

Module: Two Way SMS

Overview

Summary

The SMS functionality in Arena allows you to send messages to cell phones much like emails. While the out of the box functionality is very powerful, it does not allow you to receive responses back from the recipient. Luckily, the Arena framework allows you to plugin additional SMS providers that can extend the current functionality. This module provides two way texting using the Strikelron Two-Way SMS service. This new module provides the following components:

- A new provider for sending outbound SMS messages using Strikelron's latest SMS webservice (SMSAlerts4).
- An Arena Agent that will communicate with Strike Iron to retrieve any SMS responses that are received.
- An Arena user control for displaying and managing the responses.

Requirements

As mentioned above this module requires the Strikelron SMSAlerts4 webservice. More information on this service can be found at <http://www.strikeiron.com/ProductDetail.aspx?p=450>. You will need to contact sales at sales@strikeiron.com to enable your account for two-way messaging. Alternatively you can contact Dan Hannon, Regional Sales Manager, to assist you directly.

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Strikelron, Inc.
Regional Sales Manager
(O) 919-678-7631
dan.hannon@strikeiron.com

Installation

The 2-Way SMS modules use Voracity Solution's Control Panel for installation and upgrades. If you haven't previously installed the Control Panel follow the steps below. Otherwise you can skip to the "SMS Two-Way Communication Install" section.

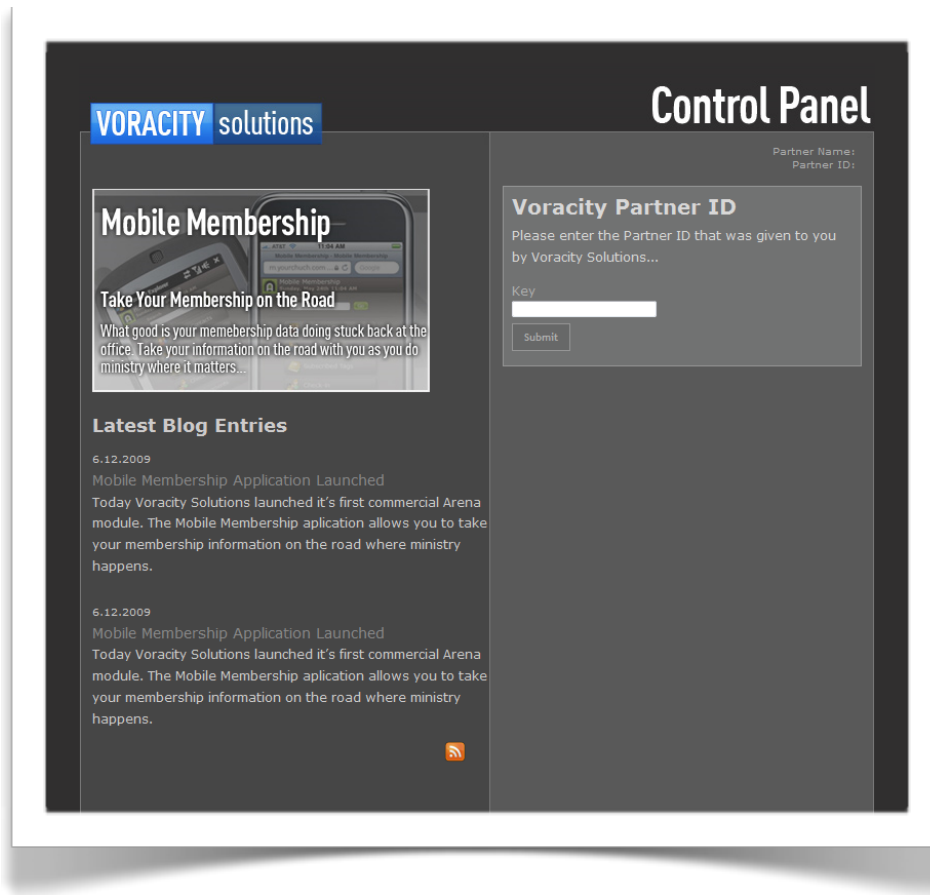
Installing the Control Panel

If this is your first Voracity Solution application you will first need to install the Control Panel. At the time of purchase you should have received an e-mail with the Default.aspx page that makes up the Control Panel. Follow the brief steps below to install:

