



**Trackable  
Bulk Mail  
Solution**

**TRACKABLE BULK MAIL SOLUTION**

**ADDITIONAL FEATURE**



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Tamil Nadu  
Business Management System

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## INTRODUCTION

This section gives a scope description and overview of everything included in this SRS document. Also, the purpose for this document is described and a list of abbreviations and definitions is provided.

### PURPOSE

The purpose of this document is to give a detailed description of the requirements for the “**Trackable Bulk Mail Solution**”. It will illustrate the purpose and complete declaration for the new features development of system. It will also explain system constraints, interface and interactions with other external applications. This document is primarily intended to be proposed to the customer for its approval and a reference for developing the first version of the system for the development team.

### SCOPE

Trackable Bulk Mail Solution (TBMS ) is a platform that will facilitate users to send bulk emails. They can upload their csv file of contact emails to which they want to send emails and can send this through the system. They need not to draft same mail again and again and need not to send separately. They can just draft message for one time and can upload csv file for once. In this csv file they will add email addresses to which they want to send emails. This application is very useful for commercials, ad agencies, event companies etc. SO they can send their offers, advertisements to their customers in bulk.

There are many other similar products available in market but still this product have some specific features like complete tracking of emails including their delivery status, skipped status, action status. With these status they can track individual one like how many delivered, how many bounced, how many undelivered, how many excluded, how many suppressed, how many duplicate emails. So this system tracks complete statistic & actions performed by individual user along with their specific email.

To make this system more efficient we have developed some new features. So now this system have lot of features that can easily compete with other available similar products.



## USER RIGHTS

Table 1 – Rights

<b>User Type</b>	<b>Compose</b>	<b>Setting</b>	<b>Reports</b>
Admin	OK	OK	OK
Domain Admin	OK	[Add only SimpleUser, View only Domain Setting]	[Can View Report only his Domain]
Report Admin	NO	NO	Can View All Domain's Report [Address Book, Schedule not available]
Report Domain	NO	NO	Can View his Domain's Report only [AddressBook, Schedule not available]
Simple User	OK	NO	Can View only his Sent Campaign's reports



## OVERALL DESCRIPTION

This section will give an overview of the whole system. The system will be explained in its context to show how the system interacts with other systems and introduce the new functionality of it. It will also describe what type of users & admin that will use the system and what functionality is available for users.

## PRODUCT PERSPECTIVE

TBMS is web application with common interface for 5 types of users & as per their rights & roles they can access options. With front end users can access feature that will be serve in front panel of the system like compose email, upload csv file, send bulk emails, schedule emails, view reports etc. in front end. There is CMS for administrator along with different management features & there is sub admins also with their defined roles.

Since this is a data-centric product it needs somewhere to store the data. For that, a database will be used. The web portal will communicate with the database, however in slightly different ways. The web portal will get data as well as add and modify data. All of the database communication will go over the Internet.

The admin panel will provide functionality to manage the system, View reports & statistics, create admin & assign their roles, user management etc. The web portal features for administrator will have restricted login area.

We are defining new features that have been developed to make this system more efficient.

## USER CHARACTERISTICS

There are five types of users that interact with the system: Admin, Domain Admin, Report Admin, Report Domain, and Simple User. Each of these five types of users has different use of the system so each of them has their own requirements.



## FUNCTIONAL REQUIREMENTS FOR WEB PORTAL

This section includes the requirements that specify all the new developed features for web portal.

### SENT CAMPAIGN VIEW AND RESEND OPTION:

TBMS will store the sent campaign so that user can view it and resend it.

TBMS will store the campaign if Campaign is sent through:

- TBMS Bulk Mail
- TBMS Preview Mail
- Moderation Mail
- AutoCampaign Mail

Sent Campaign Report can be viewed by clicking on the “Sent” Report on Bulk Report Dashboard.

Detail Report   Graph   Sender Wise   Bounce   Search   Address Book   Schedule   Top Domain   Suppression list   **Sent**   User API

EMAIL Address	SUBJECT	DISPLAY NAME	MAIL SENT TIME	ACTION
dk@soft.dil.in	dkkkkkkkkkkkkkkk	dkkkkk	2015-06-11 2:34:02 PM	Resend View
s@soft.dil.in	batch reporting	s	2015-06-06 10:26:22 AM	Resend View
dk@soft.dil.in	checkfilesize1	checkfilesize1	2015-06-05 2:34:31 PM	Resend View
dk@soft.dil.in	checkfilesize	checkfilesize	2015-06-05 1:36:02 PM	Resend View
manojsimpleuser@soft.dil.in	mod attach size check12	mod attach size check12	2015-06-04 4:33:39 PM	Resend View
manoj@soft.dil.in	attachment size check11	attachment size check11	2015-06-04 4:28:20 PM	Resend View
manoj@soft.dil.in	file size check3	file size check3	2015-06-04 11:51:14 AM	Resend View
we@soft.dil.in	rewr	rew	2015-05-29 1:29:27 PM	Resend View
n@soft.dil.in	nnnnnnnn	n	2015-05-28 1:02:32 PM	Resend View
dk@soft.dil.in	Mod 2 sending template [[subject1]]	Mod2 sending template	2015-05-28 12:09:21 PM	Resend View
dk@soft.dil.in	Mod sending template [[subject1]]	Mod sending template	2015-05-28 11:58:49 AM	Resend View
dk@soft.dil.in	Mod Sending schedule mail [[subject1]]	Mod Sending schedule mail	2015-05-28 11:58:11 AM	Resend View
dk@soft.dil.in	dk1Simple [[email_address]]	dk1Simple	2015-05-28 11:47:23 AM	Resend View
a@soft.dil.in	a	a	2015-05-28 11:44:30 AM	Resend View
dk@soft.dil.in	Sending schedule mail [[subject1]]	Sending schedule mail	2015-05-28 11:10:22 AM	Resend View
dk@soft.dil.in	sending template [[subject1]]	sending template	2015-05-28 11:01:30 AM	Resend View
dk@soft.dil.in	dk1Simple [[email_address]]	dk1Simple	2015-05-28 10:56:32 AM	Resend View
apibulk5@dktest.dil.in	apibulk5 [[email_address]]	apibulk5	2015-05-27 8:17:59 PM	Resend View
apibulk4@dktest.dil.in	apibulk4 [[email_address]]	apibulk4	2015-05-27 8:15:30 PM	Resend View
jmm@soft.dil.in	mmmmmmmm		2015-05-27 7:55:58 PM	Resend View

Showing 1 to 20 of 666 entries

– Previous   1   2   3   4   5   6   7   8   9   10   Next –

SO user can click over specific one and will have preview of that campaign along with resend option.



### Sent Mail View

Resend

Close

From	dk@soft.dil.in
Display Name	Mod sending template
Campaign Name	Mod sending template
To	Newgrouping.csv
Cc	
Bcc	
Subject	Mod sending template [[subject]]
Attachments	

This is My Page

**Welcome Dear**

This is Test Page to verify upload Template(zip)



[Click Here](#)

After clicking on “Resend” button, all previously sent details will be get filled in the compose page and user will able to make any modification and Send it.

Note: User can view the sent campaign as per there UserType authorization and can Resend only there own Campaign only.

In TBMS Sent Campaign View/Resend option is available at two more places:



## 1. At Campaign Detail Reporting

MAIL FROM: dk@soft.dil.in      START DATE: 10-07-2015 12:46:54  
 MAIL SUBJECT: Test Mail 1 Jul 10 11:12      END DATE: 10-07-2015 12:49:54  
 TOTAL ROUND: 1  
 CAMPAIGN ID: 20150710124654-1436512611080      CAMPAIGN VIEW: [Mail View](#)

[Graph](#) | [IP Tracking](#) | [Domain Tracking](#) | [Search](#) | [Spam Score](#) | [Round Statistics](#)

Delivery Status	
Total	3
Delivered	3
Bounced	0
Undelivered	0
Skipped Status	
Excluded	0
Duplicate	0
Suppressed	0
Action Status	
Replied	0
Read	0
Unsubscribed	0
Email Size	1(kb)

## 2. At Search Reporting

Show Report From: 06/07/2015 To: 11/07/2015 [Search](#) [Bulk Report](#) [Compose](#) | [Setting](#) | [Reports](#)

[Detail Report](#) | [Graph](#) | [Sender Wise](#) | [Bounce](#) | [Search](#) | [Address Book](#) | [Schedule](#) | [Top Domain](#) | [Suppression list](#) | [Sent](#) | [User API](#)

Mail From:       Mail To:       Email Subject:       Tag Name:

[Search](#)

Search Based On :-

Email Subject: dk1dk1dk1dk1

EMAIL_FROM	EMAIL_TO	SUBJECT	TAG NAME	SEND DATE/TIME	DELIVERED DATE/TIME	STATUS	READ
dk1@soft.dil.in	dktest30@rediffmail.com	dk1dk1dk1dk1dk1 [[subject1]]	dk1	08-07-2015 12:58:18	08-07-2015 13:20:00	Bounced	No
dk1@soft.dil.in	<a href="#">Mail View</a> 3@gmail.com	dk1dk1dk1dk1dk1 [[subject1]]	dk1	08-07-2015 12:58:18	08-07-2015 13:20:00	Pending	No
dk1@soft.dil.in	dktest31@gmail.com	dk1dk1dk1dk1dk1 [[subject1]]	dk1	08-07-2015 12:58:18	08-07-2015 13:20:00	Pending	No
dk1@soft.dil.in	dktest35@gmail.com	dk1dk1dk1dk1dk1 [[subject1]]	dk1	08-07-2015 12:58:18	08-07-2015 13:20:00	Pending	No
dk1@soft.dil.in	dktest30@gmail.com	dk1dk1dk1dk1dk1 [[subject1]]	dk1	08-07-2015 12:58:18	08-07-2015 13:20:00	Pending	No
dk1@soft.dil.in	dktest32@gmail.com	dk1dk1dk1dk1dk1 [[subject1]]	dk1	08-07-2015 12:58:18	08-07-2015 13:20:00	Pending	No
dk1@soft.dil.in	dktest35@gmail.com	dk1dk1dk1dk1dk1 [[subject1]]	dk1	08-07-2015 12:58:18	08-07-2015 13:20:00	Pending	No
dk1@soft.dil.in	dktest33@gmail.com	dk1dk1dk1dk1dk1 [[subject1]]	dk1	08-07-2015 12:58:18	08-07-2015 13:20:00	Pending	No
dk1@soft.dil.in	dktest31@yahoo.in	dk1dk1dk1dk1dk1 [[subject1]]	dk1	08-07-2015 12:58:18	08-07-2015 13:20:00	Bounced	No
dk1@soft.dil.in	dktest31@yahoo.in	dk1dk1dk1dk1dk1 [[subject1]]	dk1	08-07-2015 12:58:18	08-07-2015 13:20:00	Bounced	No
dk1@soft.dil.in	pandey@soft.dil.in	dk1dk1dk1dk1dk1 [[subject1]]	dk1	08-07-2015 12:58:17	08-07-2015 12:59:51	Delivered	Yes



**IPV6 SUPPORT:**

TBMS allows to use Ipv6 IP-Address To send the Campaign.

