**Email AND SMS Marketing**

1. **Introduction**

Bulk Email And SMS Marketing is a place where client and admin can send Bulk SMS and Bulk Email using various SMS Gateways and Email Providers. And also client can raise a ticket which is generated by him/her or their customers. Admin will reply back to that ticket by solving the issues which is in sent ticket.

1. **Description:**

Client who registered directly can create new client/customer or group of client/customer and they can assign email and sms count to those customer who are under him/her. In Client Portal, Client can send Bulk SMS or Email using Groups. Different panel for client is available with Responsive design.

1. **USER SIDE:**
	1. **CLIENT:**

3.1.1 Register

 Client as to register through the site and also they can get password through Forgot password option.

3.1.2 Create new client

 Client can create new client/customer or group of client/customer and they can send bulk email/sms to their client/customer who are under Administartor client.

3.1.3 Raising Ticket

 Client can raise ticket to Admin So that admin can reply to that token by sending mail.

3.1.4 Pending, Closed, Inprogress Ticket

 Client can view pending, closed, Inprogress ticket

3.3.4 Assigning SMS/Email

 Client can set the limitations in the Customer setup to how many Emails & SMSs the customer can send from his/her customer panel.

 Client Or User Can send request for Email or SMS Quota.

3.1.5 Invoice

 Client can view their invoices for their transaction and they can create invoices.

3.1.6 Dashboard

 Client dashboard contains

1. Ticket information
2. Recent Email/SMS information
3. Recent tickets raised

3.1.7 Profile management

Client can manage their profile by viewing and editing their profile.

3.1.8 Change password and image

Client can change password and profile picture.

3.1.9 Customer setup

Client can have options which is listed below in customer setup

1. Send Email
2. Send SMS
3. Change Quote (Email and SMS Limit)
4. Change image
5. SMS Transaction
6. Email Transaction
7. Delete customer
8. View profile

Client can view total Email/SMS sent and remaining Email/SMS.

* 1. **Customer**

Customer those who are under main client/administrator can have a same features as like client except **Support Ticket Management**.

Customer can send

1. Bulk Email
2. Email to their clients.
3. Bulk Email from file
4. Can view Email History
5. Bulk SMS
6. SMS to their clients.
7. Bulk SMS from file
8. Can view SMS History.
9. **ADMIN:**
	1. Dashboard

Dashboard contains Ticket information, Bulk SMS/Email information, Client information.

* 1. Add Client

Admin can add client and client group.

Have Export and Import client group option.

* 1. Invoices

Invoices can be created and listed to view.

* 1. Bulk SMS

Admin can send bulk sms to all clients and also he can send sms from file option.

* 1. Bulk Email

Admin can send bulk Email to all clients and also he can send Email from file option.

* 1. SMS Gateway
	+ Set Different Prices for Different SMS Gateways
	+ SMS Price Plan
	+ Create SMS Price Plan
	+ Admin can set particular sms gateway to separate clients.
	+ Add SMS Price Plan features
	+ 11+ SMS Gateways Integration is available
	+ Sender ID to send SMS to be managed and it as to be sent to client to send sms.
	1. Email Providers

Admin can set email providers for individual client.

Email providers like PHPMailer, SendGrid etc.

* 1. Support Ticket Management

• Admin can Create New Ticket

• Admin canCreate Support Department

• Manage Answered, pending, closed tickets

• Manage Support Ticket

• Manage Support Department

• Message Reply Between Administrator and Clients

 Admin will answer to the tickets which is sent by client.

• Related Support Ticket Files can be uploaded and download

• Change Support Department

* 1. Administrators and Administrator Roles

Many Roles can be set by Administartor to manage different groups.

Disable SMS or Email Options for specific clients or full systems

* + 1. Setup

To View and change

* Company information
* Application configuration
* Currency and Localisation
* Logo
	1. 4 Payment Gateways are available for client transaction.
	2. Email Templates

Email Templates are designed to send emails.

**CLIENT LOGIN:**

**http://massmailscript.com/demo/smsemail-marketting/client/login.php**

Username : vidhya.inet@gmail.com

Password : 123456

**ADMIN LOGIN:**

**http://massmailscript.com/demo/smsemail-marketting/admin/login.php**

Username: admin

Password : admin