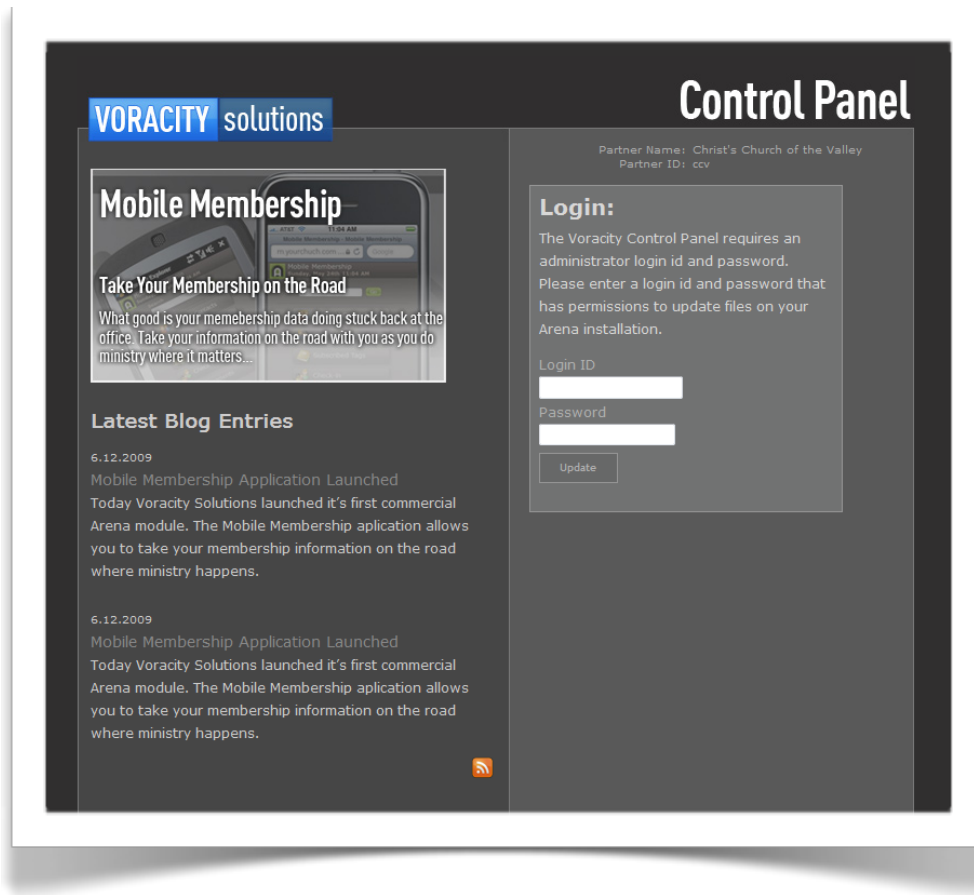
1. Locate the Arena install directory on the website you wish to run the Mobile Membership application from. Typically, this website would be available from the Internet.
2. Create a new directory named 'Voracity'.
3. Copy the provided Default.aspx page into this directory.
4. Open your browser to: <http://arena.yourchurchdomain.com/Arena/Voracity/>

The first time you open the Control Panel you will be asked for your Voracity Partner ID. This is a unique key that identifies your installation and allows the Control Panel to personalize itself to your organization.

Contact support (support@voracitysolutions.com) if you do not know or misplaced your partner id. Once you enter this key you will no longer be prompted for it in the future. If you ever need to update this key, you can do so by editing the "voracity_user_key" organization setting.



