

RCS Messaging User Guide



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Introduction:

RCS helps you send rich contextually relevant content directly to your customer's Messages app on Android. RCS messaging is designed to move mobile networks beyond texting. Now with RCS, share high-res photos and larger files, chat with a group, know when messages are read, & build a relationship with users.

1. Accessing RCS Messaging Through MOBtexting Platform

To get started with accessing the application, follow the steps below:

Step 1: In your browser, type in the URL: <https://portal.mobtexting.com/rcs>

Step 2: Enter the username and password to log in

Step 3: Click on the Sign-in button

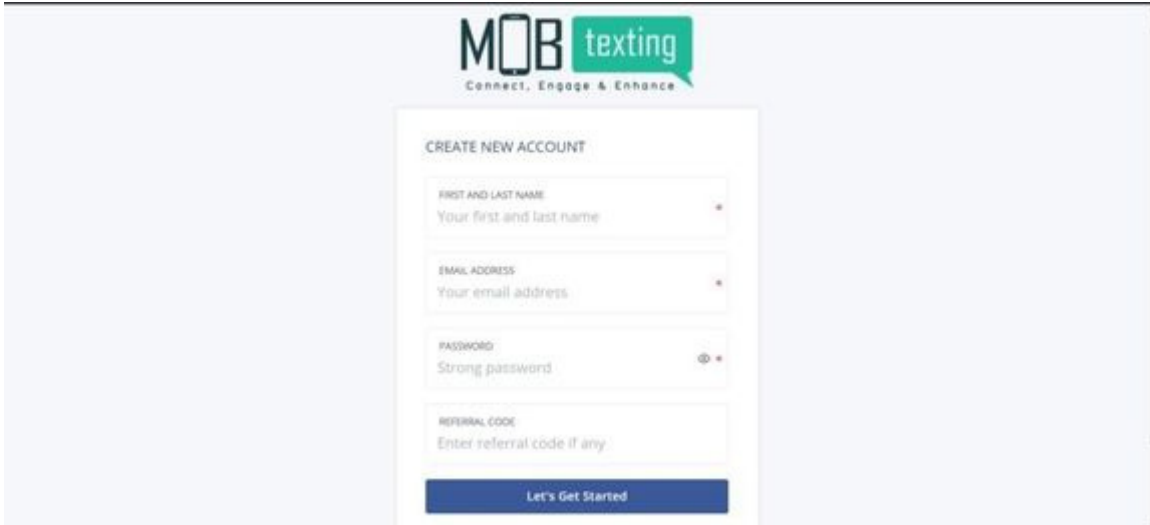
2. Access for the new user

Visit <https://www.mobtexting.com>

Click on Sign-Up at the top of the page.

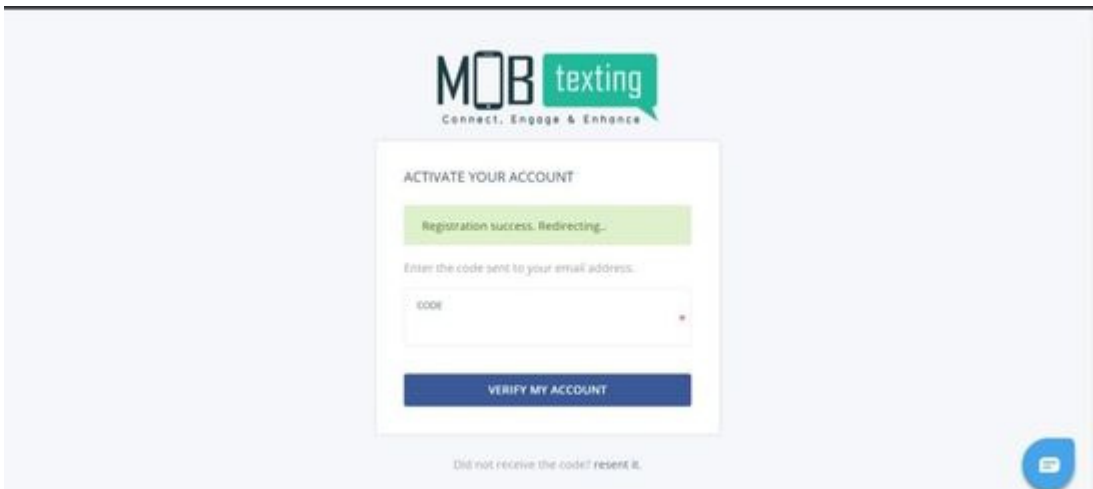


Fill up all the required fields. Please provide a valid email address as we verify it.



The screenshot shows the 'CREATE NEW ACCOUNT' form on the MOB texting website. The form includes the following fields: 'FIRST AND LAST NAME' (placeholder: 'Your first and last name'), 'EMAIL ADDRESS' (placeholder: 'Your email address'), 'PASSWORD' (placeholder: 'Strong password'), and 'REFERRAL CODE' (placeholder: 'Enter referral code if any'). A blue button labeled 'Let's Get Started' is positioned at the bottom of the form.

Enter the OTP sent to the email address.

