel file - ensure your excel file has group names, contact names and **VALID** contact numbers.

2	Ken	Sales	14-2-2017	112345678
3	Bran	Sales	4-12-2016	0700112233
4	Juliet	Marketer	16-8-2015	254798765432
5	Silvia	Administration	15-2-2014	255700001111
6				
7				
8				
9				
10				
11				
12				
13				
14				
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17				
18				
19				
20				
21				
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26				
27				
28				
29				

Click *Upload Excel* button. The following page will be shown:

Hide

SMS

Dashboard

New Sms

Excel to SMS

Sent Sms

Received SMS

Address Book

My Account

ivispace

Logout

You can only upload excel files of type .xls or .xlsx
Format group name,contact name,contact number
E.g. Work Mates,John Paul,0722123456

Choose


Upload

Cancel

Select Excel Sheet

Done

Click *Choose* button to load your Excel file and click 'Upload' to upload the file into the system.



Hide

- SMS
- Dashboard
- New Sms
- Excel to SMS
- Sent Sms
- Received SMS
- Address Book
- My Account

You can only upload excel files of type .xls or .xlsx
Format group name,contact name,contact number
E.g. Work Mates,John Paul,0722123456


Choose

Upload

Cancel

Select Excel Sheet

Done



Successful

SampleAddressBook (copy).xlsx is uploaded.

Logout

Select the excel sheet containing the contacts record and click *Done*.

The screenshot shows the MSpace web interface. On the left is a sidebar with a 'Hide' button and a menu containing 'SMS' (highlighted), 'Dashboard', 'New Sms', 'Excel to SMS', 'Sent Sms', 'Received SMS', 'Address Book', 'My Account', 'Sub-Accounts', and 'MSpacePESA'. The main content area features a table with 4 columns: col0 (Names), col1 (Department), col2 (day admitted), and col3 (Phone No.). The table contains 5 rows of data. Below the table is a 'Select Excel Columns' form with three dropdown menus for 'Column with Group Names', 'Column with Contact Names', and 'Column with Contact Numbers', all currently set to 'Select Excel Sheet Column'. There is also a checkbox for 'Excel has Column Titles?' which is currently unchecked and labeled 'No'. A pagination bar at the bottom of the table shows '(1 of 1)' and page numbers 1, 5.

col0	col1	col2	col3
Names	Department	day admitted	Phone No.
Ken	Sales	14-2-2017	712345678
Bram	Sales	4-12-2016	700112233
Juliet	Marketer	16-8-2015	255798765432
Silvia	Administration	15-2-2014	700001111

Specify the columns with *Group Names*, *Contact Names* and *Contact Numbers* respectively.

This screenshot shows the same MSpace interface, but the 'Select Excel Columns' form has been updated. The dropdown for 'Column with Group Names' is now set to 'col1', 'Column with Contact Names' is set to 'col0', and 'Column with Contact Numbers' is set to 'col3'. The 'Excel has Column Titles?' checkbox remains unchecked and labeled 'No'. The table and sidebar are identical to the previous screenshot.

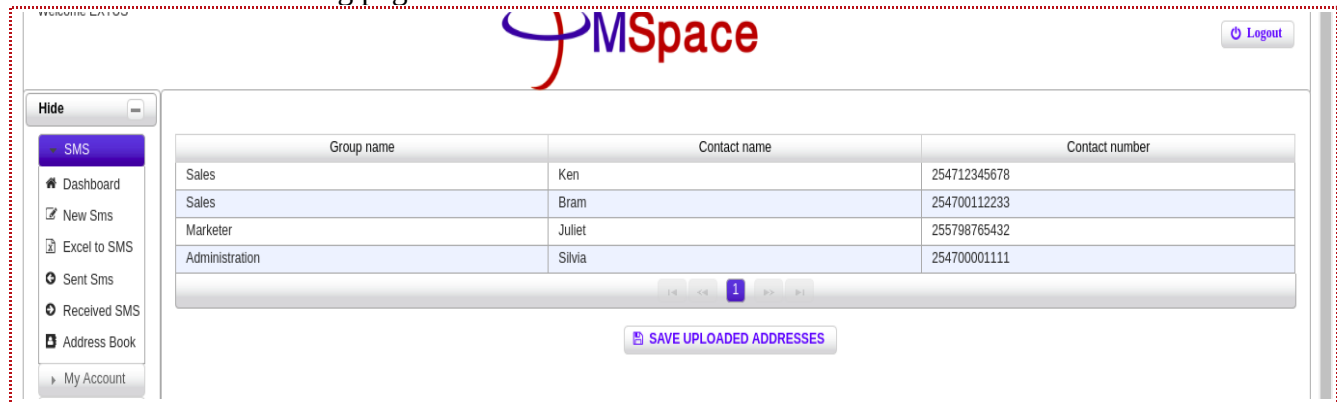
col0	col1	col2	col3
Names	Department	day admitted	Phone No.
Ken	Sales	14-2-2017	712345678
Bram	Sales	4-12-2016	700112233
Juliet	Marketer	16-8-2015	255798765432
Silvia	Administration	15-2-2014	700001111

Specify whether your uploaded excel record has headings. In this case we will tick 'Yes'.