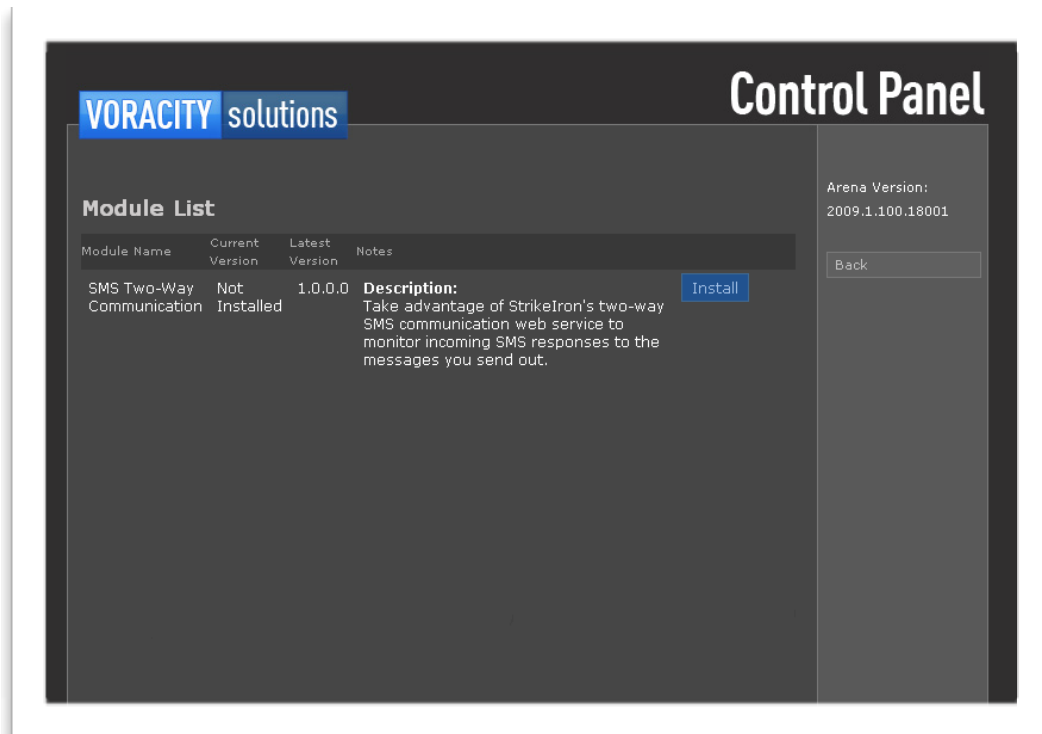
Next you will be asked to login. Enter a Windows administrator username and password that has access to modify the directories and files that make up your Arena installation. This allows the Control Panel to copy down required files for the various installed modules and keep itself up-to-date.



After logging in you will now be at the Control Panel homepage. This page will not only allow you to keep up-to-date with the latest news from Voracity Solutions, but more importantly it will allow you to install and upgrade the various products you have purchased.

SMS Two-Way Communication Install

To install the SMS Two-Way Communication module, click the 'Administratate Website Modules' link from the Voracity Solutions Control Panel. This will bring up a screen similar to the one below.



On this page you should see an "Install" button next to the SMS Two-Way Communication module. If you don't please contact support to ensure permissions to install the module have been configured correctly. Click the install button to complete the install process.

At this point the SMS Two-Way Communication module has been installed.

Configuring the Modules

Sending SMS Messages

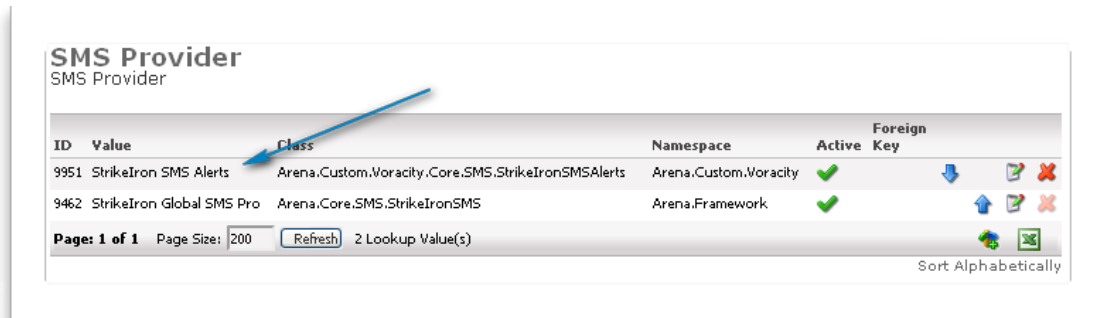
The SMS Two-Way Communication module install adds a new SMS 'provider' that is required in order to take advantage of two-way communications. However, because this provider requires a new account with StrikIron, it is not enabled by default. If you have not already done so, you will need to contact StrikIron to setup an account for "Two-Way SMS Communication." Once you have setup your account, follow the steps below to activate the new SMS provider.