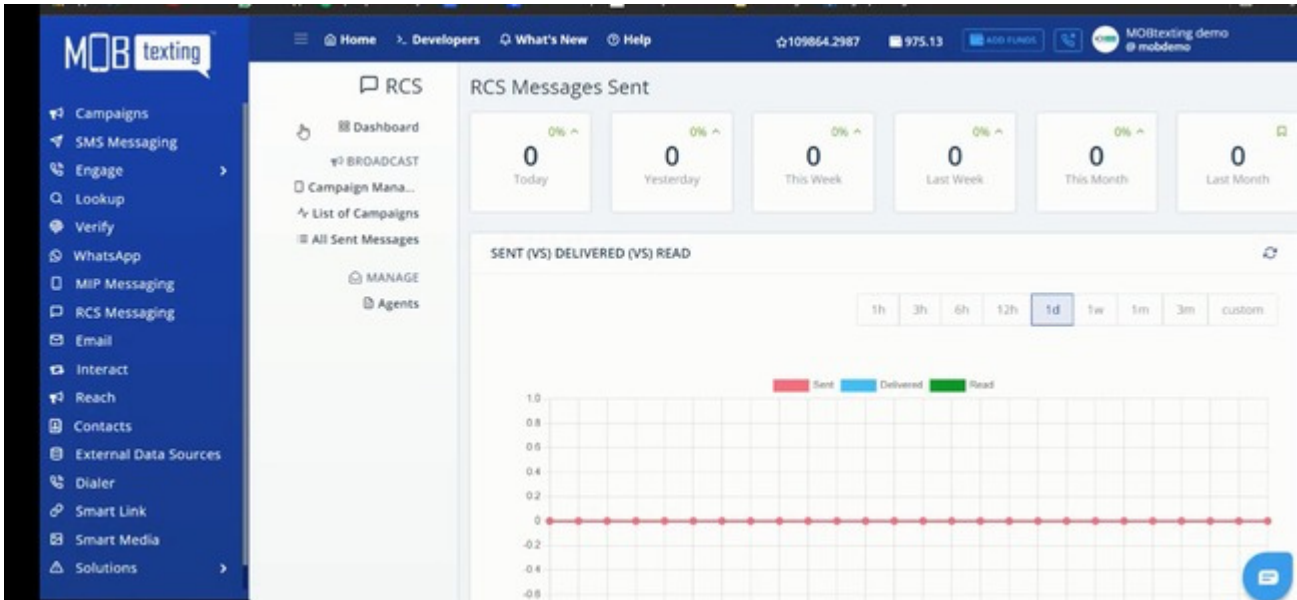


The screenshot shows the 'ACTIVATE YOUR ACCOUNT' form on the MOB texting website. At the top, a green message box says 'Registration success. Redirecting...'. Below this, the text reads 'Enter the code sent to your email address.' followed by a 'CODE' input field. A blue button labeled 'VERIFY MY ACCOUNT' is at the bottom. A link at the bottom of the form says 'Did not receive the code? resend it.' and a blue chat icon is in the bottom right corner.

3. MOBtexting, RCS Dashboard

Now you can use the RCS messaging through MOBtexting platform.

Here the RCS messaging Dashboard looks like in the MOBtexting panel.



4. Requirements at User End to receive RCS messages.

- RCS messages can only be send to Android devices
- Google message app should installed in the android phone
- In the Google messages application, chat settings should be enabled

5. Register as an Agent In MOBtexting platform

Your MOBtexting account manager helps you to get the RCS agent registration done MOBtexting account manager will collect a few documents from your end and get it approved as a RCS agent from Google.

The screenshot shows the 'Agents' section of the dashboard. A red box highlights the 'Agents' link in the left sidebar. The main content area displays a table with 3 agents. The table has columns for ID, NAME, BUSINESS NAME, CREATED, and STATUS.

#	ID	NAME	BUSINESS NAME	CREATED	STATUS
1	700969ca-0cb2-11ec-a2c0-9aaa859e85c0	Qikberry		Sep 03, 2021 05:58 PM	Active
2	700969ca-0cb2-11ec-a2c0-9aaa859e85c2	Finance Buddha		Sep 03, 2021 05:58 PM	Active
3	700969ca-0cb2-11ec-a2c0-9aaa859e85c3	mobtexting		Sep 03, 2021 05:58 PM	Active

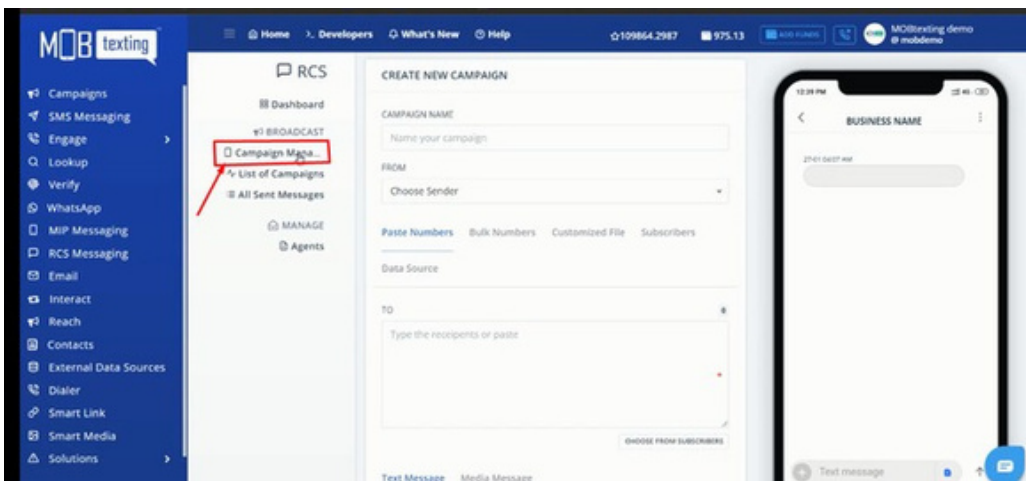
Once the Agent is created, you can see the record in the Agents section.

6. Template

This is completely owned by Google so there is no need of DLT template approval in RCS messaging. So you can setup campaign directly once the agent is created.