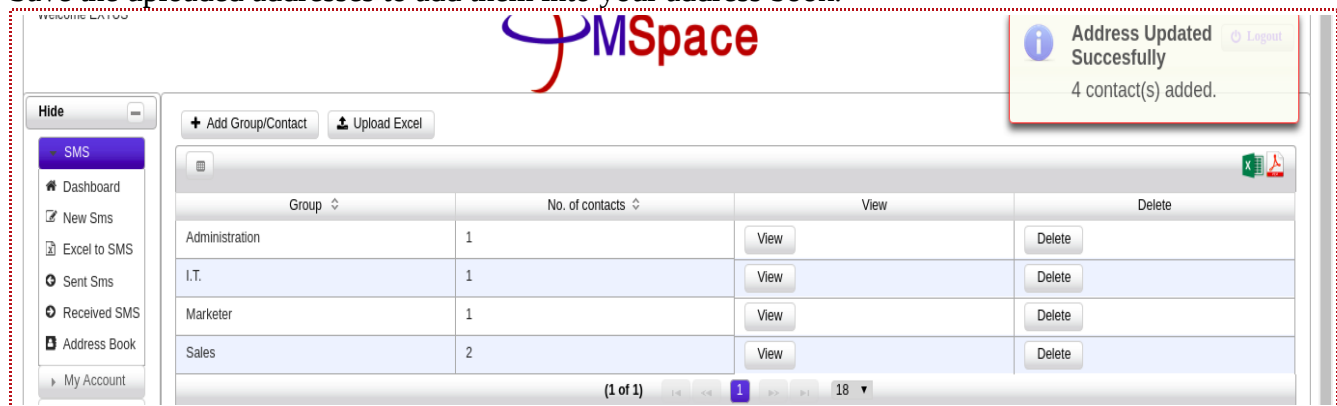
This screenshot shows the MSpace interface with the 'Select Excel Columns' form. The dropdowns for 'Column with Group Names' (col1), 'Column with Contact Names' (col0), and 'Column with Contact Numbers' (col3) remain the same. The 'Excel has Column Titles?' checkbox is now checked, and the label has changed from 'No' to 'Yes'. A 'Done' button has appeared at the bottom of the form. The table and sidebar are identical to the previous screenshots.

col0	col1	col2	col3
Names	Department	day admitted	Phone No.
Ken	Sales	14-2-2017	712345678
Bram	Sales	4-12-2016	700112233
Juliet	Marketer	16-8-2015	255798765432
Silvia	Administration	15-2-2014	700001111

Click *Done*. The following page will be shown:



Save the uploaded addresses to add them into your address book.



You can then click 'view' to see contacts added as per the given group.

Note that:

- Your Address Book only allows valid contact numbers. Any invalid contact detected in the uploaded excel data makes the excel data invalid.
- Any new contact is added to an existing group, if the contact group does not exist the new group is then created.
- Remember to check whether your uploaded excel data has headings. The first row is omitted if you specify that your excel data has headings.

Now you have your frequently/ favourite contacts in your Address Book.

To send message to contacts from your Address Book, click the *New Sms* menu button. You may want to send to a specific group or to specific contacts.

In the *Groups* menu, choose '*groups*' or '*contacts*' to send to a specific group or contacts respectively. Group names will be loaded in the *Names* menu if the '*groups*' option is selected in the *Group* menu as contact names will be loaded in the *Names* menu if the '*names*' option is selected and vice versa.

The screenshot shows the MSpace SMS interface. The 'Groups' menu is selected, and the 'Names' dropdown is open, displaying a list of groups: Administration (1 Contacts), I.T. (1 Contacts), Marketer (1 Contacts), and Sales (2 Contacts). The 'To:' field is empty, and the 'From:' field is set to 'MSpace'. The 'Time to send:' field is empty. The 'Send' button is visible at the bottom right.

MSpace

Sms Balance: 53

Hide

SMS

Dashboard

New Sms

Excel to SMS

Sent Sms

Received SMS

Address Book

My Account

Sub-Accounts

MSpacePESA

Groups

Groups

To:

Clear

Names

Select One

Select One

Administration (1 Contacts)

I.T. (1 Contacts)

Marketer (1 Contacts)

Sales (2 Contacts)

Characters left: (160/160)1

From: MSpace

Time to send:

Send

The screenshot shows the MSpace SMS interface. The 'Contacts' menu is selected, and the 'Names' dropdown is open, displaying a list of contacts: Extus, Ken, Bram, Juliet, and Silvia. The 'To:' field is empty, and the 'From:' field is set to 'MSpace'. The 'Time to send:' field is empty. The 'Send' button is visible at the bottom right.