1. Verify StrikIron username/password settings are configured correctly:
 - 1.1. Select 'Arena Administration' -> 'Organizations'
 - 1.2. Select your organization
 - 1.3. Confirm that the 'SMSProvider_UserName' and 'SMSProvider_Password' organization settings exist with the correct values. If they do not exist, you will need to add them.

Setting	Category	Description	Value
ProgressVerticalPosition	Organization	Vertical Position to display the loading section when asynchronous loading occurs. Top, Bottom or Middle are acceptable values.	Top
SMSProvider_Password	Organization	Password for SMS Provider	[Your StrikeIron Password]
SMSProvider_UserName	Organization	UserName for SMS Provider	[Your StrikeIron UserName]
UseGroupAreas	Organization	Flag indicating if areas are being used. This will control whether a person's area or region is displayed on various controls.	true
UseGroupType	Organization	Determines what values display in Add Registrations and the Small Group Locator for the Type field. If this setting is false, the types will be determined by the values in	false

2. Configure Arena to use the new provider:
 - 2.1. Select 'Arena Administration' -> 'Lookups'.
 - 2.2. Select the 'SMS Provider' lookup.

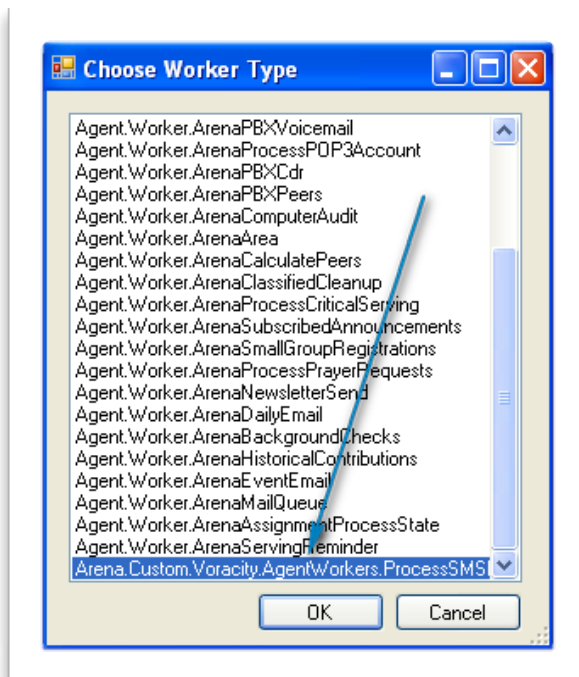
- By default, Arena will use the first provider in this list. Move the 'StrikeIron SMS Alerts' provider to the top of the list.