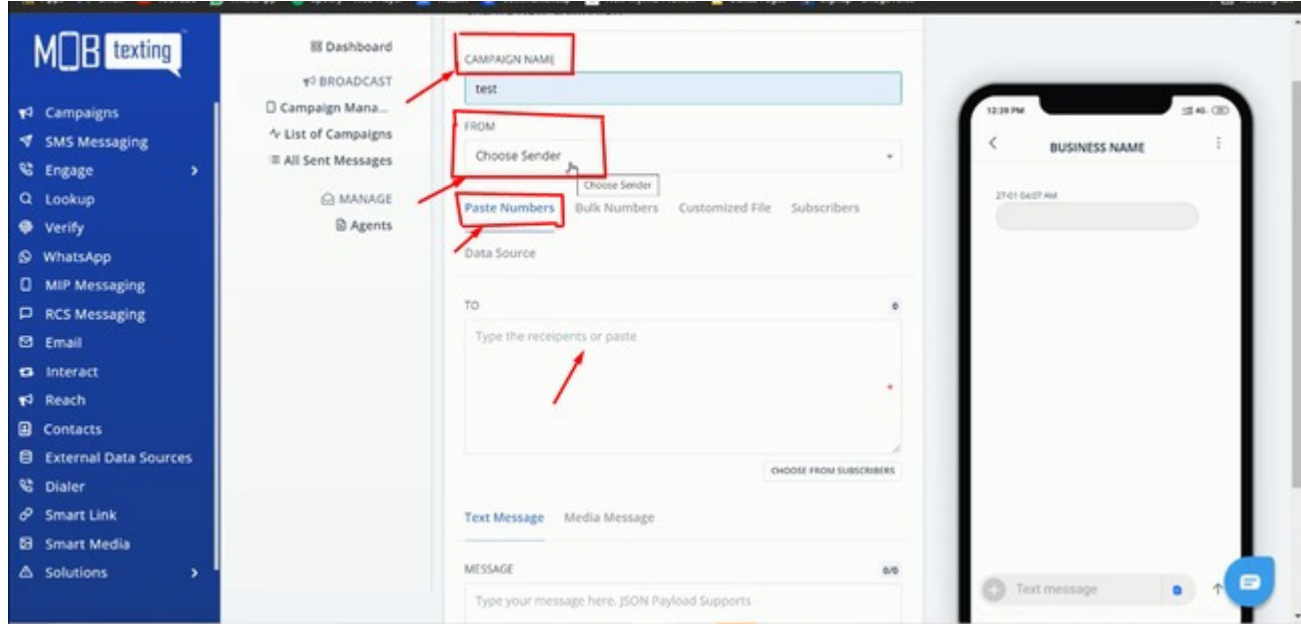
7. Send Campaign

Click on the campaign manager to create a new campaign. As there is need of template approval from, you can directly enter the message, you wish to send.