MSpace

Sms Balance: 53

Hide

SMS

Dashboard

New Sms

Excel to SMS

Sent Sms

Received SMS

Address Book

My Account

Sub-Accounts

MSpacePESA

Groups

Contacts

To:

Clear

Names

Select One

Extus

Ken

Bram

Juliet

Silvia

Characters left: (160/160)1

From: MSpace

Time to send:

Send

Excel to SMS

To send message to contacts from an Excel Sheet click *Excel to Sms* menu button. As we have learned in the Address Book, a page to upload your Excel file will be shown. Choose and upload your excel file, choose the Excel Sheet to use and click *Done*. The following page will be shown:

Sms Balance : 53

col0	col1	col2	col3
Jake	0704976572	7000	credit
Morena	0712345678	3000	bonus
Xavier	0700112233	0	balance
Michelle	0700001111	200	bonus

(1 of 1) 15

Select Excel Sheet Column With phone Numbers *

Select Excel Sheet Column

Select the column with the phone numbers and click *Done* to load the following page.

Sms Balance : 53

col0	col1	col2	col3
Jake	0704976572	7000	credit
Morena	0712345678	3000	bonus
Xavier	0700112233	0	balance
Michelle	0700001111	200	bonus

(1 of 1) 5

Message:

Dear [col0], your [col3] of KES [col2] is effected in your account.

You can now send long message with up to 670 characters. Specify fields by using [col] tags as they appear in the sample data above. Eg. To specify account no field, use [col1], amount use [col2], name use [col3]. Eg. Dear [col1], your account/policy no [col2]...

From Address: MSpace

Time to send:

Save Message

Characters left: (the character might not be the exact value if you included columns value)

SEND SAMPLE SMS
send a sample sms to your phone

PREVIEW SMS DETAILS
preview a sample sms outlook

SEND SMS TO ALL
Send sms to all selected address

- In the page above type the message in the *Message* text box and specify fields by using *[col]* tags which are headers of the columns from the excel data uploaded . E.g. “*Dear [col0], your [col3] of KES [col2] is effected in your account*”. The tag *[col0]*, *[col3]* and *[col2]* will be replaced with corresponding data from the excel columns.
- Select the Sender ID at *From Address* menu.
- Select *Time to send* in case you want the message to be sent at a later time you have specified.
- You can optionally click the *Save Message* button to save the message template for later date retrieval.
- Click *PREVIEW SMS DETAILS* to view a sample SMS outlook.

- Click the **SEND SAMPLE SMS** button which will bring up a pop up dialog prompting you to input a phone number and click **Send Message** button to receive an instant message of a sample SMS to that number.
- After confirming the Message is in order through either the preview message or Sample SMS you can now click the **SEND SMS TO ALL** button to send the message to all respective addresses. After which you will be forwarded to sent SMS notification page.

Send Sample SMS:

The screenshot shows the MSpace SMS management interface. A modal dialog titled "SEND SAMPLE SMS" is open, prompting the user to enter a phone number in the "To:" field (07000000001) and a message in the "Message:" field. The message preview shows: "Dear Michelle, your bonus of KES 200 is effected in your account." The "From:" field is set to "MSpace". A "Send Message" button is at the bottom of the dialog.

In the background, the main interface shows a table of contacts with columns col0, col1, col2, and col3. The table contains the following data:

col0	col1	col2	col3
Jake	0704976572	7000	credit
Morena	0712345678	3000	bonus
Xavier	0700112233	0	balance
Michelle	0700001111	200	bonus

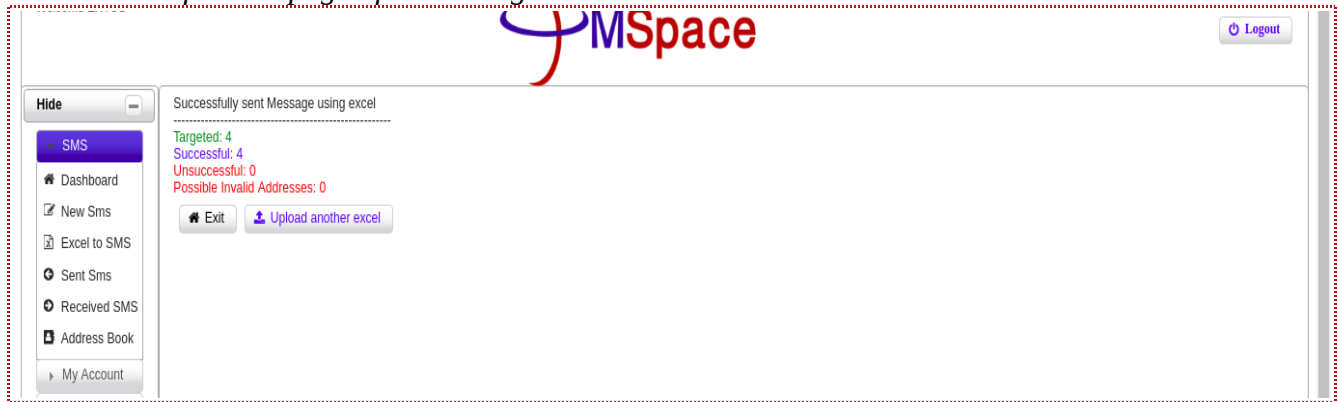
Below the table, there is a "SEND SAMPLE SMS" button with the description "send a sample sms to your phone". Other buttons visible include "PREVIEW SMS DETAILS" and "SEND SMS TO ALL".