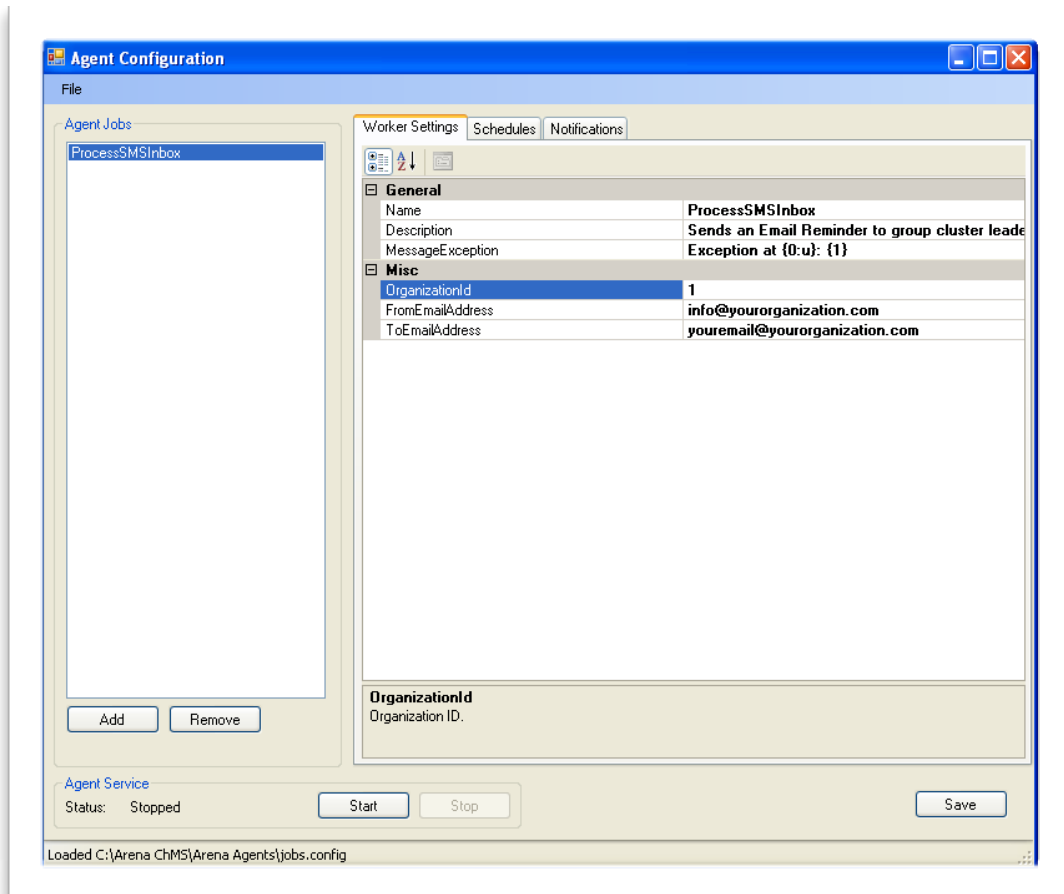
Retrieving SMS Replies

To retrieve your replies, you will need to configure the new Arena Agent that was installed by the SMS Two-Way Communication module install. Follow the steps below to configure the new agent to run.

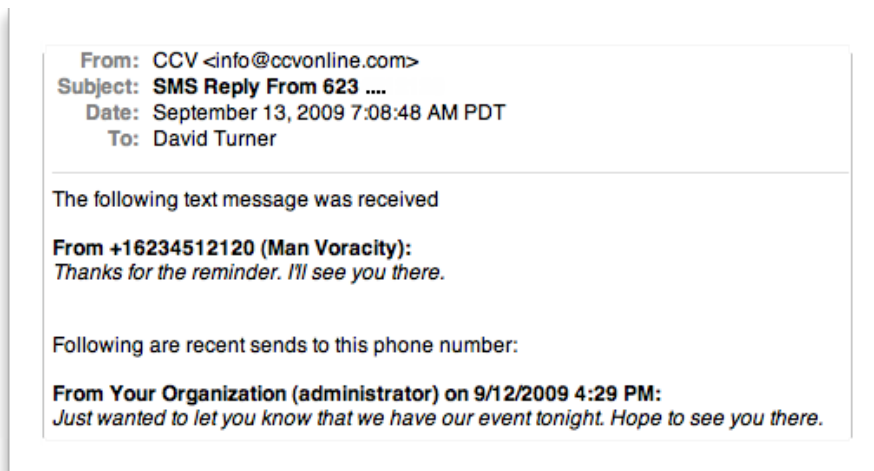
- Copy the 'Arena.Custom.Voracity.dll' and 'Arena.Custom.Voracity.AgentWorkers.dll' files from the Arena\bin folder to your Arena Agents installation folder.
- Use the Arena Agent Configuration tool to add the 'ProcessSMSInbox'