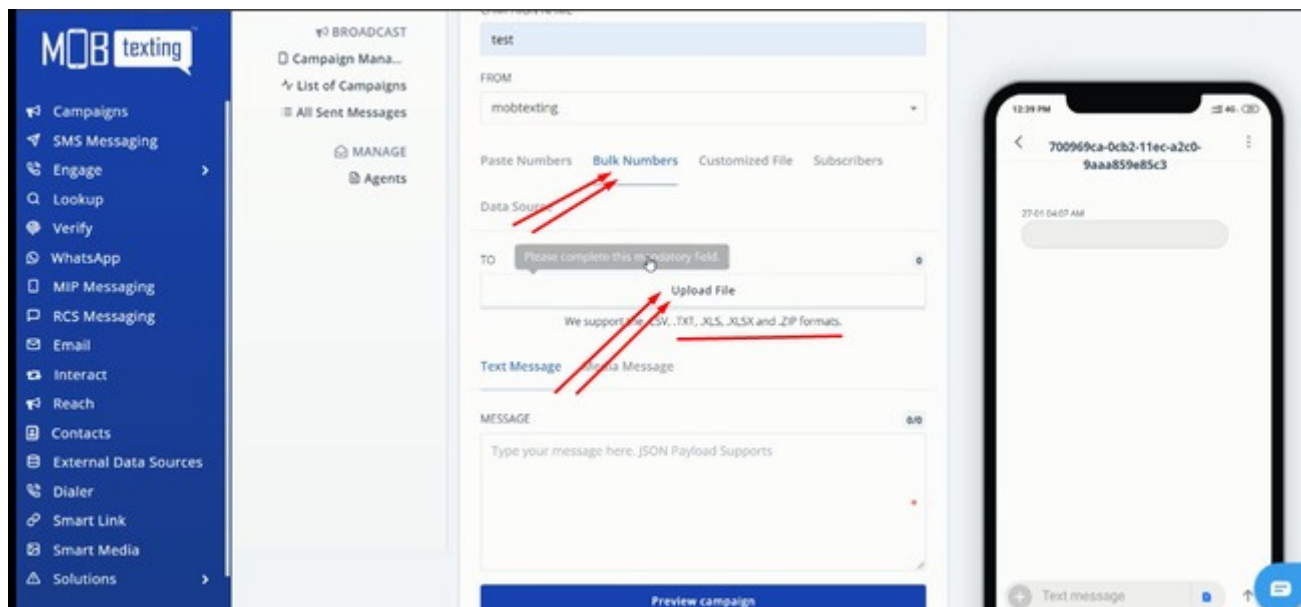
Enter the Details of the campaign

Campaign Name, Select the agent name, then past the numbers, one by one

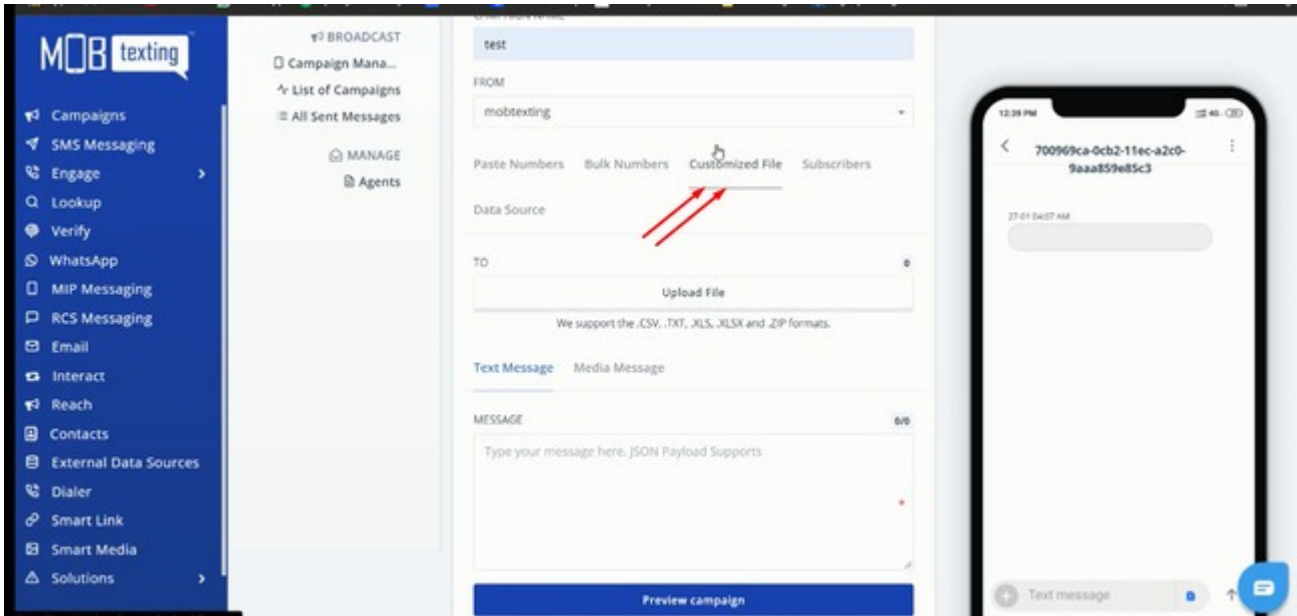


You will be having multiple options to import your data.

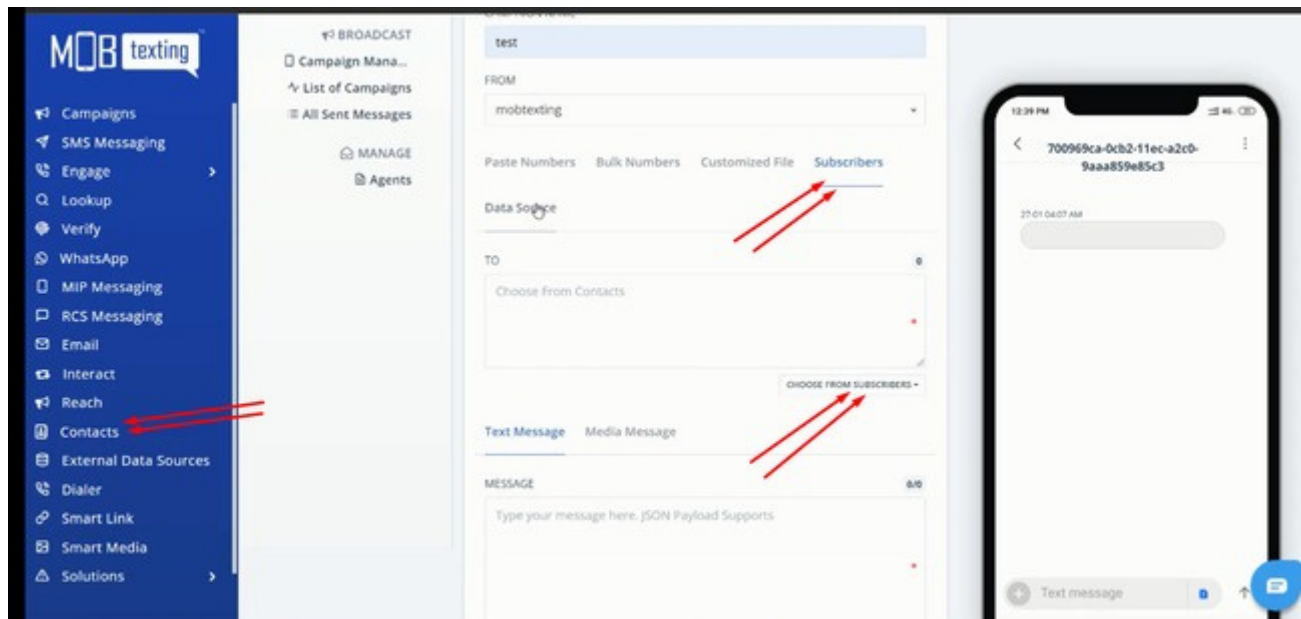
You can choose bulk number to upload your file, the file can be any of the following formats .csv, xls, .xlsx, and zip.