TBMS select the Machine Ip version according to the receiver domain.

However TBMS picks the assigned Machine IP as per the round-robin manner for IPv4 Address, still its having some following priority of IPv6 on Ipv4 Addresses:

Test Cases	Sender	Receiver	Result
Case 1	IPv4	IPv4	mail delivered on IPV4 from IPv4
Case 2	IPv4	IPv4/Ipv6	mail delivered on IPV4 from IPv4
Case 3	IPv4	IPv6	Connection can't open
Case 4	IPv6	Ipv4	Connection can't open[ Mx Record Not Found
Case 5	IPv6	IPv4/Ipv6	mail delivered on IPV6 from IPv6
Case 6	IPv6	IPv6	mail delivered on IPV6 from IPv6
Case 7	IPv4/IPv6	Ipv6	mail delivered on IPV6 from IPv6
Case 8	IPv4/IPv6	IPv4	mail delivered on IPV4 from IPv4
Case 9	IPv4/IPv6	IPv4/IPv6	First priority goes to IPV6 so : mail delivered on IPV6 from Ipv6



## DOMAIN BASED ROUTING (THIRD PARTY API):

- TBMS is having the option to forward the Campaign's Mail to any ThirdParty MailServer so that ThirdParty Mail Server can send the campaign instead of TBMS.
- TBMS is using the HTTP JSON Request to forward the Mail. And providing the API'S so that ThirdParty MailServer can update the real time reporting for relative campaign.

- Server Admin is having the rights to Add/Update the API under Setting section.

Api Name	Url	Actions
Test202	URLName	<a href="#">Edit</a>
Test202_New1	URLName	<a href="#">Edit</a>

-  
Se  
rv  
er

Admin is able to set the API's routing at the three different levels:

(1). Server Level:

Domain Name: gmail.com

Mail Per Min Per IP: 200 [Help](#) | Wait after Greylist: 200 [Help](#)

Wait after Mail From: 200 [Help](#) | Wait after RCPT To: 200 [Help](#)

Wait after DATA: 200 [Help](#) | Wait after ",": 200 [Help](#)

If To Domain: gmail.com gives continuously 4 [421] response code then wait for 4 Minutes

Send notification if http link found in 421 response

Simultaneously connection to receiver domain: 50

Use API: manojAPI123

[Update](#) [Reset](#)



## (2) Domain Level

**Domain Setting**

- [Add Domain](#)
- [Show All Domain](#)

**User Setting**

**Admin Setting**

**Rules**

**API**

Url:

Machine Ip:  10.11.13.200

Reserve Machine Ip:

Stop at Bounce Rate:  [Help](#)

Total limit:

Expiry Date:  [📅](#)

No. of Connection:   Is Dedicate

Send Delivery Report  Send Bounce Report  Notify for invalid receipt

Use API +

Domain Name:   ✖

Domain Name:   ✖

[Update](#) [Reset](#)

## (3) User Level

**User Setting**

- [Add User](#)
- [Show all user](#)

**Admin Setting**

**Rules**

**API**

Domain:  Admin Type:

From Mail Address:  (Use in SMTP) Expiry Date:  [📅](#)

From Mail Address:   Use default SMTP Domain (Use in Header) Apply for:  Bulk  SMTP  API [Help](#)

Total Limit:   Per Day limit:

Alternate Emailid:  Attachment Path:

Deliver Emails in between the following time range only.  
  [Reset](#)

Enable Moderation

Allow Auto Campaign Facility  Ptp  Stp  Allow Consolidate Report [Help](#)

Ftp Location:

Ftp UserName:  Ftp Password:

**HELP!** Please Ensure that the following folders are available along with the desired Data.

Folder Name [should be in uppercase letters]	Data Type
DATA	CSV consist all records. [mandatory fields are: email_address, subject, htmltemplate, unique_id]
TEMPLATE	HTML file that is sent as email body.
REPORT	Empty folder where report will be saved later.
INVALID	Empty folder where invalid campaign csv will be saved.

Use API +

Domain Name:   ✖

Domain Name:   ✖

[Update](#) [Reset](#)

API

### Reporting:

TBMS is having the interface where Third-Party-API's is able to submit the real time reports.



In TBMS this report is displayed under the “User API” tab of Bulk Reporting.

Show Report From 01/05/2015 To 13/07/2015 Search **Bulk Report** Compose | Setting | Reports  
 Detail Report Graph Sender Wise Bounce Search Address Book Schedule Top Domain Suppression list Sent **User API**

DOMAIN NAME	TOTAL	DELIVERED	BOUNCED	UNDELIVERED/PENDING	READ	REPLIED	UNSUBSCRIBED
(+)dktest.dil.in	490	288	8	194	37	0	0
(+)soft.dil.in	186	5	2	179	1	0	2
(+)dktest1.dil.in	27	9	0	18	3	0	0
(+)dktest4.dil.in	6	2	0	4	0	0	0

MAIL FROM: dk@dktest.dil.in	START DATE: 05-05-2015 11:18:15	END DATE: 05-05-2015 11:19:51
MAIL SUBJECT: Suppressed only test mail 5th ma y 11:17 [[subject1]]	TOTAL ROUND: 1	CAMPAIGN VIEW:
BATCHES: 1 2 3 4 (All)		
CAMPAIGN ID: 20150505111815-1430804892546		

**Graph**

Legend: Delivered (blue), Bounced (red), Pending (green)

<b>Delivery Status</b>	
Total	7
Delivered	7
Bounced	0
Undelivered	0
Forwarded	7
<b>Skipped Status</b>	
Excluded	0
Duplicate	0
Suppressed	0
<b>Action Status</b>	
Replied	0
Read	1
<b>Email Size</b>	19(kb)

[!! Link Analysis !!](#)

Forwarded:

- In UserAPI reporting one extra status is added “Forwarded”, which is showing the reporting for the Forwarded Mails to Third Party Mail Server.



## EXCLUDE GROUP:

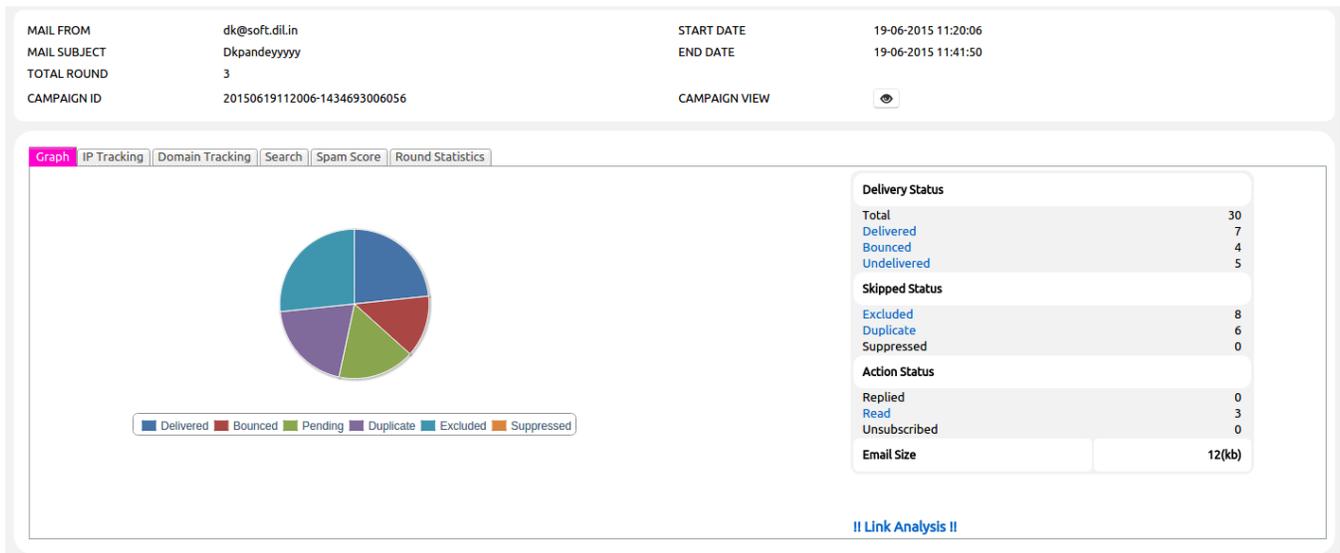
This feature will provide facility to define blacklist mail-ids group within the defined campaign.

The screenshot shows the TBMS email composition interface. At the top, there are fields for 'From' (Email Name @soft.dtl.in) and 'Personalize' options. Below this, there are buttons for 'Send..', 'Schedule', 'Preview', and 'Credit'. The 'Campaign Name' field is set to 'Campaign Name'. There are checkboxes for 'Enable UnSubscription Link', 'Set Unsubscription Message', 'Remove Duplicate Email-Id', and 'Exclude Group' (which is currently set to 'OneThousand.csv'). The 'To' field is 'AAA\_Supp\_Scrub.csv'. The 'Cc' and 'Bcc' fields are empty. The 'Subject' field is empty. Below the form is a rich text editor toolbar with various icons for text formatting, alignment, and insertion.