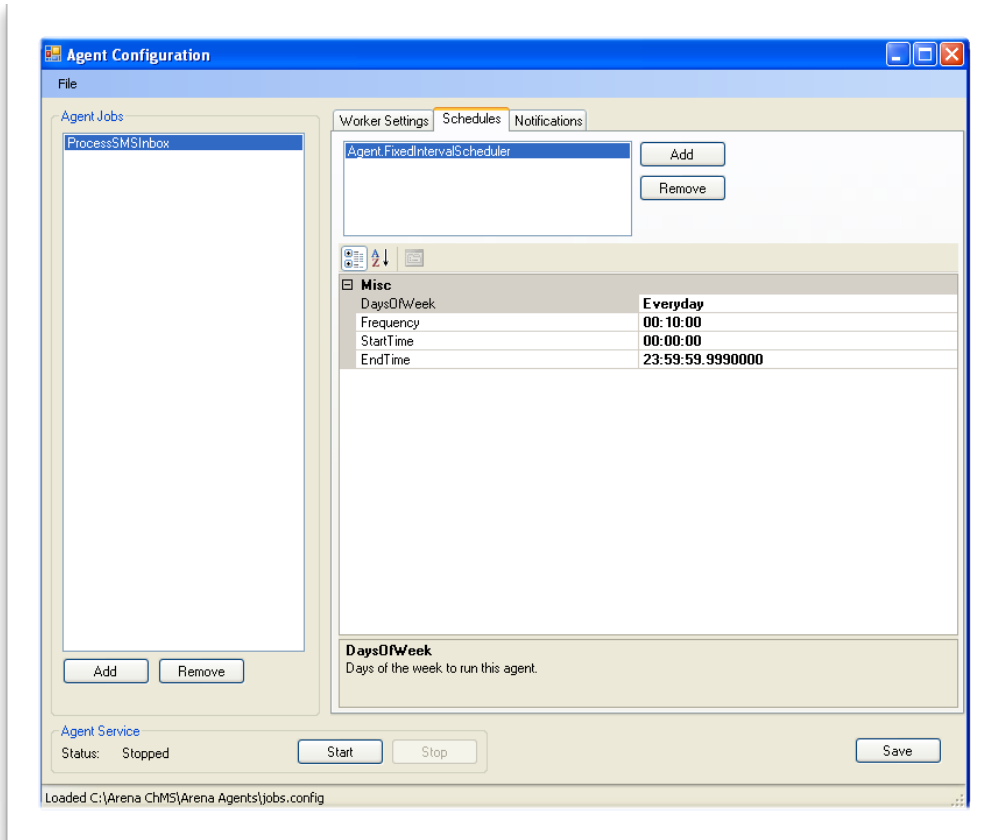
- Configure the 'ProcessSMSInbox' agent. The agent only has one setting for your organization id.



As long as the 'FromEmailAddress' and 'ToEmailAddress' settings are configured the Agent will send an email every time it downloads a new SMS reply. Below is a sample email.

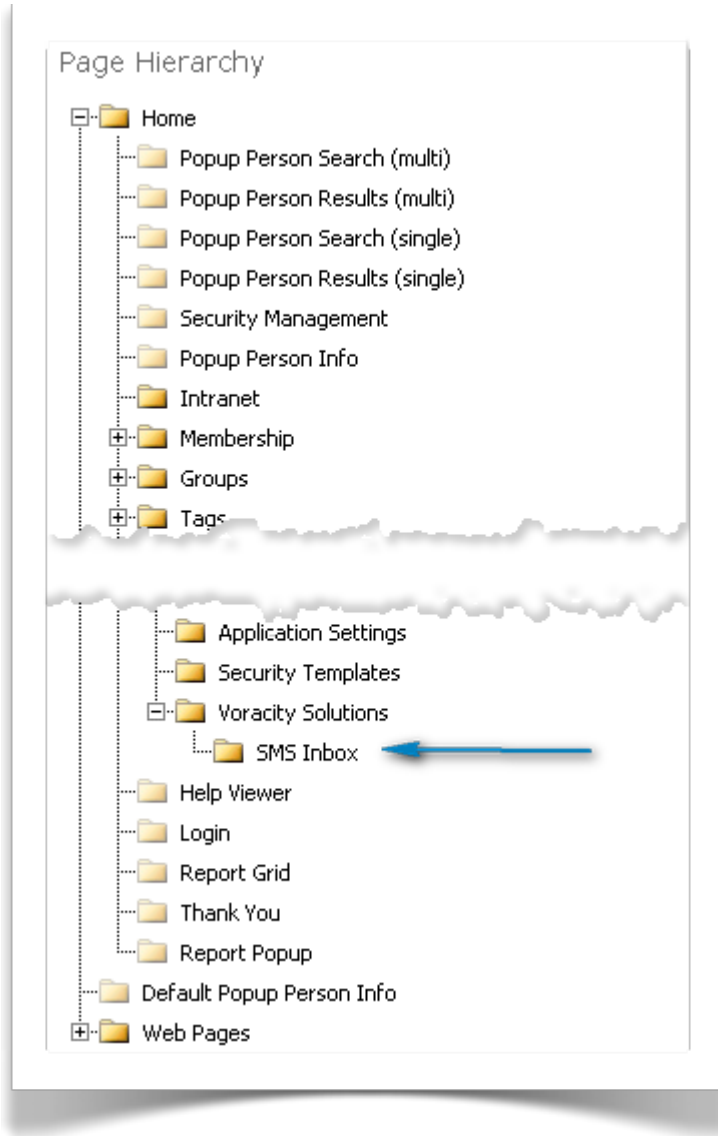


4. We recommend that you configure the agent to run about every 10 minutes.



Response View Modules

By default the 'SMS Inbox' page is installed under the Voracity Solutions page in the Arena Administration area.