Preview SMS Details:

The screenshot shows the same MSpace SMS management interface. A modal dialog titled "Sample SMS" is open, displaying the details of a sample SMS. The "To:" field shows the phone number 0700001111. The "Message:" field shows: "Dear Michelle, your bonus of KES 200 is effected in your account." The "From:" field is set to "MSpace". The "Time to Send:" field is set to "Now".

In the background, the main interface is the same as in the previous screenshot, showing the table of contacts and the "SEND SAMPLE SMS" button.


sent SMS notification page after sending SMS to all:



SENT SMS AND DELIVERY REPORT

Click on the menu Sent SMS and the page below will be loaded.

Welcome EXTUS



[Logout](#)

Hide

SMS

- Dashboard
- New Sms
- Excel to SMS
- Sent Sms
- Received SMS
- Address Book
- My Account
- Sub-Accounts
- MSpacePESA

Sms Balance : 45

Start Date: 2018-06-01

End Date: 2018-07-01

Submit

Total Sms Sent

Enter Search

Mobile	SenderID	Time Sent	Last update	Status	No of SMS
254776556722	MSpace	2018-06-29 17:17:14	2018-06-29 17:17:14	Network	1
254704976572	MSpace	2018-06-29 16:59:44	2018-06-29 16:59:48	Delivered	1
254776556722	MSpace	2018-06-29 16:57:10	2018-06-29 16:57:10	Network	1
41793944631	MSpace	2018-06-29 16:50:45	2018-06-29 16:50:45	Network	1
254704976572	MSpace	2018-06-27 14:33:03	2018-06-27 14:33:21	Delivered	1
254704976572	MSpace	2018-06-25 15:51:11	2018-06-25 15:51:16	Delivered	1
254704976572	MSpace	2018-06-25 15:46:22	2018-06-25 15:46:26	Delivered	1
254704976572	MSpace	2018-06-25 15:38:00	2018-06-25 15:38:05	Delivered	1
254704976572	MSpace	2018-06-25 15:29:23	2018-06-25 15:29:27	Delivered	1

Calendar: Jul 2018

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Good afternoon! Message from Rose. Do not reply.

test message

this is some test message

this%20is%20some%20test%20message

this+is+some+test%2Bmessage

this+is+some+test+message

Click on the *Start Date* input field and a calendar will pop up select the report starting date and the date will be filled in the input field labelled *Start date* and likewise to the *End Date*. Click on the *Submit* button to fetch up the report . NB: For the right report you must use the calendar, do not type the date. The corresponding report contains a summary of the total number of SMS sent during the selected duration and also per message you can view the number of SMS depending on your message length though the message was sent as one .

The report will be as shown in the table above, the *delivery report* is the record on the status column:

‘*delivered*’ - the message successfully delivered to the target recipient.

‘*Network*’ - the message has been delivered to the network awaiting delivery to the target recipient.

‘*undelivered*’ - the message was not delivered at all. The recipient’s number may be invalid.

‘*expired*’ - message delivery timed-out because the recipient has been unreachable for more than 24 hours,