TBMS will display the Group in the compose email page, so it can be excluded.

After exclusion of group from Campaign, this will reflect in the campaign's Detailed reporting : 'excluded'.

By Clicking on Excluded link User is able to view the excluded emailid's and also able to download the list.





### GROUP CREATION UNDER REPORTING SECTION:

TBMS is having the ability to create Groups of email-ids based on specific status (Delivered, Bounced, Open, Clicks, Un-subscribed, Suppressed etc) for Selected Campaign's for a selected date duration for Bulk Reporting.

The generated group list contains only unique emailid's, duplicate emailid's will get dropped.

Grouping option is available under the Bulk Report's "Detail Report" Tab.

By Selecting the Grouping checkBox, one frame will get enabled with various Grouping status.

Detail Report  
  Graph  
  Sender Wise  
  Bounce  
  Search  
  Address Book  
  Schedule  
  Top Domain  
  Suppression list  
  Sent  
  User API

Subject  
 Tag Name  
 Campaign Id  
 Grouping

<input checked="" type="checkbox"/>	DOMAIN NAME	TOTAL	DELIVERED	BOUNCED	UNDELIVERED/PENDING	READ	REPLIED	UNSUBSCRIBED
<input checked="" type="checkbox"/>	(-) soft.dil.in	9	8	1	0	6	1	0
<input checked="" type="checkbox"/>	resetpassword@soft.d...	1	0	1	0	0	0	0
<input checked="" type="checkbox"/>	pandey@soft.dil.in	1	1	0	0	1	0	0
<input type="checkbox"/>	dharmendra30@soft.di...	1	1	0	0	1	0	0
<input type="checkbox"/>	dharmendra30@soft.di...	1	1	0	0	0	0	0
<input type="checkbox"/>	dharmendra30@soft.di...	1	1	0	0	1	0	0
<input type="checkbox"/>	pandey@soft.dil.in	1	1	0	0	0	1	0
<input type="checkbox"/>	pandey@soft.dil.in	1	1	0	0	1	0	0
<input type="checkbox"/>	pandey@soft.dil.in	1	1	0	0	1	0	0
<input type="checkbox"/>	pandey@soft.dil.in	1	1	0	0	1	0	0

Generate Subscriber Groups with Status:
  Delivered  
 Bounced  
 Unsubscribed  
 Suppressed  
 Read  
 Clicked  
 Delivered but Unread  
 Delivered but Unclicked  
 Read but Unclicked

Generate will enable download of subscriber list(Unique Subscribers only) fulfilling the criteria given by the user.

User is able to select the multiple status and multiple campaigns to generate the unique grouping list.



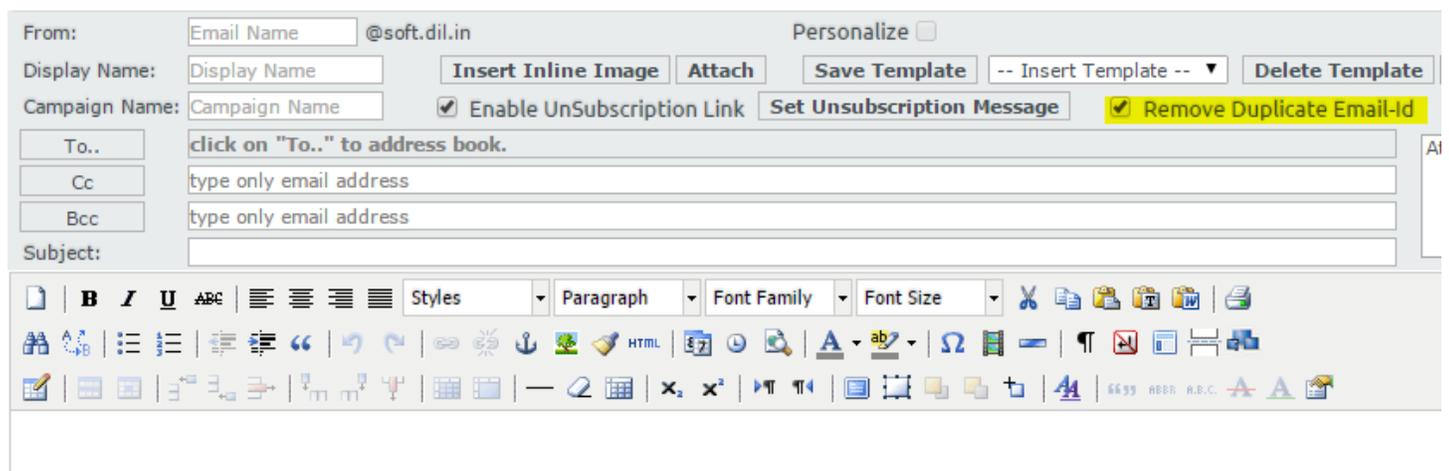
Current available Grouping status:

- Delivered
- Bounced
- Suppressed
- Read
- Clicked
- Delivered but Unread
- Delivered but Unclicked
- Read but Unclicked

### REMOVAL OF DUPLICATE MAILS:

Remove Duplicate Email-Id option is allowed the user to remove the Duplicate email's from respective campaigns.

This option is available under the compose page and user can select it while sending the campaign.



Avoided duplicate Email's will be displayed under the Campaign Detailed report.

By Clicking on the Duplicate Link User will able to view the avoided Email's and able to download the Report as well.



MAIL FROM	duplicate1@soft.dil.in	START DATE	29-04-2015 16:51:25
MAIL SUBJECT	duplicate1	END DATE	29-04-2015 16:51:49
TOTAL ROUND	1		
CAMPAIGN ID	20150429165125-1430306485171	CAMPAIGN VIEW	

Graph | IP Tracking | Domain Tracking | Search | Spam Score | Round Statistics

<b>Delivery Status</b>	
Total	500
Delivered	12
Bounced	1
Undelivered	0
<b>Skipped Status</b>	
Excluded	0
Duplicate	486
Suppressed	1
<b>Action Status</b>	
Replied	0
Read	0
Unsubscribed	0
<b>Email Size</b>	1(kb)

MAIL FROM	ANDHRABANK@mgagemail.com	START DATE	04-07-2015 19:34:48
MAIL SUBJECT	Non-chip to chip card for Andhra Bank Credit Card Customer	END DATE	06-07-2015 17:41:47
TOTAL ROUND	10		
CAMPAIGN ID	20150704193448-1436018688356	CAMPAIGN VIEW	

Graph | IP Tracking | Domain Tracking | Search | Spam Score | Round Statistics

<b>Delivery Status</b>	
Total	20443
Delivered	18420
Bounced	2005
Undelivered	8
<b>Skipped Status</b>	
Excluded	0
Duplicate	0
Suppressed	10
<b>Action Status</b>	
Replied	0
Read	4625
Unsubscribed	84
<b>Email Size</b>	1(kb)

SU  
PP  
RE  
SS  
E  
D  
M  
AI  
L  
RE  
PO  
RT  
IN  
G:  
If  
a  
Ca

ampaign having the email's which are already exists In the Global Suppression List, Then those emails will get suppressed and Reporting for the suppressed Emails will get displayed in the Campaign's Detail Reporting.



The Business Mail System  
Simplifying the way you do business

By Clicking on the Suppressed Link User will able to view the suppressed Email's and able to download the Report for the same.

FROM NAME PERSONALIZATION:

In TBMS Admin/DomainAdmin having the rights to send campaign with customized from name.

But For SimpleUser from name is not customizable.

To overcome from this problem Server Admin having the option to set multiple From Name for the particular Simple User.



From Mail Address manojimpleuser@soft.dil.in (Use in SMTP) Expiry Date 05/08/2015

From Mail Address Mail Address  Use default SMTP Domain (Use in Header) Apply for:  Bulk  SMTP  API Help

Total Limit 10000 2315 Per Day limit 1000 48

Alternate Emailid manojimpleuser@soft.c Attachment Path qqaaaaaa

Deliver Emails in between the following time range only.

Enable Moderation

Allow Auto Campaign Facility

Use API

Add From Email +

From Email Name manoj111 @Domain ✖

From Email Name manoj222 @Domain ✖

Update Reset

Simple User will able to select the 'from name' from configured 'from name' while sending the campaign.

From: manoj111@soft.dil.in Personalize

Display Name: manojimpleuser

Campaign Name: manoj222

Send... Schedule Preview Credit

Insert Inline Image Attach Save Template -- Insert Template -- Delete Template Upload Template Validate

Enable UnSubscription Link  Set Unsubscription Message  Remove Duplicate Email-Id  Exclude Group

To: Click on "To..." to address book.

Cc: type only email address

Bcc: type only email address

Subject:

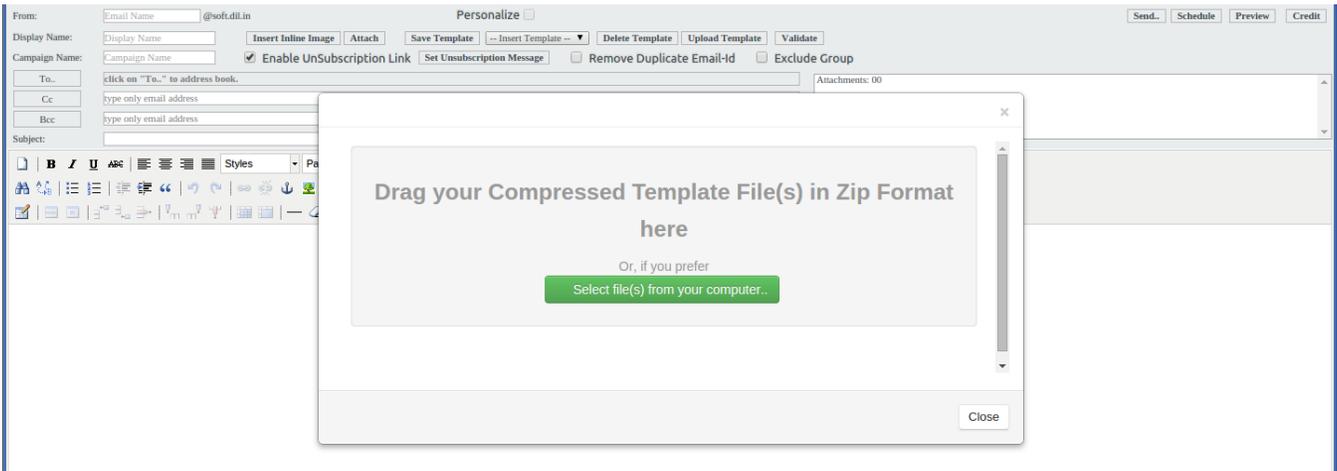
Attachments: 00

### TEMPLATE UPLOAD OPTION:

TBMS is having the option to upload the HTML template under compose page.

