

User Manual for eSputnik Integration by MasterCRM



MASTERCRM.

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Setting up the working environment

1. Fill in system settings:

ESputnik username (MscESputnikAuthLogin) — Username you use to authorize to the esputnik personal account.

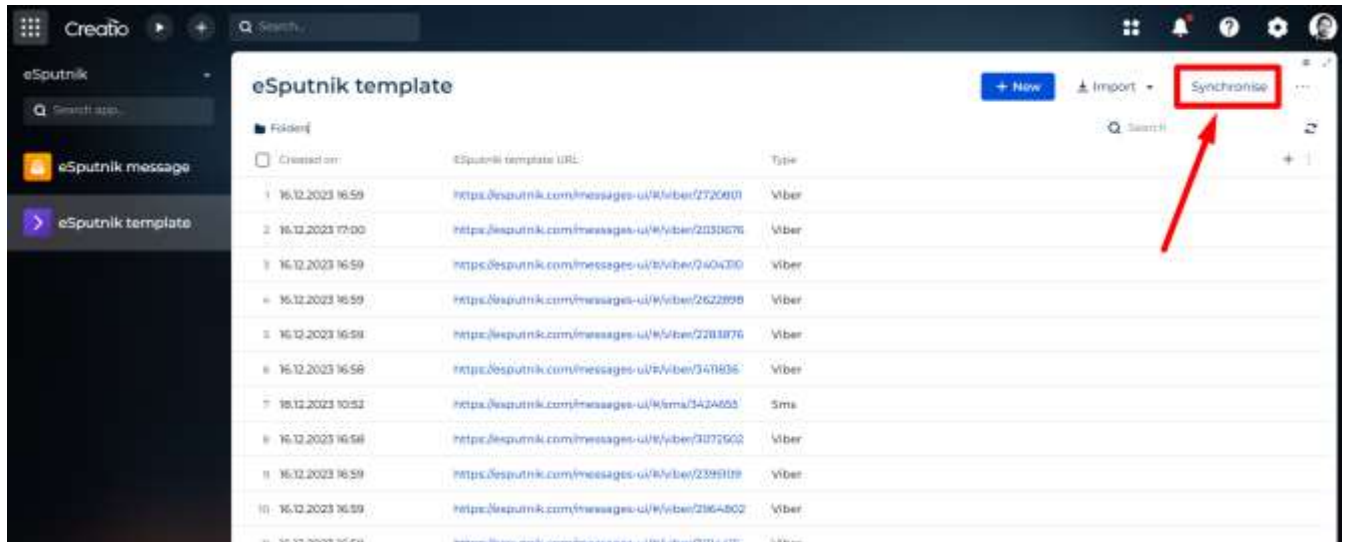
ESputnik password (MscESputnikAuthPassword) — Password you use to authorize to the esputnik personal account.