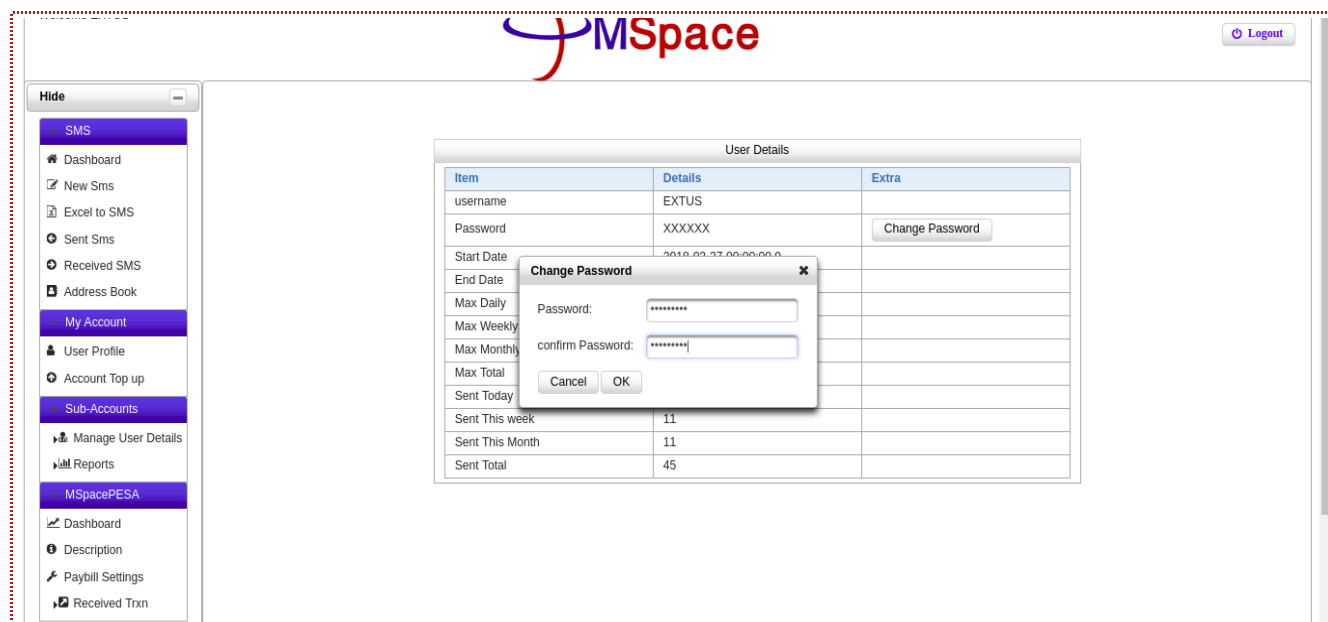
You can export the above report to a PDF file or to an Excel file by clicking on either PDF or Excel icons respectively.

MY ACCOUNT

USER PROFILE

Click on the User Profile menu which will load the page below. At user Profile page you can view the current balance which is also available in other menus of this application . View a summary of sent SMS per duration and also the total SMS sent all along .

To change your password click on Change Password button which will bring up a dialog prompting you to enter a new password. Confirm the new password and click **OK** to change your password.



The screenshot displays the MSpace application interface. On the left is a sidebar menu with categories: SMS, My Account, Sub-Accounts, and MSpacePESA. The 'My Account' section is expanded, showing 'User Profile' as the selected item. The main content area is titled 'User Details' and contains a table with user information and a 'Change Password' button. A 'Change Password' dialog box is open in the center, prompting for a new password and its confirmation.

Item	Details	Extra
username	EXTUS	
Password	XXXXXX	<button>Change Password</button>
Start Date	2018-03-27 00:00:00	
End Date		
Max Daily		
Max Weekly		
Max Monthly		
Max Total		
Sent Today		
Sent This week	11	
Sent This Month	11	
Sent Total	45	

REPORTS

Reports are represented by the detailed tables in the system filtered by specified time range i.e. from an initial date to a later date. You can farther *filter* what columns to view, *export* the loaded data to PDF or Excel, choose *number of rows* to view per page or *search and filter* table using a typed keywords

Type of reports include:

Under SMS(only for customers enrolled as short-code users)

- *Received SMS* – Shows the received SMS to a specified short-code.

Under Sub-Accounts

- *SMS Report* – Shows sent SMS details by a specified subuser.
- *SMS Utilization Report* – Shows how SMS sub-account is being utilized used by a specified subuser.

Under MSpacePESA (Only for customers who have enrolled to this service)

- *Processed Received Transactions* – Shows the complete transactions done through MSpacePESA service.
- *Unprocessed Received Transactions* – Shows the incomplete/unposted transactions.

Figures below illustrate how to utilize system reports.

Fetching and populating report:

Welcome EXTUS

Sms Balance : 45

Start Date: 2018-06-01 End Date: 2018-07-01

Submit

Total Sms Ser

Mobile	SenderID	Time Sent	Last update	Status	No of SMS
254776556722	MSpace	2018-06-29 17:17:14	2018-06-29 17:17:14	Network	1
254704976572	MSpace	2018-06-29 16:59:44	2018-06-29 16:59:48	Delivered	1
254776556722	MSpace	2018-06-29 16:57:10	2018-06-29 16:57:10	Network	1
41793944631	MSpace	2018-06-29 16:50:45	2018-06-29 16:50:45	Network	1
254704976572	MSpace	2018-06-27 14:33:03	2018-06-27 14:33:21	Delivered	1
254704976572	MSpace	2018-06-25 15:51:11	2018-06-25 15:51:16	Delivered	1
254704976572	MSpace	2018-06-25 15:46:22	2018-06-25 15:46:26	Delivered	1
254704976572	MSpace	2018-06-25 15:38:00	2018-06-25 15:38:05	Delivered	1
254704976572	MSpace	2018-06-25 15:20:23	2018-06-25 15:20:27	Delivered	1

Good afternoon! Message from Rose. Do not reply.

test message

this is some test message

this%20is%20some%20test%20message

this+is+some+test%2Bmessage

this+is+some+test+mmessage

Note that for short-code and main-account users you will have to specify the **short Code** or the subuser **User Name** from their drop-down menus respectively.