- TBMS allows to upload the single HTML file to get uploaded directly
- If Template having the images than it should be in the zip format.

After uploading the template, template will get saved for future use and get selectd to send campaign.

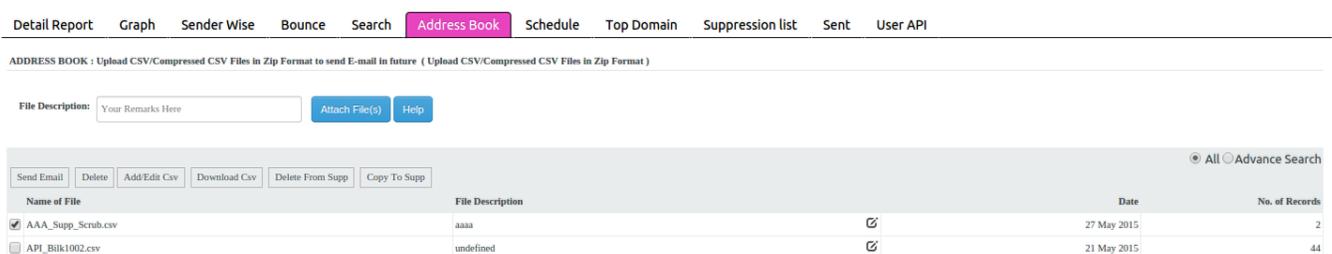


### SUPPRESSION LIST SCRUBBING:

User can scrub the emailid list against the Gloabl Suppression List.

By Selecting the scrubbing list and clicking on the “Delete From Supp” button, user can delete the email id's from Global Suppression List matched in the selected list.

One Alert message will display with number of emailid's get deleted.





### SUPPRESSION LIST COPYING:

User can copy the emailid's in the Gloabl Suppression List in Bulk.

By Selecting the list to get copied and clicking on the “Copy To Supp” button, user can copy the email id's to Global Suppression List(which are not already exists).

One Alert message will display with number of emailid's get copied.

Detail Report Graph Sender Wise Bounce Search **Address Book** Schedule Top Domain Suppression list Sent User API

ADDRESS BOOK : Upload CSV/Compressed CSV Files in Zip Fernet to send E-mail in future ( Upload CSV/Compressed CSV Files in Zip Format )

File Description:

All  Advance Search

Name of File	File Description	Date	No. of Records
<input checked="" type="checkbox"/> AAA_Supp_Scrub.csv	aaaa	27 May 2015	2
<input type="checkbox"/> API_Blk1002.csv	undefined	21 May 2015	44

### ACCOUNT LOCK OUT POLICY:

Server Admin can set the User Account Lock Out Setting for user failure attempts.

In AdminSetting Server Admin can set the 'Number of Login Failed Attempts' and if user exceeds the maximum allowed Failed Attempts than Block the User for Number of Minutes Time duration.



Enterprise Bulk Email Solution

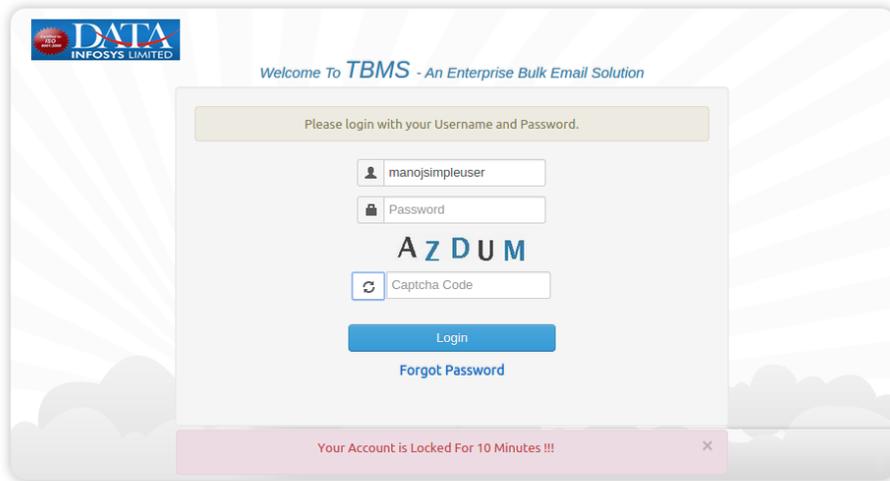
Admin Setting

Show setting

Rules

API

Max Retry	<input type="text" value="3"/>	Help		Fetch Interval (MS)	<input type="text" value="30000"/>	Help	
Concurrent Campaign	<input type="text" value="67"/>	Help		Max Recipients	<input type="text" value="10000"/>	Help	
Max Data Size (MB)	<input type="text" value="10"/>	Help		Webhost	<input type="text" value="10.11.13.200:8077"/>	Help	
From Address	<input type="text" value="report@soft.dil.in"/>	Help		Alert Address(To)	<input type="text" value="alert@soft.dil.in"/>	Help	
Socket Timeout (MS)	<input type="text" value="40000"/>	Help		Read Timeout (MS)	<input type="text" value="20000"/>	Help	
Connection Timeout (MS)	<input type="text" value="40000"/>	Help		Connection Pool	<input type="text" value="10"/>	Help	
Default Share	<input type="text" value="10"/>	Help		Check With Spam Assassin	<input type="text" value="Yes"/>	Help	
Banner	<input type="text" value="Xgen.in TBMS Service by http://www.xgen.in"/>	Help		Archive	<input type="text" value="Month"/>	Help	
Stop at Bounce Rate	<input type="text" value="70"/>	Help		Delete form Archive	<input type="text" value="0"/>	Help	
FTP Script Location	<input type="text" value="/home/XET/FtpScript"/>	Help		Brand Logo Path	<input type="text" value="Brand Logo Path"/>	Help	
Login Failed Attempts	<input type="text" value="3"/>	Help		FTP Destination Location	<input type="text" value="/FtpLoc"/>	Help	
				Login Failed Block Time(Minutes)	<input type="text" value="10"/>	Help	



TBMS Licensed to: 2014

IMPLEMENT CAPTCHA FOR LOGIN PAGE:

User have to provide the Captcha Details while Login into System.



Enterprise Bulk Email Solution

**DATA**  
INFOSYS LIMITED

Welcome To **TBMS** - An Enterprise Bulk Email Solution

Please login with your Username and Password.

Username: manojimpleuser

Password: [Masked]

Captcha: DTUXX

adeff

Login

[Forgot Password](#)

Please provide valid Captcha details !!!

TBMS Licensed to: 2014

### DISPLAY USER'S LAST LOGIN DETAILS

TBMS will display the user's last login details on the Dashboard.

TBMS will display:

- Last login IP
- Last Login Date-Time

**DATA** INFOSYS LIMITED **TBMS** - An Enterprise Bulk Email Solution Last Login IP :10.11.13.177 Date-Time:14-Jul-2015 11:51 AM Welcome: Manoj

Show Report From 14/07/2015 To 14/07/2015 Search **Bulk Report** Compose | Setting | Reports

**Detail Report** Graph Sender Wise Bounce Search Address Book Schedule Top Domain Suppression list Sent User API

DOMAIN NAME	TOTAL	DELIVERED	BOUNCED	UNDELIVERED/PENDING	READ	REPLIED	UNSUBSCRIBED
(+) soft.dil.in	4	4	0	0	2	1	0



## PERSONALIZATION OF SUBJECT LINES:

User can send the Campaign with personalized subject line.  
Mail Subject line will get displayed as personalized to end receiver.

The screenshot shows the TBMS email campaign configuration interface. The 'Subject' field is set to 'Hello [[Name]]'. The 'Personalize' checkbox is checked, and the 'Insert Add. Tags' dropdown is visible. Other fields include 'From' (Email Name @soft.dil.in), 'Display Name', 'Campaign Name', 'To' (AAA\_Supp\_Scrub.csv), 'Cc', 'Bcc', and 'Attachments: 00'. A rich text editor toolbar is also visible below the form fields.

## DISPLAY CAMPAIGN ID FOR CAMPAIGN:

TBMS will display the unique campaign id for each campaign.

Campaign ID Format is like: YYYYMMDDHHMMSS-XID

This campaign is viewable at two places in TBMS:

### 1. At Detail Report:

Detail Report | Graph | Sender Wise | Bounce | Search | Address Book | Schedule | Top Domain | Suppression list | Sent | User API

Subject  Tag Name  Campaign Id  Grouping

DOMAIN NAME	CAMPAIGN ID	TOTAL	DELIVERED	BOUNCED	UNDELIVERED/PENDING	READ	REPLIED	UNSUBSCRIBED
(-) soft.dil.in		36	26	10	0	0	0	0
s3@soft.dil.in	20150711121816-1436597293574	2	0	2	0	0	0	0
notify@soft.dil.in	20150711121313-1436596992289	2	2	0	0	0	0	0
notify@soft.dil.in	20150711121342-1436597022447	2	2	0	0	0	0	0
notify@soft.dil.in	20150711121944-1436597384060	2	2	0	0	0	0	0
s3@soft.dil.in	20150711121814-1436597293595	2	0	2	0	0	0	0



## 2. At Campaign Detail Report:

MAIL FROM	s3@soft.dil.in	START DATE	11-07-2015 12:18:16
MAIL SUBJECT	a22222222222 2222222222	END DATE	11-07-2015 12:29:07
TOTAL ROUND	2		
CAMPAIGN ID	20150711121816-1436597293574	CAMPAIGN VIEW	

[Graph](#) [IP Tracking](#) [Domain Tracking](#) [Search](#) [Spam Score](#) [Round Statistics](#)

### UNSUBSCRIBE LINK TO BE OPTIONAL:

Now User can set that Campaign should have Unsubscribe link or not.