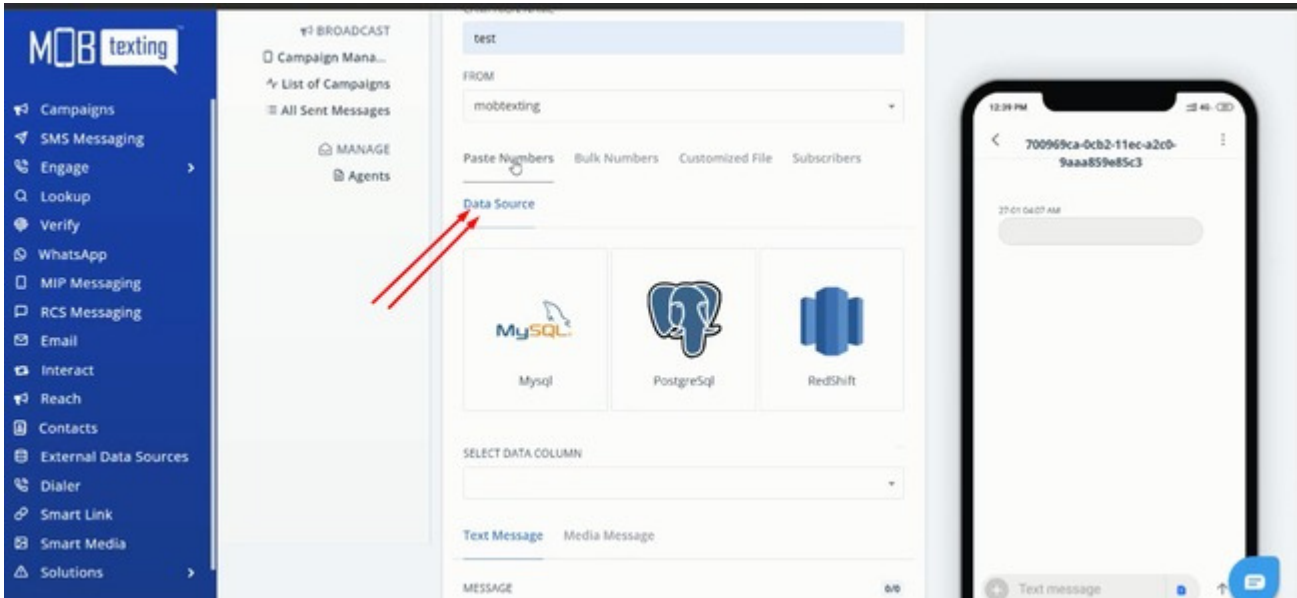
One more option is customized file, you can use this option to send different message to different users.



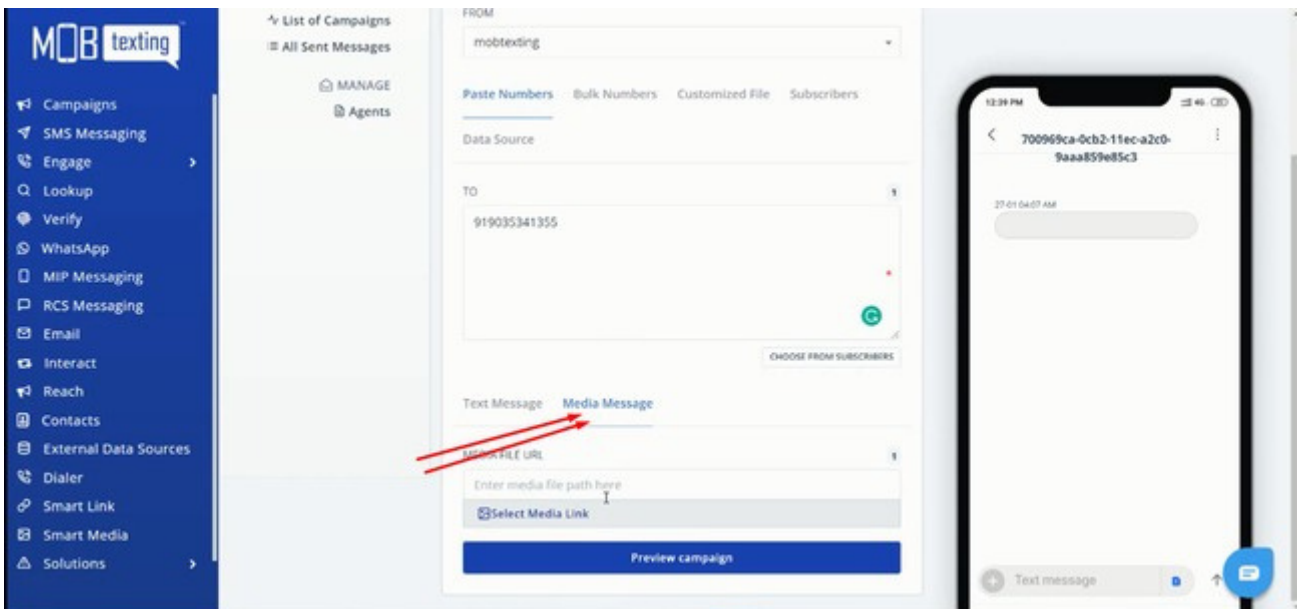
one more option is subscribers; you can choose data from pre uploaded contacts in the MOBtexting panel.