File ▾	SenderID ▾	Time Sent ▾	Last update ▾	Status ▾	SMS ▾	Message ▾
4976572	MSpace	2018-06-21 10:01:55	2018-06-21 10:01:59	Delivered	1	Test Message10
4976572	MSpace	2018-06-21 10:01:00	2018-06-21 10:01:04	Delivered	1	Test Message.
4976572	MSpace	2018-06-21 09:58:39	2018-06-21 09:58:50	Delivered		Test message

Filter Columns to view

Search and Filter Table using search Key Word

Number of Page currently viewed

Number of rows to show per Page

Press to Export into an Excel file

Press to Export into a PDF file

Choosing columns to show:

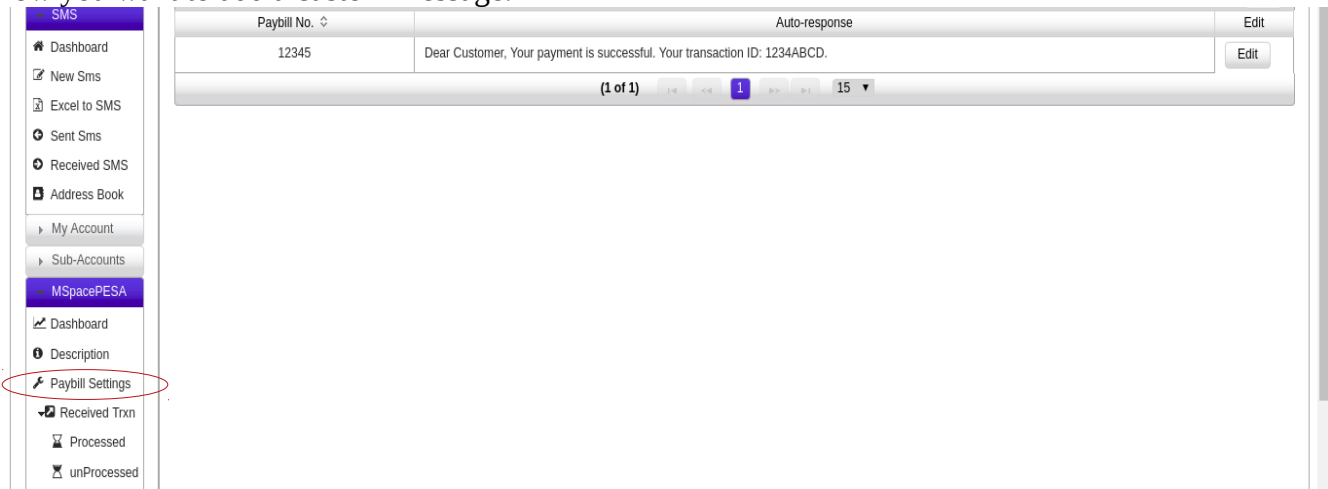
SenderID	2018-06-21 10:01:55	Delivered	Test Message10
Time Sent	2018-06-21 10:01:00	Delivered	Test Message.
Last update	2018-06-21 09:58:39	Delivered	Test message
Status	(1 of 1) < 1 > 20 ▾		
No of SMS			

4976572	2018-06-21 10:01:55	Delivered	Test Message10
4976572	2018-06-21 10:01:00	Delivered	Test Message.
4976572	2018-06-21 09:58:39	Delivered	Test message