This option can be set while sending the campaign under Compose page.

The screenshot shows the 'Compose' page in TBMS. At the top, there are fields for 'From' (Email Name @soft.dil.in) and 'Personalize' (checkbox). Below these are buttons for 'Send..', 'Schedule', 'Preview', and 'Credit'. The 'Campaign Name' field is set to 'Campaign Name'. There are several checkboxes: 'Enable UnSubscription Link' (checked), 'Set Unsubscription Message', 'Remove Duplicate Email-Id', and 'Exclude Group'. The 'To' field contains 'AAA\_Supp\_Scrub.csv'. The 'Cc' and 'Bcc' fields are empty. The 'Subject' field is empty. At the bottom, there is a rich text editor toolbar with various icons for text formatting, alignment, and insertion.

### LINK PERSONALIZATION:

TBMS is able to send the personalized link in Campaign.



User can set the personalized parameter or link in the compose body.

### LIST MANAGEMENT (ADD/EDIT IN CONTACT LIST)

We have developed this feature through which user can edit uploaded csv file, delete it, and add new one. Here we are defining process step by step:

1. User will select option of Address Book, here they will get a new option of Add/Edit csv. (see screen shot below)

The screenshot shows the 'Address Book' interface. At the top, there is a navigation menu with options: Detail Report, Graph, Sender Wise, Bounce, Search, Address Book (highlighted), Schedule, Top Domain, Suppression list, Sent, and User API. Below the menu is a header: ADDRESS BOOK : Upload CSV/Compressed CSV Files in Zip Format to send E-mail in future ( Upload CSV/Compressed CSV Files in Zip Format ). Under the header, there is a 'File Description:' input field and two buttons: 'Attach File(s)' and 'Help'. Below this is a table with columns 'Name of File' and 'File Description'. The table contains five rows of CSV files. Above the table, there are several action buttons: 'Send Email', 'Delete', 'Add/Edit Csv' (highlighted), 'Download Csv', 'Delete From Supp', and 'Copy To Supp'. Each row in the table has a checkbox on the left and an edit icon on the right.

Name of File	File Description
<input type="checkbox"/> AAA_Supp_Scrub.csv	aaaa
<input type="checkbox"/> API_Bilk1002.csv	undefined
<input type="checkbox"/> API_Bilk1003.csv	undefined
<input type="checkbox"/> API_Bilk1004.csv	undefined
<input type="checkbox"/> API_Bilk1005.csv	

2. Now user will select any csv file that they want to edit and will move further for make changes. (See screenshot below)



<input type="button" value="Send Email"/>	<input type="button" value="Delete"/>	<input type="button" value="Add/Edit Csv"/>	<input type="button" value="Download Csv"/>	<input type="button" value="Delete From Supp"/>	<input type="button" value="Copy To Supp"/>
Name of File		File Description			
<input type="checkbox"/>	AAA_Supp_Scrub.csv	aaaa			
<input type="checkbox"/>	API_Bilk1002.csv	undefined			
<input checked="" type="checkbox"/>	API_Bilk1003.csv	undefined			
<input type="checkbox"/>	API_Bilk1004.csv	undefined			
<input type="checkbox"/>	API_Bilk1005.csv				
<input type="checkbox"/>	API_Bulk.csv				
<input type="checkbox"/>	API_Duplicates.csv				

- So once user will select any csv file then will select option of Add/edit csv from top bar, he will get next screen where user can type any name for which they want to edit details, so if that user will be available in list, then it will display, for which user can take any action.

#### Add/Edit AAA\_Supp\_Scrub.csv

Email id :

email_address	htmltemplate	subject	date	unique_id	Action
manoj1@soft.dil.in	autocampaign_supp_test	autocampaign_supp_test	27/08/2014 15:17	1	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
manoj2@soft.dil.in	autocampaign_supp_test	autocampaign_supp_test	27/08/2014 15:18	2	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

- Now user can edit any detail like name, email address, subject, date, ID & can save it. (Screenshot below)

#### Add/Edit AAA\_Supp\_Scrub.csv

Email id :

email_address	htmltemplate	subject	date	unique_id	Action
<input type="text" value="manoj1@soft.dil.in"/>	<input type="text" value="autocampaign_supp_test"/>	<input type="text" value="autocampaign_supp_test"/>	<input type="text" value="27/08/2014 15:17"/>	<input type="text" value="1"/>	<input type="button" value="Save"/> <input type="button" value="Delete"/>
manoj2@soft.dil.in	autocampaign_supp_test	autocampaign_supp_test	27/08/2014 15:18	2	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

- Once user will edit details, then he will get message of successfully updated details.



Record successfully edited

OK

email_address	htmltemplate	subject	date	unique_id	Action
manoj1@soft.dil.in	autocampaign_supp_test	autocampaign_supp_test2	27/08/2014 15:17	1	 

### MAKER & CHECKER (MODERATION PROCESS)

We have developed this feature for verify content of email campaign and assign moderation right to report admin. This will be done by admin. So report admin will get notified if any new email campaign will be sent for which they have assigned as a moderator.

Here these 2 terms will be used:

- Maker: This will be the user who create campaign.**
- Checker: This will be the report admin assigned by admin as a moderator for that specific user's campaign moderation.**

This process will work like this:

1. Admin will go to the user setting first through setting option. There they will select "Add User". Here there will be an option to select Enable Moderation. (screen shot)



TMSS  
TMS  
TMSS

- [Add User](#)
- [Show all user](#)
- Admin Setting**
- Rules
- API

Domain: -- Select Domain --

From Mail Address: Email Address @ [ ] (Use in SMTP)

From Mail Address: Mail Address  Use default SMTP Domain  API [Help](#)

Total Limit: 1 [ ] 0 [ ]

Alternate Emailid: [ Alternate Emailid ]

Deliver Emails in between the following time range only.  
[ ] [ ] - [ ] [ ] [Reset](#)

Enable Moderation

Allow Auto Campaign Facility

2. Once admin will check this option, they will get option to select moderation from the drop down list. These list will be of report admin.

- User Setting**
- [Add User](#)
- [Show all user](#)
- Admin Setting**
- Rules
- API

Domain: -- Select Domain --

From Mail Address: [ ] (Use in SMTP)

From Mail Address: [ ]  Use default SMT

Total Lim: [ ] [ ]

Alternate Emailid: [ ]

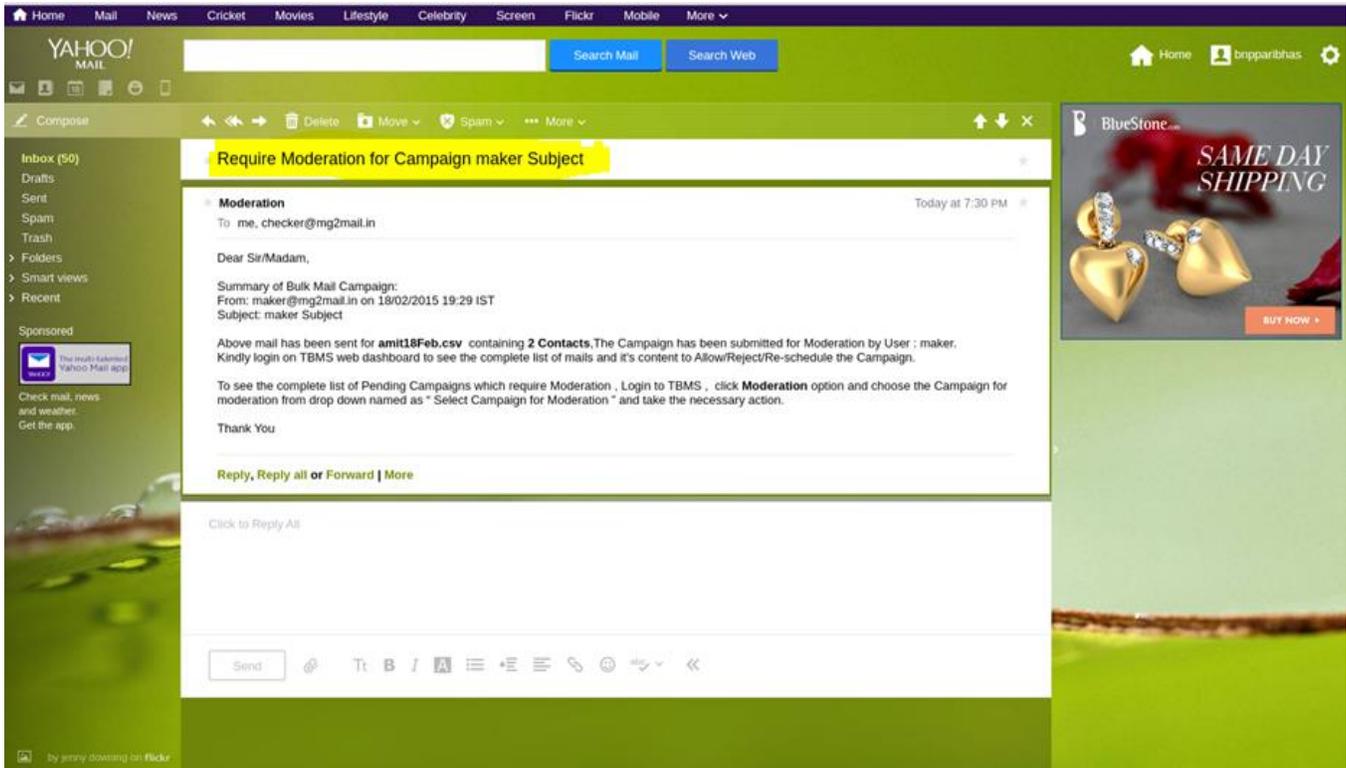
Deliver Emails in betwe [ ] y. [ ] [Reset](#)