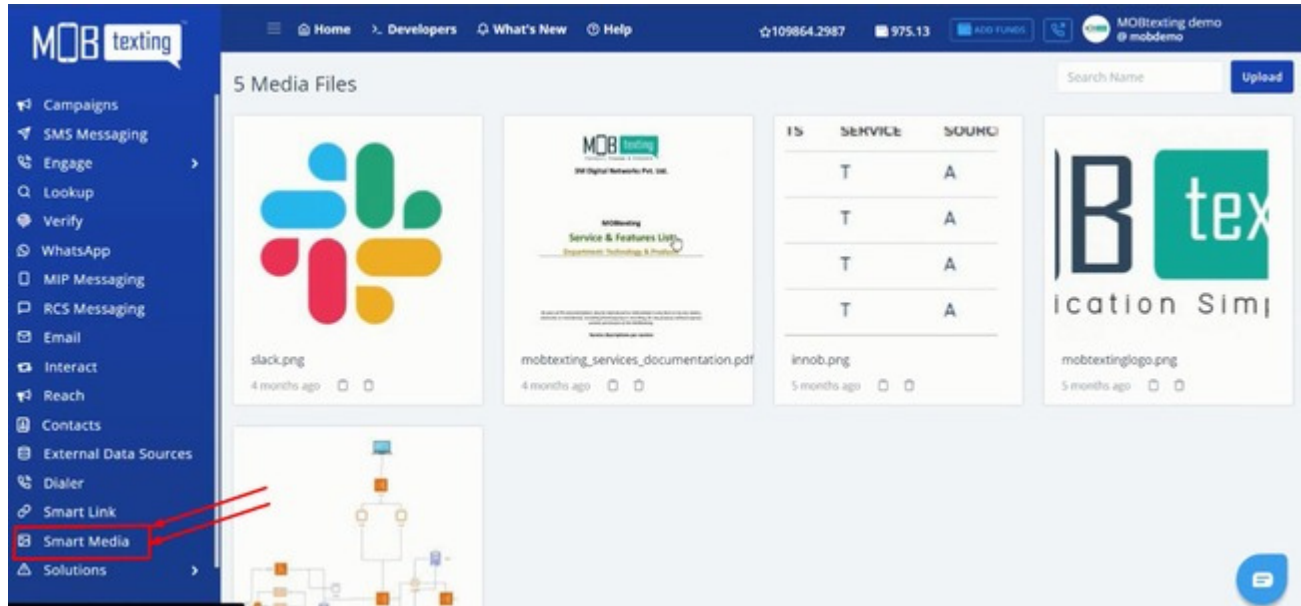
Another option is called Data source, you can directly link with database management software from the MOBtexting platform.



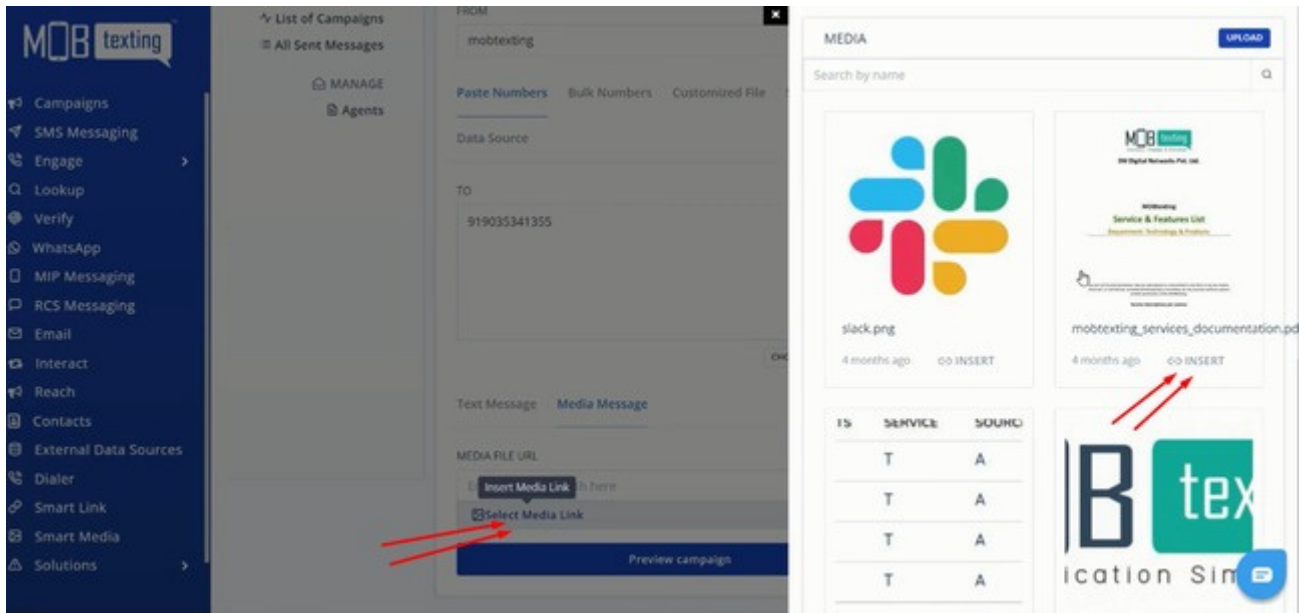
you can choose media message option to send the media file directly through RCS messaging.



