WEL

Email To Broadcast

Admin/User Guide

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Introduction

The Email to Broadcast service allows a registered user to send a SMS, Fax, TTS or Voice message simply by sending an email to the appropriate email address.

User Setup:

For now, each user who wants to use the service has to be setup by a WEL administrator as follows:

Edit the chosen user account through the WEL admin system.
Make sure that the users registered email address is the address that the "Email To Broadcast" emails will be coming from.
This MUST be the FROM address in the email that gets to us.

Then in the advanced user section, choose an authentication method, "Embedded password", "Challenge Response", or "Email address". (see below for details)

Email to Broadcast Services addresses:

The emails to be sent on as Fax, Voice, SMS, etc must be sent to the appropriate address below.

- Email to SMS: xxx@sms.message-service.org
- Email to Fax: xxx@fax.message-service.org
- Email to TTS: xxx@tts.message-service.org
- Email to Voice: xxx@voice.message-service.org

The "xxx" should either be replaced with the destination phone number(s), or alternatively, if the numbers are included in the body of the message then the xxx can be left in place or replaced with some other placeholder text. For example: "msg@sms.message-service.org"

Destination Formatting:

Destinations can be specified in three ways.

1. In the "To" address.
   For example: 0412123123@sms.message-service.org
   Multiple destinations can be sent to by separating them with a "#". Eg:

98765432#+3367473929#00116134632758@sms.message-service.org

2. In the body of the message in the following format:
   <numbers>
   98765432
   +3367473929
   00116134632758
   </numbers>

3. The "email to broadcast" can send to lists pre-saved on the website by using the format:
   <lists>
   My First List Name
   My Second List Name
   </lists>

(Admin comment: At some point we are looking at adding in sending to a list in an attached file, but this is not implemented at this point.)

Authentication:

There are three authentication methods:

1. Challenge Response.
   This is the preferred option.

   Once the job email is sent, the job is saved on the server, and an Authentication email is sent to the registered user address. The user replies to this to confirm that they initiated the request, and then the job is sent.

2. Embedded password.
   This is the much less secure option.
   In this case, the original job request should have the line "Password=xxyyzz" in the body of the request. If this password matches the account password, then the message is sent immediately.

   But, this means anyone with access to your computer can look through your sent emails and find your address, and then send jobs in your name from anywhere at any time.

3. Email address
   In this case, the only authentication is that the incoming email address is a unique address in one of the registered user accounts. This is the weakest form of authentication as email addresses are easily "spoofed" so it is possible for someone other than the account holder to send a broadcast by email.

Job Name

The "Broadcast Name" of the job is taken directly from the subject of the email.

Individual Service Details

Email to SMS

This will send the body of the email as an SMS to the specified recipient(s).

The message is the whole body of the email, excluding:

- The Password=xxyyzz line.
- Anything inside the <numbers> , <lists> or <sender> tags
- The special tag <TwoWay>
- Anything after "<end message>" which must be on a line by itself
- Anything after five empty lines

An error is returned if text is greater than 445 characters.

By default the Sender number for the SMS is the users registered mobile number or "PRIVATE" if one does not exist. This can be overridden by adding the tag: <sender>XXXXXX</sender>

The SMS can be set to 2-Way by adding the tag <TwoWay> anywhere in the email.

Email To Fax

Send one or more attachments to a destination.

There must be at least one attachment of an accepted type.

No other message body is required. Though "Password=xxyyzz" and destination details may be present.

Also you can specify the time at which no more faxes will be sent by adding <CutOffHour>23:00</CutOffHour> to the body of the message.

Email to Text To Speech

This will send the body of the email as a Text to Speech message to the specified recipient(s).

The main message is the whole body of the email, excluding:

- The Password=xxyyzz line.
- Anything inside the <numbers> ,<lists>, <header>, <CutOffHour>, or <Voice> tags
- The special tags <TwoWay> or <NoRepeat>
- Anything after "<end message>" which must be on a line by itself
- Anything after three empty lines

The TTS can be set to 2-Way by adding the tag <TwoWay> anywhere in the email. This just activates the return number tracking.

The message normally is repeated for convenience of the recipient. To suppress the repeat happening, add <norepeat> anywhere in the email.

Also you can specify the time at which no more messages will be sent by adding <CutOffHour>23:00</CutOffHour> to the body of the message.

You can add a "header message" to be spoken before the main message is delivered using the <header> tag. The purpose of this header message is to announce to the recipient the main message that is about to be delivered. For example: <header>Hello. This is a courtesy call from XYZ Company. We are calling you as a service provided to our valued clients. The following message will be repeated for your convenience.</header>.

And the voice used by the TTS system can be specified by including the tag <Voice>English-Kate</Voice> in the message body.

Voices available are:
"ENGLISH-ALAN" (Male Australian English)
"ENGLISH-GRACE" (Female Australian English)
"ENGLISH-ALLISON" (Female American English)
"ENGLISH-DAVE" (Male American English)
"ENGLISH-STEVEN" (Male American English)
"ENGLISH-SUSAN" (Female American English)
"ENGLISH-KATE" (Female British English)
"ENGLISH-SIMON" (Male British English)
"CHINESE-LINLIN" (Female Chinese)
"CHINESE-LISHENG" (Female Chinese)
"FRENCH-CHARLOTTE" (Female Canadian French)
"FRENCH-OLIVIER" (Male Canadian French)
"MEXICAN-ESPERANZA" (Female Mexican)
"PORTUGUESE-GABRIELA" (Female Brazilian Portuguese)
"PORTUGUESE-FELIPE" (Male Brazilian Portuguese)
"PORTUGUESE-FERNANDA" (Female Brazilian Portuguese)
"SPANISH-CARLOS" (Male American Spanish)
"SPANISH-DIEGO" (Male Argentine Spanish)
"SPANISH-FRANCISCA" (Female Chilian Spanish)
"SPANISH-SOLEDAD" (Female American Spanish)

Email to Voice

Send one attachment to a destination.

There must be a single attachment of type "WAV".

No other message body is required. Though "Password=xxyyzz" and destination details may be present.

The Voice job can be set to 2-Way by adding the tag <TwoWay> anywhere in the email. This activates return number pushed tracking.

Also you can specify the time at which no more messages will be sent by adding <CutOffHour>23:00</CutOffHour> to the body of the message.

Revision History

Version 1.3 to Version 1.4

Page	Description
Page 4	Addition of Email address authentication
Page 6	Add Option to supress message repeat and to add a header message to TTS. Additional descriptive information for TTS Voice Codes.

Version 1.2 to Version 1.3

Page	Description
Page 3	Corrected the details of where the sender Email address is setup
Page 3,4	Changed "Email to XX" to "Email to Broadcast"

Version 1.1 to Version 1.2

Page	Description
Page 6	Add Voice ENGLISH-GRACE and removed ESPERANTO-LUDOVIKO

Version 1.0 to Version 1.1

Page	Description
Page 4	Added Job name field taken from email subject