Enable Moderation -- Select Moderator --

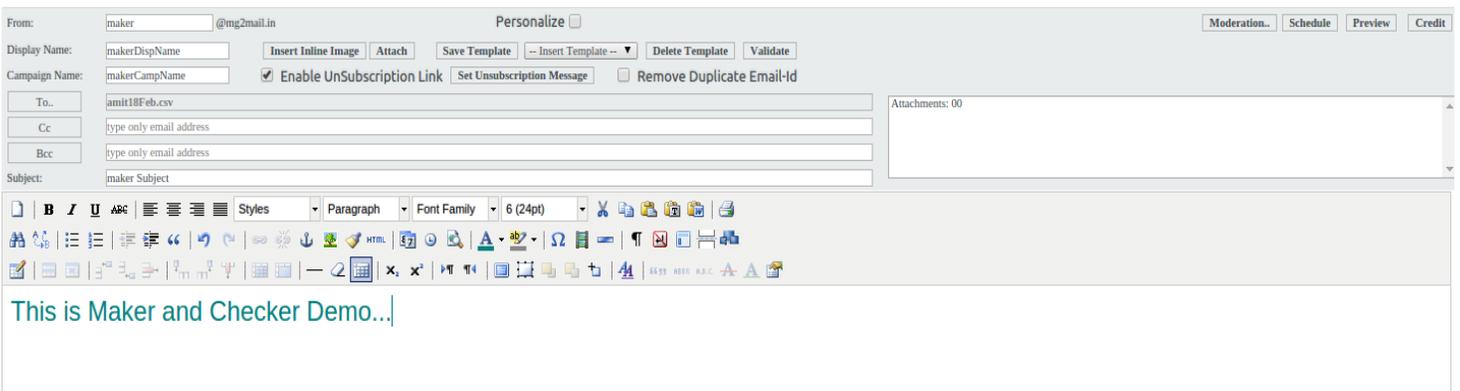
- ankit
- checker
- demo1
- dkpandeyreportadmin
- hnctest
- imap
- manojreportadmin
- mgagedemoreportadmin
- ra
- ra1
- ra2
- ra3
- ra4
- ra5
- rajiv\_reportadmin
- saurabhra
- soft
- testertest



3. So admin can set any report admin (checker) as a moderator. Now whenever this user (Maker) will create any email campaign, then this moderator will notified, that you have new campaign for verification. (Screenshot)



4. Now after getting email notification checker will login in the System and select the campaign from Template Drop-Down. All the details will be filled like From, Display Name, Campaign Name, To, CC, BCC, Subject, Attachments, Unsubscribe Option, Duplicate Option, Personalized and content etc. Checker can update the all details and can Approve/Reject/Reschedule the campaign. But checker cannot update contacts to which maker want to send email. If Checker wants then he can download list contact.



5. Now here Checker will have 3 options:
  - Accept: If checker finds all the things fine, then he will accept email campaign.



- Reject: If checker finds any inappropriate thing there, then he will have right to reject it. Here they can add message for explain cause of rejection email campaign. SO maker can check this.
- Reschedule: Checker can reschedule email campaign. Checker can change time & date of sending emails, so that email campaign will be reschedule and will automatically send on set time by checker.

So for each action maker will get notification. They will get notifications for these:

- When checker will accept email campaign.
- When checker will reject it along with reason.
- When checker will reschedule email campaign along with their rescheduled time & date.

Detail Report   Graph   Sender Wise   Bounce   Search   Top Domain

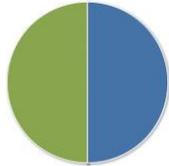
									<input checked="" type="checkbox"/> Subject <input type="checkbox"/> Tag Name <input type="checkbox"/> Campaign Id		
DOMAIN NAME	SUBJECT	TOTAL	DELIVERED	BOUNCED	UNDELIVERED/PENDING	READ	REPLIED	UNSUBSCRIBED			
(-) mg2mail.in		28	19	4	5	7	0	0			
alert@mg2mail.in	[[subject]]	7	7	0	0	4	0	0			
alert@mg2mail.in	Hello this is a tr	5	5	0	0	0	0	0			
maker@mg2mail.in	makermail to send	2	2	0	0	2	0	0			
notify@mg2mail.in	Require Moderation for Campaign maker Subject	2	1	0	1	1	0	0			
notify@mg2mail.in	Require Moderation for Campaign HDFC Bank Template	2	1	1	0	0	0	0			
notify@mg2mail.in	makersubj_14 24267748165 to be deliverd on 18/02/2015 19:29 Sent by checker	2	0	0	2	0	0	0			
maker@mg2mail.in	maker Subject	2	0	0	2	0	0	0			
notify@mg2mail.in	Require Moderation for Campaign makermail to send	2	1	1	0	0	0	0			
notify@mg2mail.in	makermail_14 24253801162 to be deliverd on 18/02/2015 15:40 Sent by checker	2	1	1	0	0	0	0			
notify@mg2mail.in	Require Moderation for Campaign welcome to mpage	2	1	1	0	0	0	0			
(+) mgagemail.com		7	7	0	0	4	0	0			

They can view report in form of graph also.



MAIL FROM notify@mg2mail.in START DATE 18-02-2015 19:35:31  
MAIL SUBJECT makersubj\_14 24267748165 to be delivered on 18/02/2015 19:29 Sent by checker END DATE  
TOTAL ROUND 0  
CAMPAIGN ID 20150218193531-1424268331152

Graph IP Tracking Domain Tracking Search Spam Score Round Statistics



Delivered Bounced Pending Duplicate

Delivery Status

Total 2  
Delivered 1  
Bounced 0  
Pending 1

Skipped Status

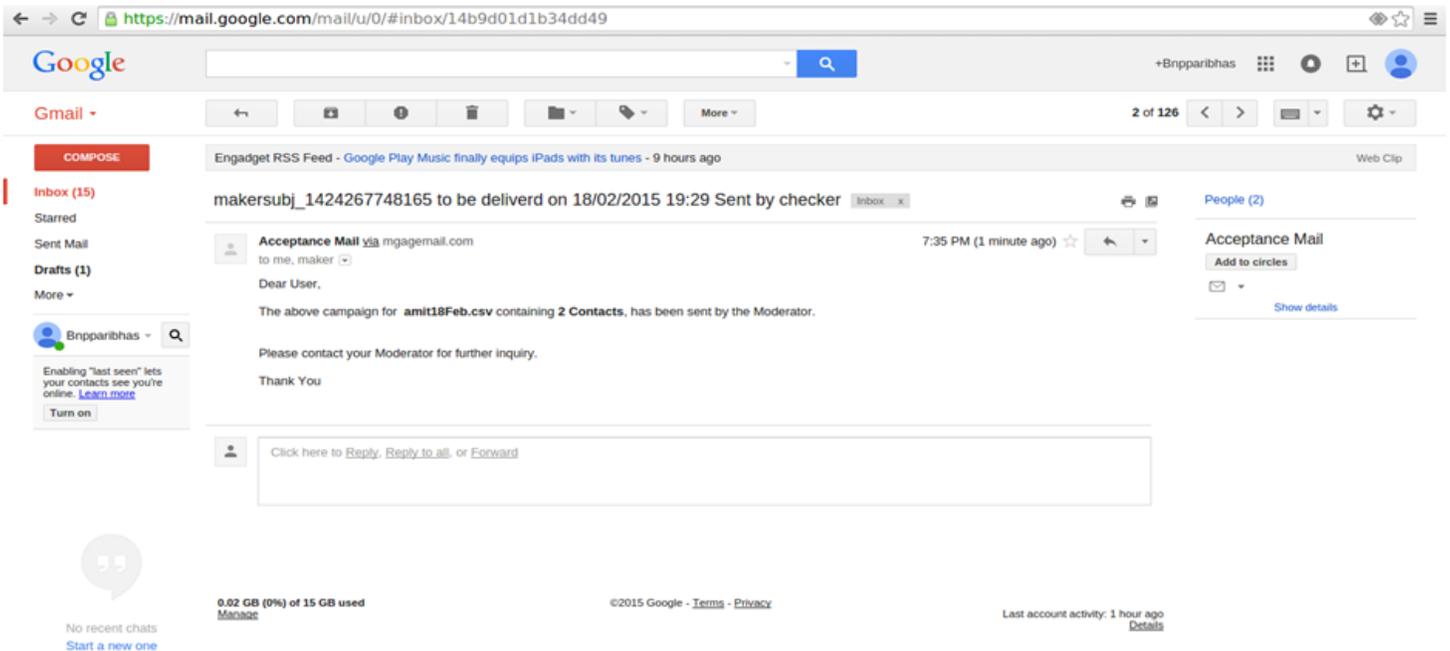
Duplicate 0

Action Status

Replied 0  
Read 0  
Unsubscribed 0

Email Size 1(kb)

Notification through email:



6. So once email campaign will send maker can view send emails & checkers can also view preview of email before approval.



© 2014 TMS  
All rights reserved.

Sent Mail View Resend Close

From	maker@mg2mail.in
Display Name	makerDispName
Campaign Name	makerCampName
To	amit18Feb.csv
Cc	
Bcc	
Subject	maker Subject
Attachments	

This is Maker and Checker Demo...

## 7. Maker will get email notification.

https://mail.google.com/mail/u/0/#inbox/14b9d020b40f23ae

Google   +Bnpparibhas

Gmail        1 of 126

**COMPOSE** maker Subject     What's New

**Inbox (14)**  
Starred  
Sent Mail  
Drafts (1)  
More ▾

Bnpparibhas

Enabling "last seen" lets your contacts see you're online. [Learn more](#)

No recent chats  
[Start a new one](#)

makerDispName via mgagemail.com to me 7:35 PM (1 minute ago) ☆

This is Maker and Checker Demo...