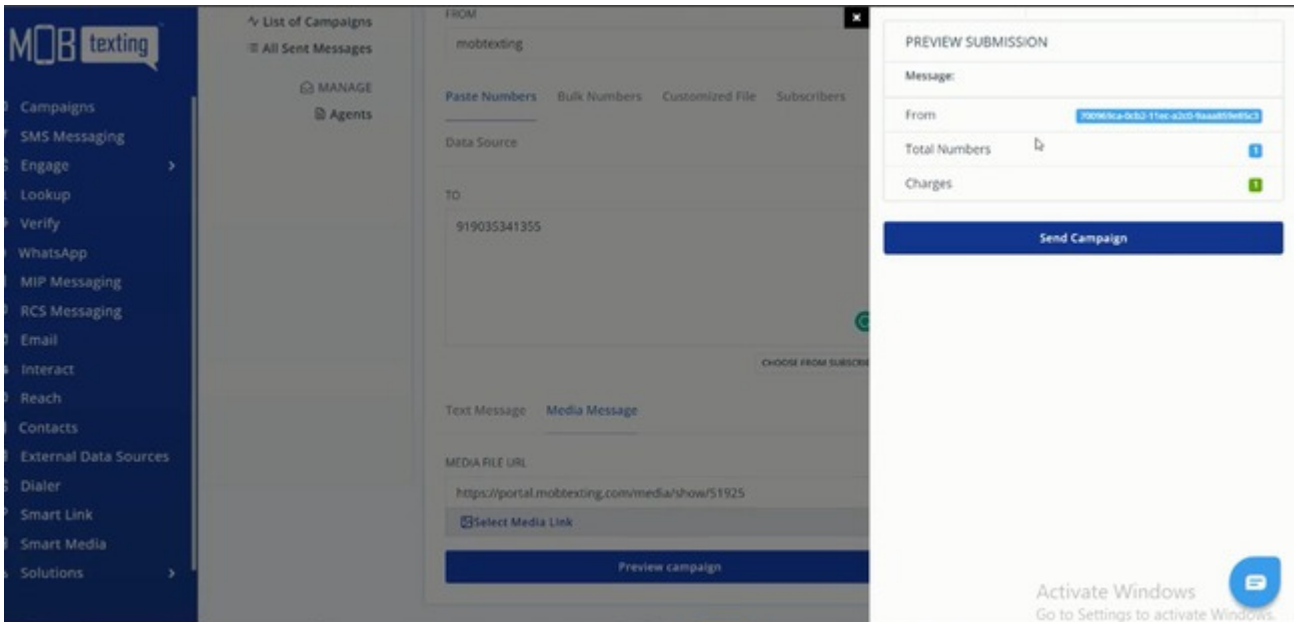
You can use smart media option to pre upload media files to chose while sending the campaign.



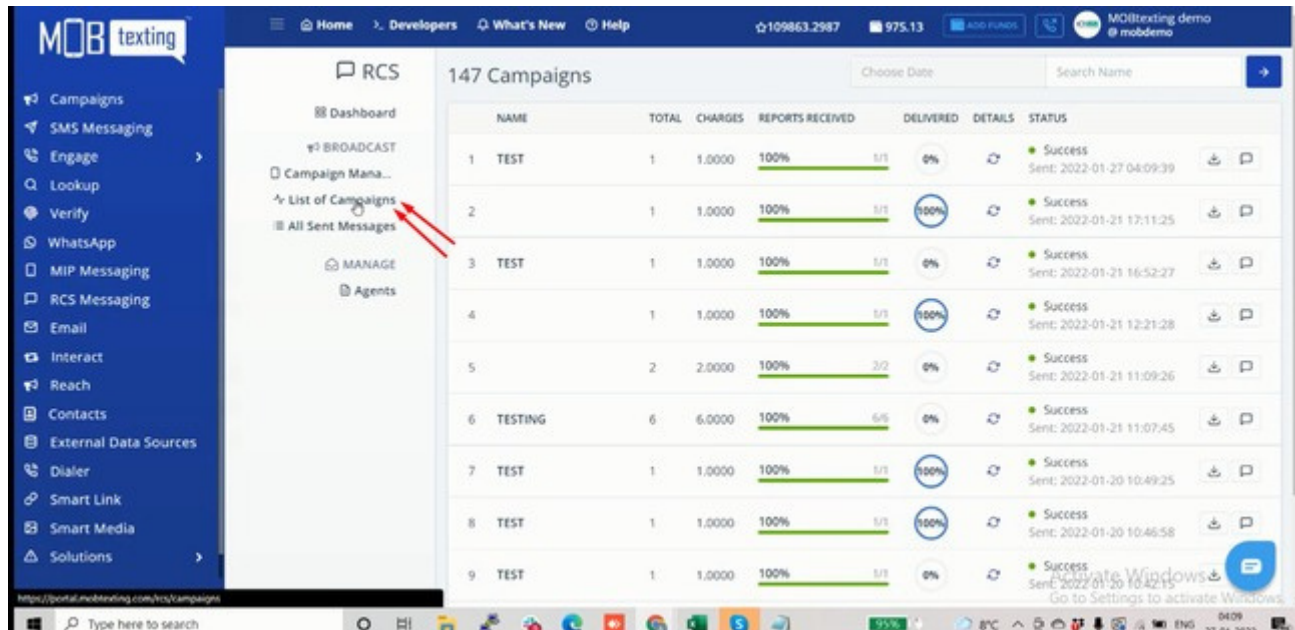
You can click on select media link then insert to add the media



You can preview the campaign before sending it. Here you can see Total numbers added for the campaign, and charges. Once everything is fine you can click on the send campaign.



Once you click on the send campaign, the system automatically takes you to the list of campaigns in the Dashboard.



8. Reports

To see the campaign performance report click on the view messages,

The screenshot shows the MOB texting dashboard with a list of 147 campaigns. The table below represents the data shown in the '147 Campaigns' view:

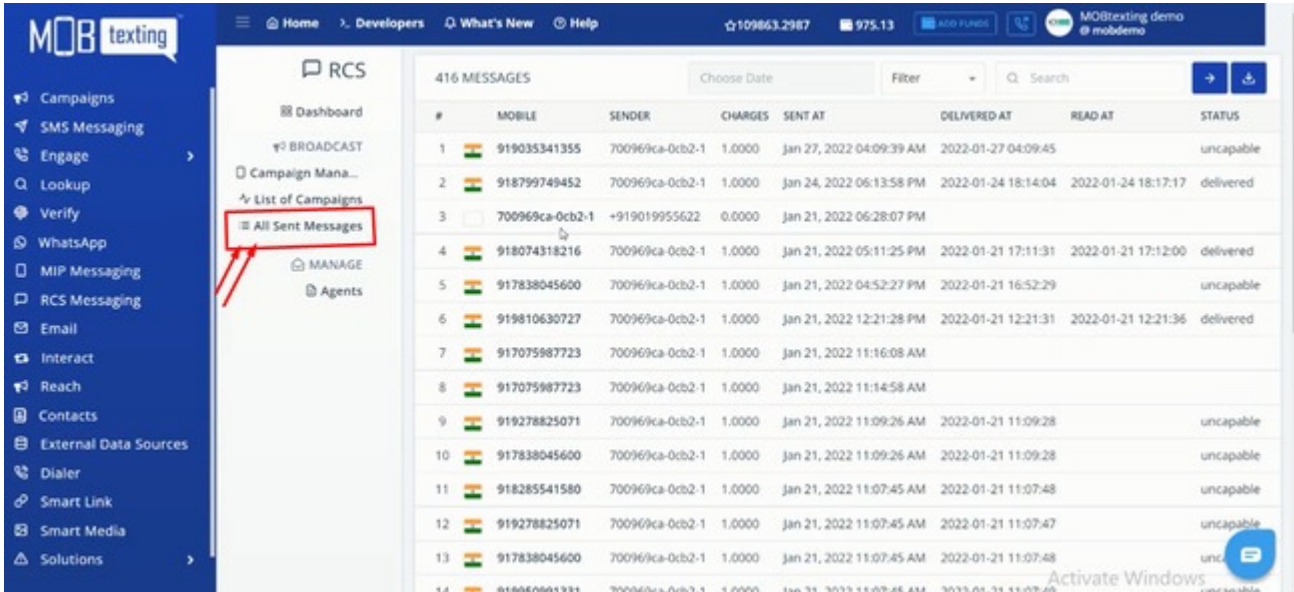
NAME	TOTAL	CHARGES	REPORTS RECEIVED	DELIVERED	DETAILS	STATUS
1 TEST	1	1,000	100%	1/1	0%	Success Sent: 2022-01-27 04:09:39
2	1	1,000	100%	1/1	100%	Success Sent: 2022-01-21 17:11:11
3 TEST	1	1,000	100%	1/1	0%	Success Sent: 2022-01-21 16:52:27
4	1	1,000	100%	1/1	100%	Success Sent: 2022-01-21 12:21:28
5	2	2,000	100%	2/2	0%	Success Sent: 2022-01-21 11:09:26
6 TESTING	6	6,000	100%	6/6	0%	Success Sent: 2022-01-21 11:07:45
7 TEST	1	1,000	100%	1/1	100%	Success Sent: 2022-01-20 10:49:25
8 TEST	1	1,000	100%	1/1	100%	Success Sent: 2022-01-20 10:46:58
9 TEST	1	1,000	100%	1/1	0%	Success Sent: 2022-01-20 10:42:15

Here you can see the message status for individual numbers of the campaign.

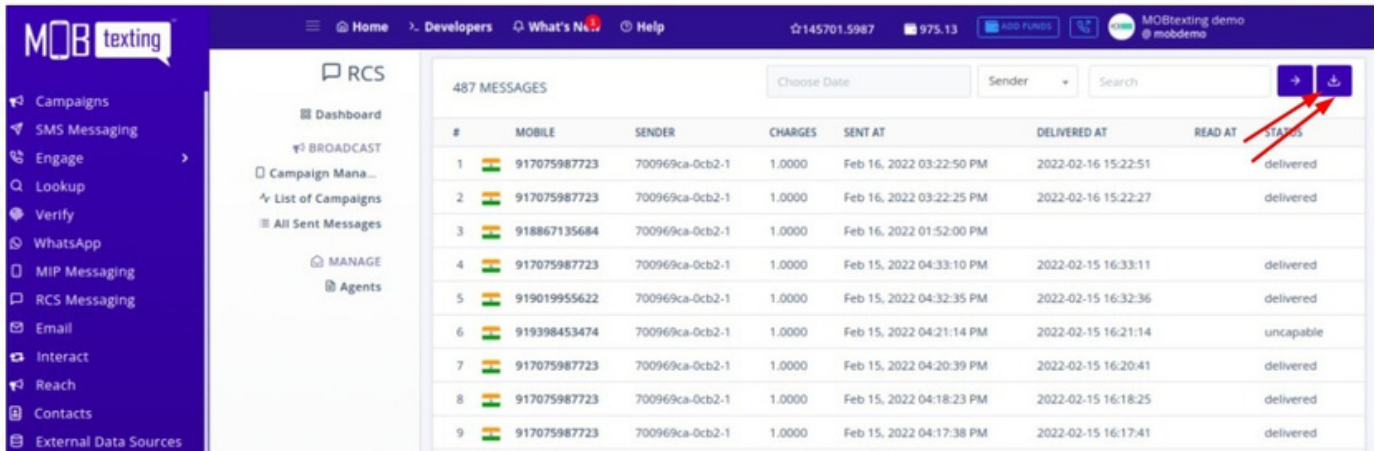
The screenshot shows a detailed view of a single message. The table below represents the data shown in the '1 MESSAGES' view:

#	SENDER	MOBILE	CHARGES	SENT AT	DELIVERED AT	STATUS
1	700969ca-0cb2-1	919035341355	1,000	jan 27, 2022 04:09:39 AM	2022-01-27 04:09:45	uncapable

If the status is showing incapable means, Google messaging app is not installed or settings are not enabled. In all sent messages, you can see the data like this regardless of the campaign name.



Here you can add filters to get the details sender wise, number wise and we can apply date filter we can download the report by clicking on download option.



9. MOBtexting RCS Messaging Documentation



<https://portal.mobtexting.com/docs/v2/rcs/send-message>