You may want to move this page to a location that is easier to navigate to. Follow the steps below to move the page.

1. Select 'Arena Administration' -> 'Pages'
2. Navigate to the 'Home' -> 'Arena Administration' -> 'Voracity Solutions' -> 'SMS Inbox' page.
3. Edit the page and set the parent page to a different location.

You will also need to update a couple of the SMS Inbox module settings.

1. On the 'SMS Inbox' page select the 'Main Content' tab and then the 'SMS Inbox' module.
2. Received Minute Offset. This setting can be used to adjust the time that a reply is reported as being received by Strikelron. Because of time zone differences and server time setting differences, the replies may not line-up with the messages that were sent.

- SMS Text Message Page should be set to the Arena page in the Communications area that is used to send SMS messages.

Type of Module SMS Inbox
Custom/Voracity/Core/SMS/Inbox.ascx

Title SMS Inbox

Show Title Yes No

Content Frame Main

Settings

Setting Name	Setting Value
Person Detail Page (required) <i>The page that is used for displaying person details.</i>	Person Detail (7)
Recieved Minute Offset <i>To account for time zone and server time differences, offset the StrikeIron reported time by this number of minutes.</i>	170
SMS Text Message Page (required) <i>The page that is used for sending a new SMS text message.</i>	New Text Message (3242)

The SMS Inbox page will display all replies that have been received with most recent being displayed first.

SMS Inbox
SMS Messages recieved in response to SMS Communications

Home > Administration > Voracity Solutions > SMS Inbox

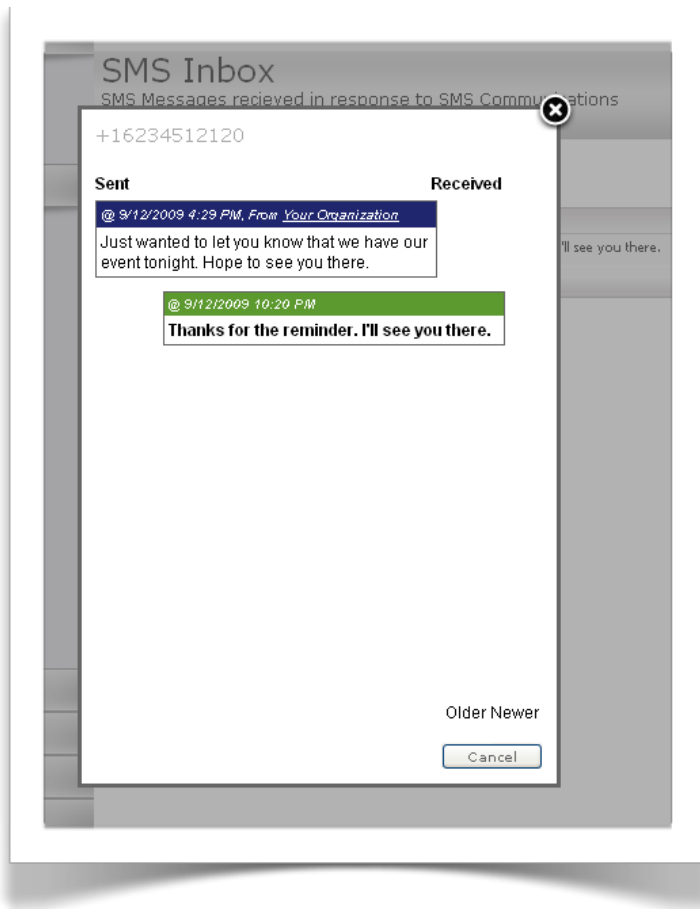
Print This Page

About

Name	From	Text	Received
Voracity, Man	+16234512120	Thanks for the reminder. I'll see you there.	9/12/2009

Page: 1 of 1 Page Size: 200 Refresh 1 Message(s)

You can see the SMS Conversation that has taken place with each number by clicking on the 'From' phone number.



The most recent conversation will be displayed by default but you can navigate through all the messages using the 'Older' and 'Newer' links at the bottom.

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