If you do not want to receive email in future , please [click here](#) to unsubscribe !

makerDispName via mgagemail.com to me 7:35 PM (1 minute ago) ☆

⋮

This is Maker and Checker Demo...



## PROMOTIONAL CAMPAIGN VIA FTP/SFTP

With this option user can set auto sending of campaigns. They will set location of FTP and sFTP details, so system will auto update campaigns and will send them. Process will like this:

1. For this admin will go to the setting option. Here they will select user setting, in which they need to select option “Add User”. Once they will select option of Add user, they will have an option of **Auto Campaign Facility**.

Domain -- Select Domain --

From Mail Address Email Address @ (Use in SMTP)

From Mail Address Mail Address  Use default SMTP Domain (Use in SMTP)  API [Help](#)

Total Limit 1 0

Alternate Emailid Alternate Emailid At

Deliver Emails in between the following time range only.

-  [Reset](#)

Enable Moderation

Allow Auto Campaign Facility

Use API

2. Once admin will check this option then they will get option of add FTP path, FTP username & password. Before this they need to select one option from FTP/sFTP as per their server. (Screenshot)



Allow Auto Campaign Facility       Ftp    Sftp       Allow Consolidate Report   [Help](#)

Ftp Location   

Ftp UserName          Ftp Password   

**HELP!** Please Ensure that the following folders are available along with the desired Data.

Folder Name [should be in uppercase letters]	Data Type
DATA	CSV consist all records. [mandatory fields are: email_address, subject, htmltemplate, unique_id]
TEMPLATE	HTML file that is sent as email body.
REPORT	Empty folder where report will be saved later.
INVALID	Empty folder where invalid campaign csv will be saved.

- Now there will be 4 folder details that user must have at their FTP location. These folders will be:
  - Data: Here csv will be uploaded along with all the email address details to which user want to send email campaigns.
  - Template: Here HTML file will be uploaded that user want to send in email body.
  - Report: This will be empty, here dynamic reports will be saved. When any new campaign will send by the TBMS then it will generate a report dynamically including all the details of emails like how many have been delivered, how many bounced, how many pending etc.
  - Invalid: This folder will empty and here all those email campaign csv will be saved which will be invalid.
- Now user will add FTP path (from where system should take email campaigns for auto sending), FTP username & FTP password.
- So whenever user will upload new campaign and csv files in folders at the location of FTP, then system will fetch it automatically and will process it.

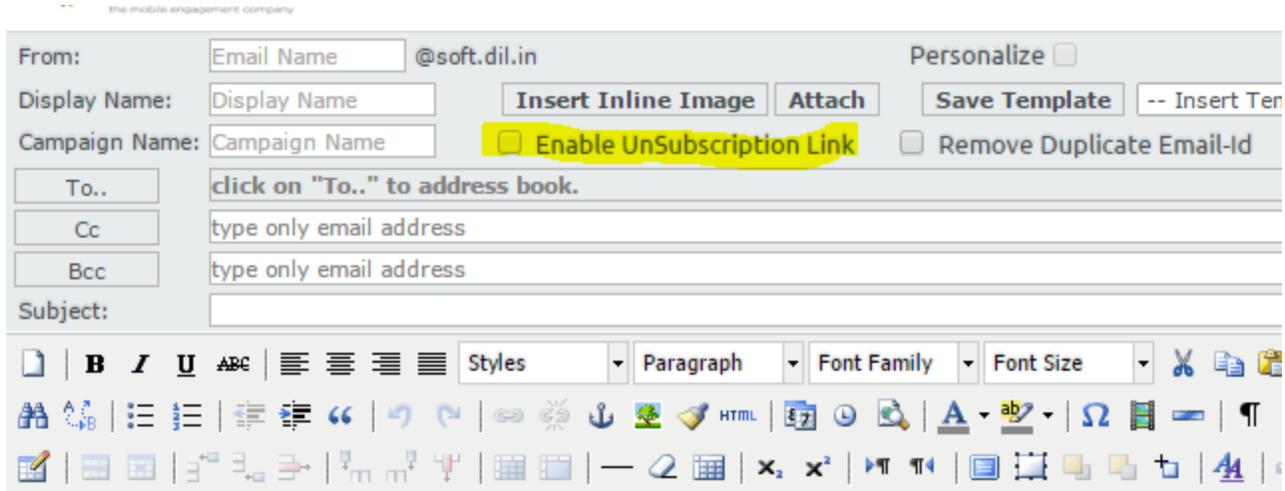
**Note: Here selection of option FTP & SFTP is just as per the server type of user.**



### UNSUBSCRIPTION THROUGH EMAIL:

This functionality will facilitate users to unsubscribe from the emails that they are receiving through email campaign. So user that is creating any email campaign, he will have option to provide unsubscribe feature to his email receivers. Process will be like this:

1. User will select compose email option. Here they will get an option “**Enable Un subscription Link**”



2. Now when user will check this option, they will get another tab through which they can set message which will display at the user end.



The screenshot shows an email campaign configuration interface. At the top left is the TBMS logo. The main interface includes fields for 'From' (Email Name @soft.dil.in), 'Display Name', 'Campaign Name', 'To..', 'Cc', and 'Bcc'. A 'Personalize' checkbox is visible. A toolbar contains buttons for 'Insert Inline Image', 'Attach', 'Save Template', 'Insert Template', 'Delete Template', 'Upload Template', and 'Validate'. The 'Campaign Name' field has a yellow highlight over the 'Set Unsubscription Message' button. Below the 'To..' field, there is a text input field containing 'click on "To.." to address book.'. A 'Subject:' field is also present. A rich text editor toolbar is visible below the 'To..' field. A dialog box titled 'Set Unsubscription Message' is open in the foreground. It contains a text area with the text 'If you do not want to receive email then please CLICK HERE|'. Below the text area is a 'Help' section with the text: 'Help: When a user will click on unsubscribe link , he will view the message and get unsubscribed from the campaign.' A 'Set' button is located at the bottom right of the dialog box.

3. So once they will set this message, with each email this link will send to receiver. They can click over the link & can unsubscribe their email from this email trail.





Transportation  
Billing System  
Application

### Export Details:

**File Description:**  [Attach File\(s\)](#) [Help](#)

[Send Email](#) [Delete](#) [Add/Edit Csv](#) [Download Csv](#) [Delete From Supp](#) [Copy To Supp](#)

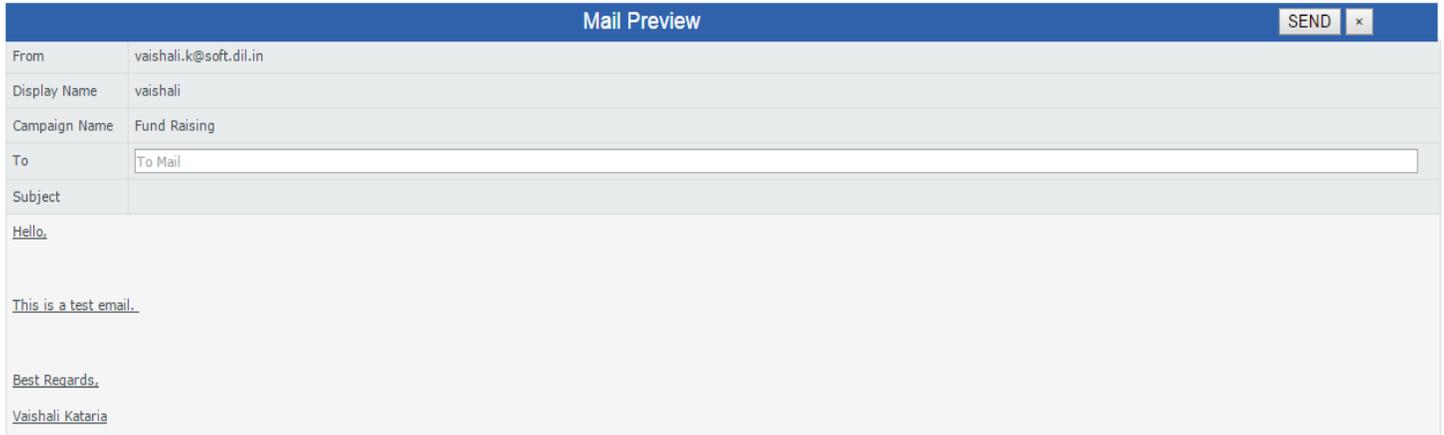
Name of File	File Description
<input checked="" type="checkbox"/> AAA_Supp_Scrub.csv	aaaa
<input type="checkbox"/> API_Bilk1002.csv	undefined
<input type="checkbox"/> API_Bilk1003.csv	undefined
<input type="checkbox"/> API_Bilk1004.csv	undefined
<input type="checkbox"/> API_Bilk1005.csv	
<input type="checkbox"/> API_Bulk.csv	
<input type="checkbox"/> API_Duplicates.csv	
<input type="checkbox"/> EMail046_new.csv	
<input type="checkbox"/> Email_Velti_04292015164309261_1.csv	
<input type="checkbox"/> FiveTh2.csv	





## PREVIEW MAIL:

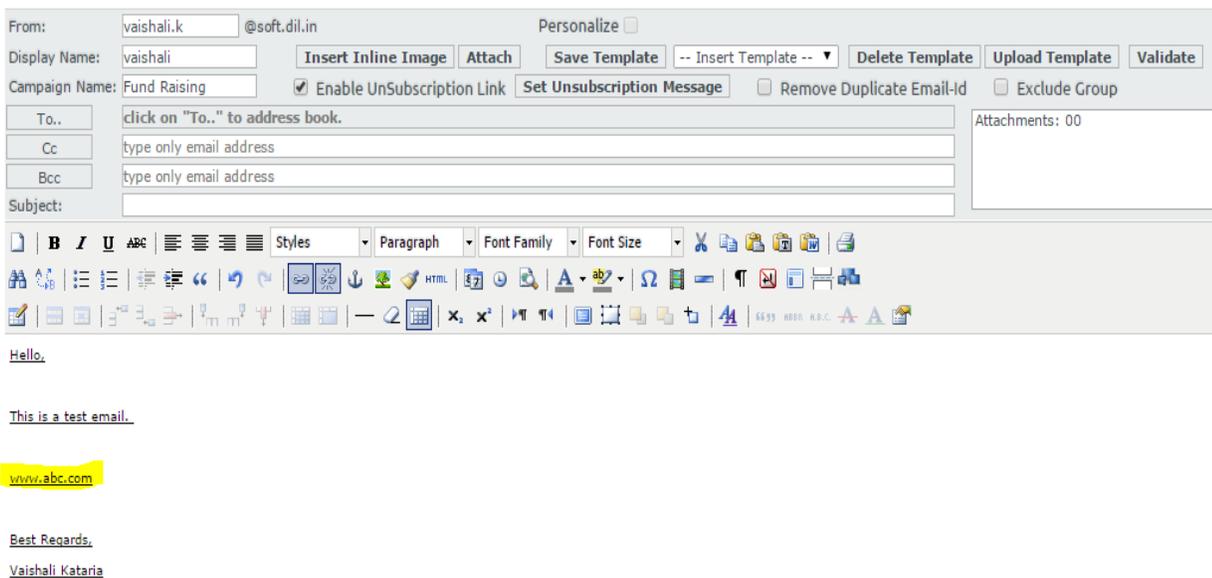
User can view preview of their email campaign that they have composed. So that they can check how it will look like at the receiver end.