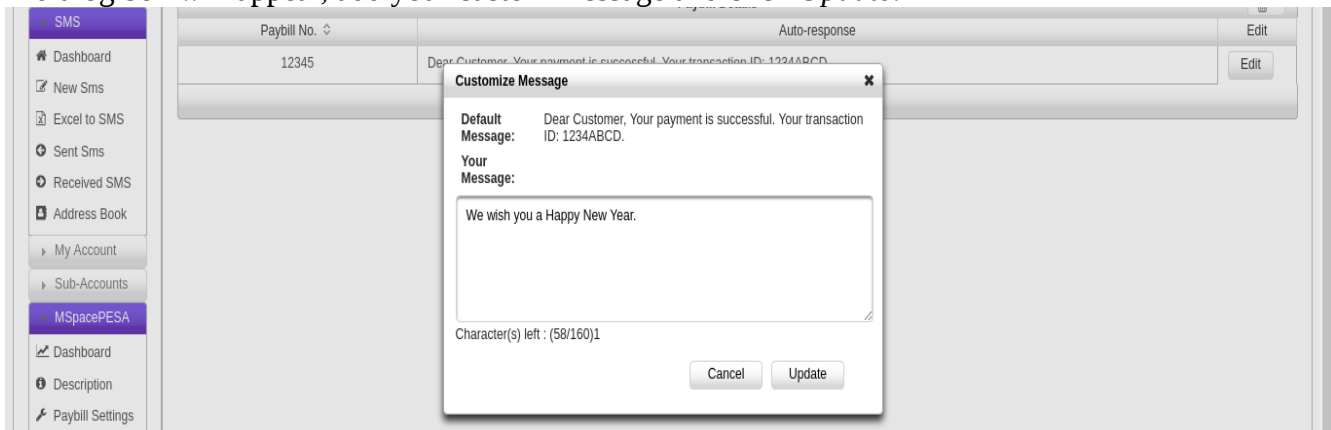
PAYBILL SETTINGS

For MSpacePESA subscribers you can add a custom message/signature to customers payment response message. The default message however remains as it is. This is illustrated below.

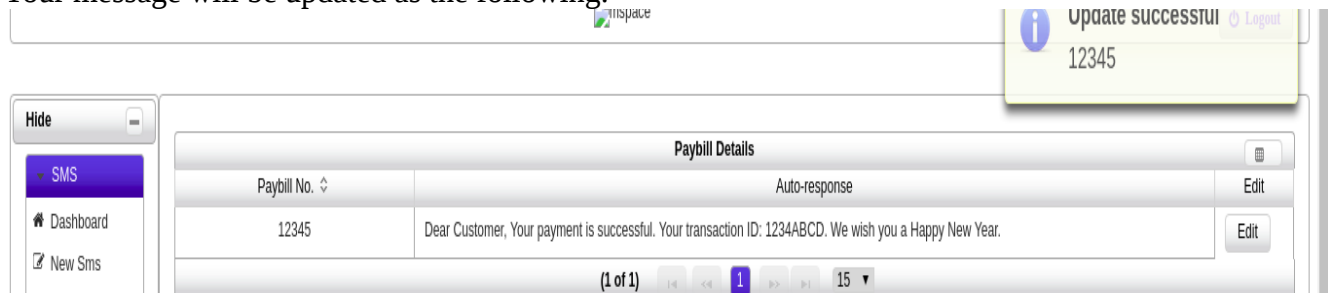
Under MSpacePESA menu, click *Paybill Settings* to show the following page then click *Edit* on the row you want to add a custom message:



A dialog box will appear, add your custom message and click *Update*:



Your message will be updated as the following.



For further assistance please do not hesitate to contact our support desk **support@mspace.co.ke**

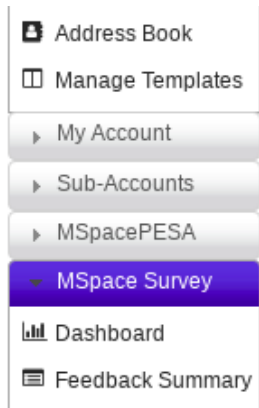
or call us on **0722 962 934**

MSPACE SURVEY

This is a menu item that is visible to your menu only if the services is activated for your account otherwise is invisible. It contains two sub-menus, one is dashboard and two is feedback summary.

I. Dashboard

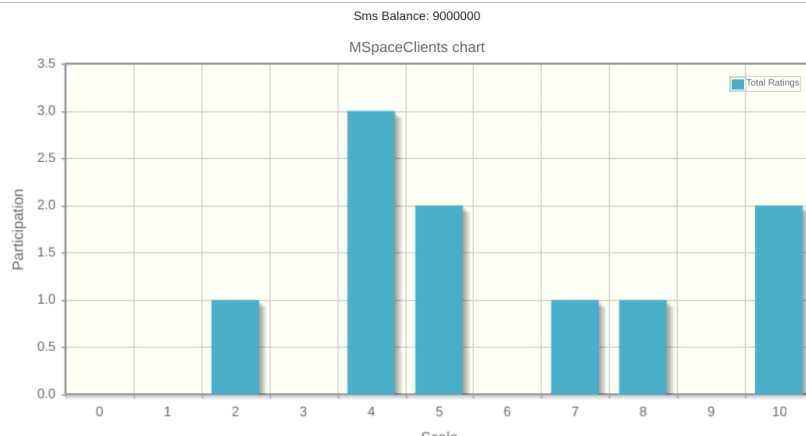
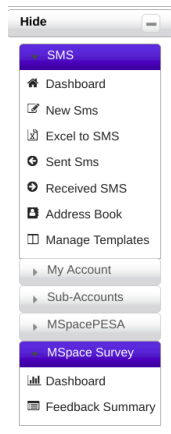
Click the dashboard sub menu under Mspace survey.