## LINK & IMAGE VALIDATOR:

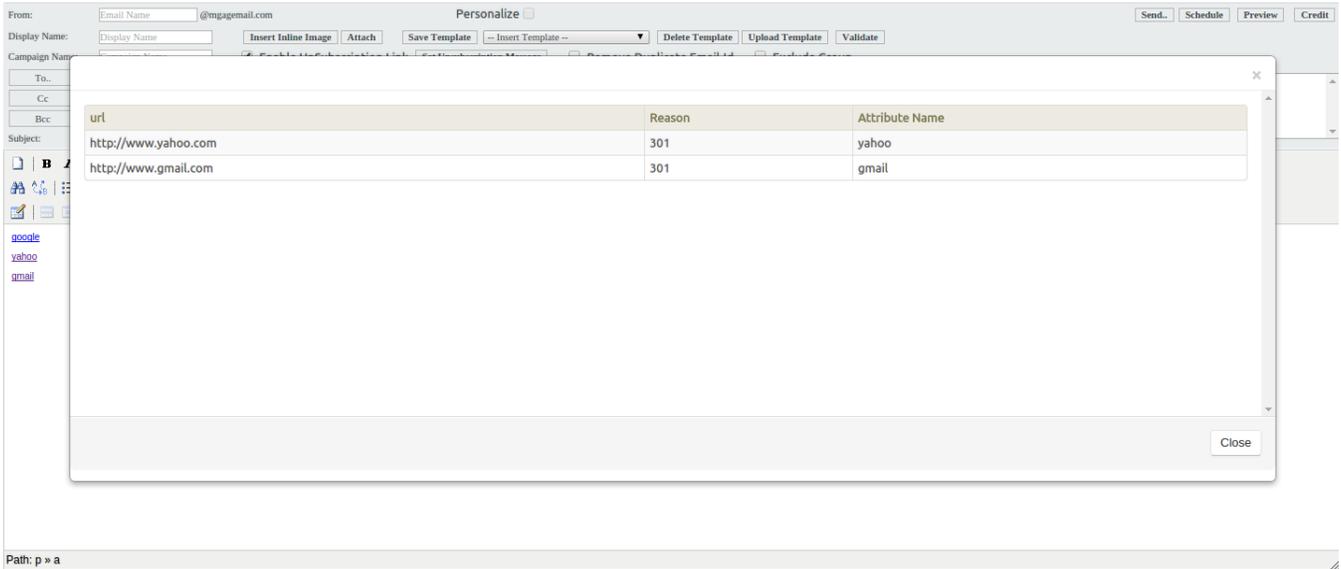
With this feature, user can validate links included in their message text. They can check link which they have included is valid or not. Process will like this:

1. When user will compose any email then they will have an option of **“Validate”**





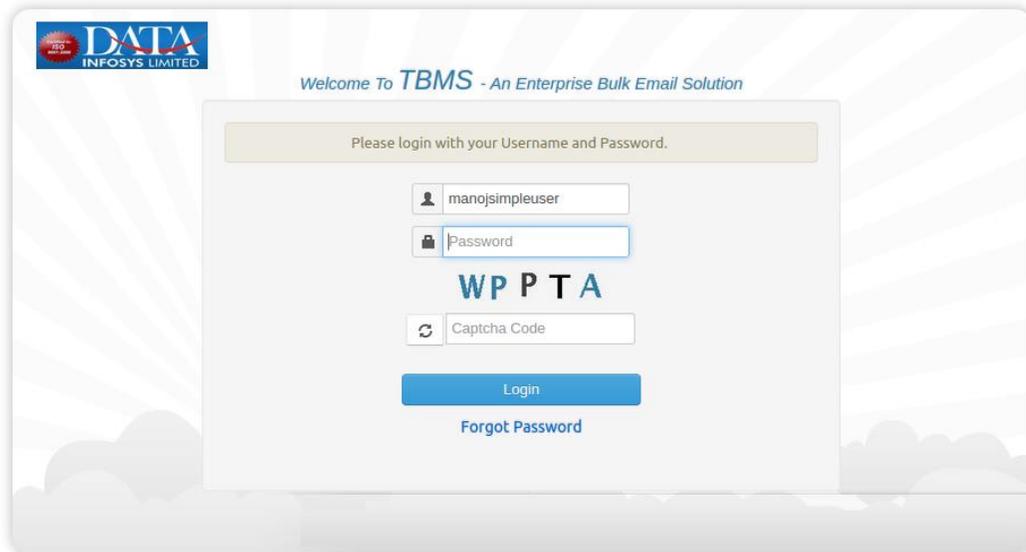
2. Now when user will click over the validate option, then a window will open and it will search that this link is actually available or not.



## SUPPORT OF FORGET PASSWORD

With this feature, user can get support in case when they forget their password. Process will like this:

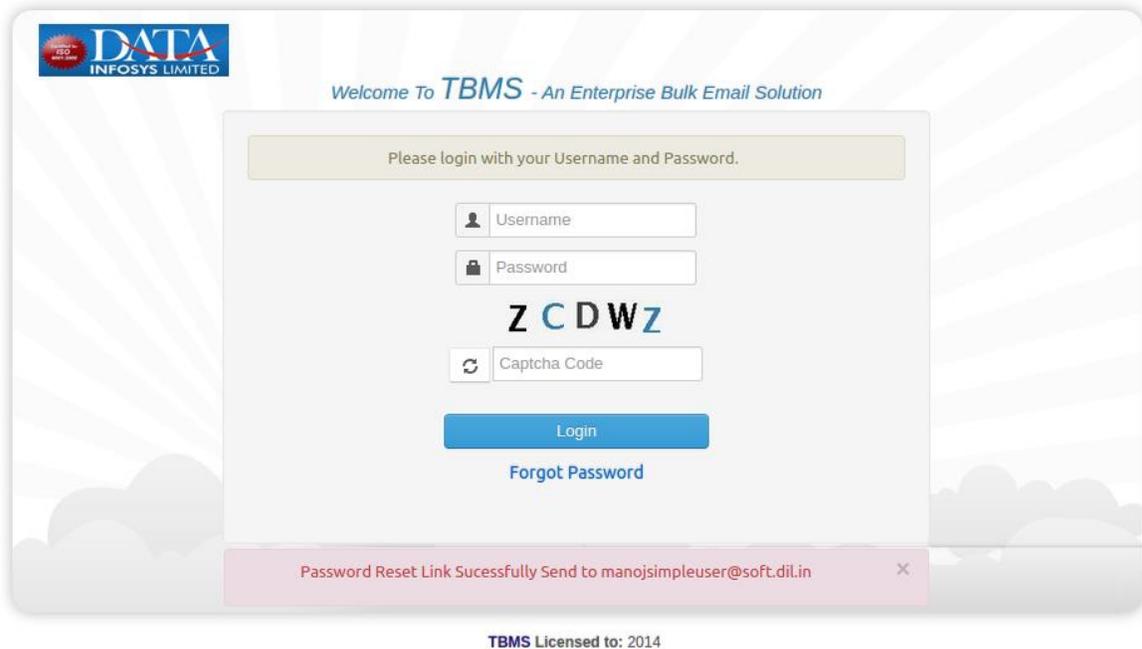
1. When user will hit the url of TBMS, there he will get option to submit their username & password. There they will have a link of forget password as well.



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2. Now they will click over the forget password. So system check that specified username is available or not in the database. If system do not find that username then they will get a message “username not found” & if that username is available then it will send reset password link over the registered email address.





## NEW OPTIONS IN ADMIN SETTING

We have added some new options in admin setting tab. Here is the list.

1. **Brand Logo Path:** Here admin can add path of logo that they want to upload in emails.

Brand Logo Path  [Help](#)

2. **FTP Destination Location:** Default FTP Destination Location where auto campaign data will be stored. An absolute path will be generated by appending this location with path '/home/XET'

FTP Destination Location  [Help](#)

Default FTP Destination Location where AutoCampaign data will be stored. An absolute path will be generated by appending this location with path '/home/XET'

3. **FTP Script Location:** Default FTP Script location to store various FTP script used in auto campaign process.

FTP Script Location  [Help](#)

Default FTP Script Location to store various FTP Scripts used in AutoCampaign process.



## SUPPRESSION LIST :

Here those email ID's will be listed which does not exist or mail should not be delivered over these emails. Suppose for first time when user upload csv file of email address and that list include some invalid emails as well, then automatically these email addresses will be added to suppression list. Also if admin want to add specific email address on which they do not want to deliver any email, then can do that with suppression list. So if any email will be sent through this system, those email ID's will not receive emails.

Detail Report   Graph   Sender Wise   Bounce   Search   Address Book   Schedule   Top Domain   **Suppression list**   Sent   User API

Email id :

Email Id	Action
Please provide full / partial email id to search !	

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