Contains graphical representation of users participation against scale on a bar graph.

At the top of the page sms balance is shown.

Welcome admin



II. Feed Back Summary

Click on the feedback summary under mspace survey on the menu.

This menu item when clicked gives a detailed information concerning the survey conduct within a certain period of time. It shows the details of the person who conducted the survey that is mobile number, the scaling he or she gave, the response he or she gave and finally the time this occurrence happened. Like most reports this summary can be exported to excel, csv and PDF format.

Hide

SMS

Dashboard

New Sms

Excel to SMS

Sent Sms

Received SMS

Address Book

Manage Templates

My Account

Sub-Accounts

MSpacePESA

MSpace Survey

Dashboard

Feedback Summary

Select Start Date: 2018-11-01

Select End Date: 2019-05-23

Submit

Survey Summary

Mobile No. ↕	Scale	Response	Time	View
+254722128477	2	2	2019-03-18 15:26:49.0	View
+254722128477	4	4	2019-03-18 15:17:46.0	View
+254722128477		"Faster way of communication eg online chat"	2019-03-15 12:20:31.0	View
+254722128477	4	4	2019-03-15 12:19:53.0	View
+254714862457	10	10	2019-03-15 11:22:59.0	View
+254722128477		"Need faster way to communicate."	2019-03-14 18:01:58.0	View
+254722128477	4	4	2019-03-14 18:01:27.0	View
+254722128477	7	7	2019-03-14 17:58:22.0	View
+254722128477		"Online realtime support eg chat application"	2019-03-14 12:42:22.0	View
+254722128477	5	5	2019-03-14 12:41:38.0	View
+254722128477	8	8	2019-03-13 14:38:45.0	View
+254722128477		"Faster response from sales and marketing team will be handy"	2019-03-13 14:36:55.0	View
+254722128477	5	5	2019-03-13 14:36:22.0	View
+254722128477		AllGood	2019-03-13 14:29:02.0	View
+254722128477	10	10	2019-03-13 14:28:39.0	View

(1 of 2) 1 2 15

On clicking the view button it opens the view window.

This entails detailed information of the system client responses during the conducting of the survey. it illustrate the conversation response and time it occurred also can be exported to excel,csv and PDF. The details shown are always from the row clicked View button.

Hide

SMS

Dashboard

New Sms

Excel to SMS

Sent Sms

Received SMS

Address Book

Manage Templates

My Account

Sub-Accounts

MSpacePESA

MSpace Survey

Dashboard

Feedback Summary

System vs Client response

User. ↕	Response	Time
Customer	9	2019-05-02 16:51:00.0
System	Thank you for purchasing MSpace products and services. We value your feedback. On a scale of 0-10, how likely are you to recommend us? (0=not likely, 10=very likely). Texts are free.	2019-05-02 16:50:34.0
System	Thank you for taking the time to give us your feedback. We will get back to you shortly.\n\nPowered by MSpaceSurvey.	2019-05-02 16:49:31.0
Customer	4	2019-05-02 16:49:31.0
System	Which of the following best describes your dissatisfaction with the service?\n1. Customer Service\n2. Product Features\n3. Website\n4. Others	2019-05-02 16:49:06.0
Customer	3	2019-05-02 16:49:06.0
System	Thank you for purchasing MSpace products and services. We value your feedback. On a scale of 0-10, how likely are you to recommend us? (0=not likely, 10=very likely). Texts are free.	2019-05-02 16:36:39.0
System	Which of the following best describes your dissatisfaction with the service?\n1. Customer Service\n2. Product Features\n3. Website\n4. Others	2019-04-26 20:22:27.0
Customer	4	2019-04-26 20:22:27.0
System	Thank you for purchasing MSpace products and services. We value your feedback. On a scale of 0-10, how likely are you to recommend us? (0=not likely, 10=very likely). Texts are free.	2019-04-26 20:21:50.0
System	Thank you for taking the time to give us your feedback. We will get back to you shortly.\n\nPowered by MSpaceSurvey.	2019-03-18 15:26:50.0
Customer	2	2019-03-18 15:26:49.0
System	Which of the following best describes your dissatisfaction with the service?\n1. Customer Service\n2. Product Features\n3. Website\n4. Others	2019-03-18 15:17:46.0
Customer	4	2019-03-18 15:17:46.0
System	Thank you for purchasing MSpace products and services. We value your feedback. On a scale of 0-10, how likely are you to recommend us? (0=not likely, 10=very likely). Texts are free.	2019-03-18 15:16:45.0

(1 of 4) 1 2 3 4 15