2. Run process Get Sms Senders (MscGetSmsSenders) for synchronize Sms Senders, allowed in the esputnik personal account

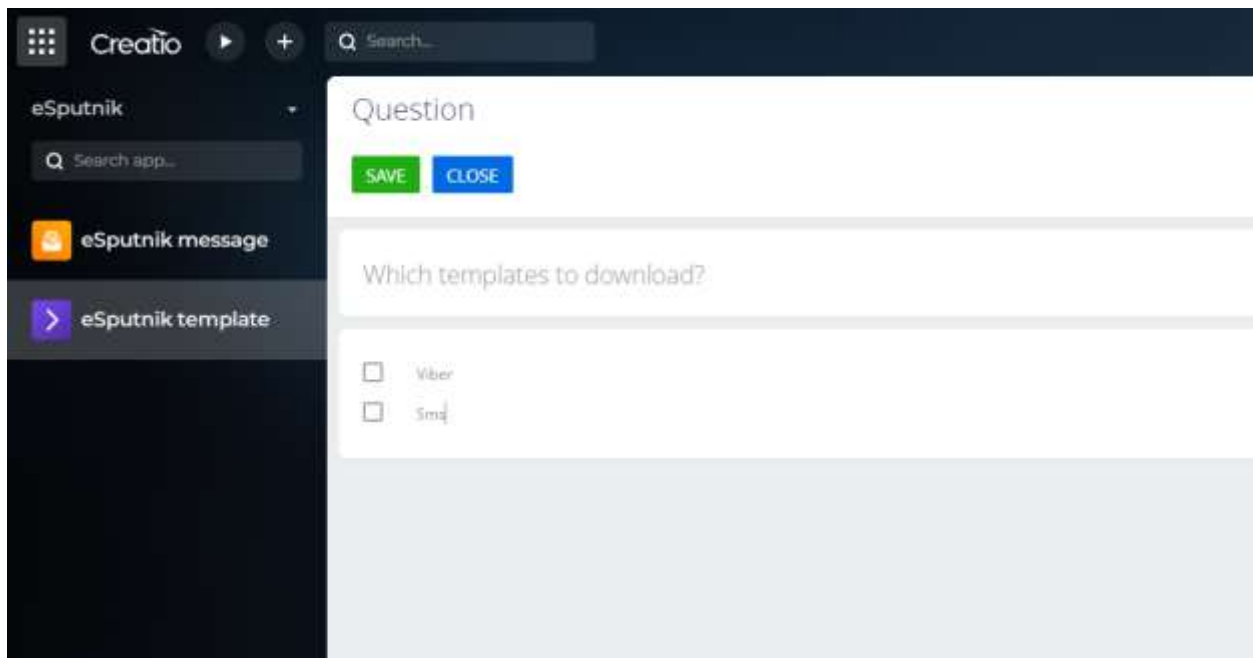
Working with templates

esputnik template section contains all template You have created in your esputnik personal account.

To download all esputnik templates into Creatio, click Synchronise button on esputnik template section

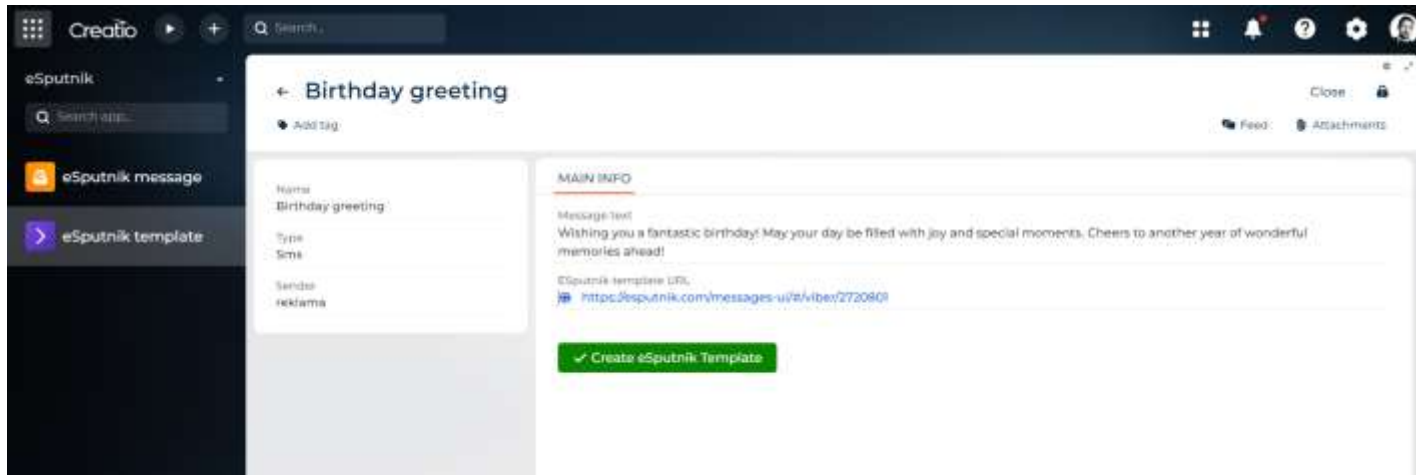


Then you need to choose which templates you need to download.



You can manage the number of downloaded templates using system setting Esputnik count of downloaded templates (MscCountOfDownloadedTemplates). Default value = 1000 templates of each type

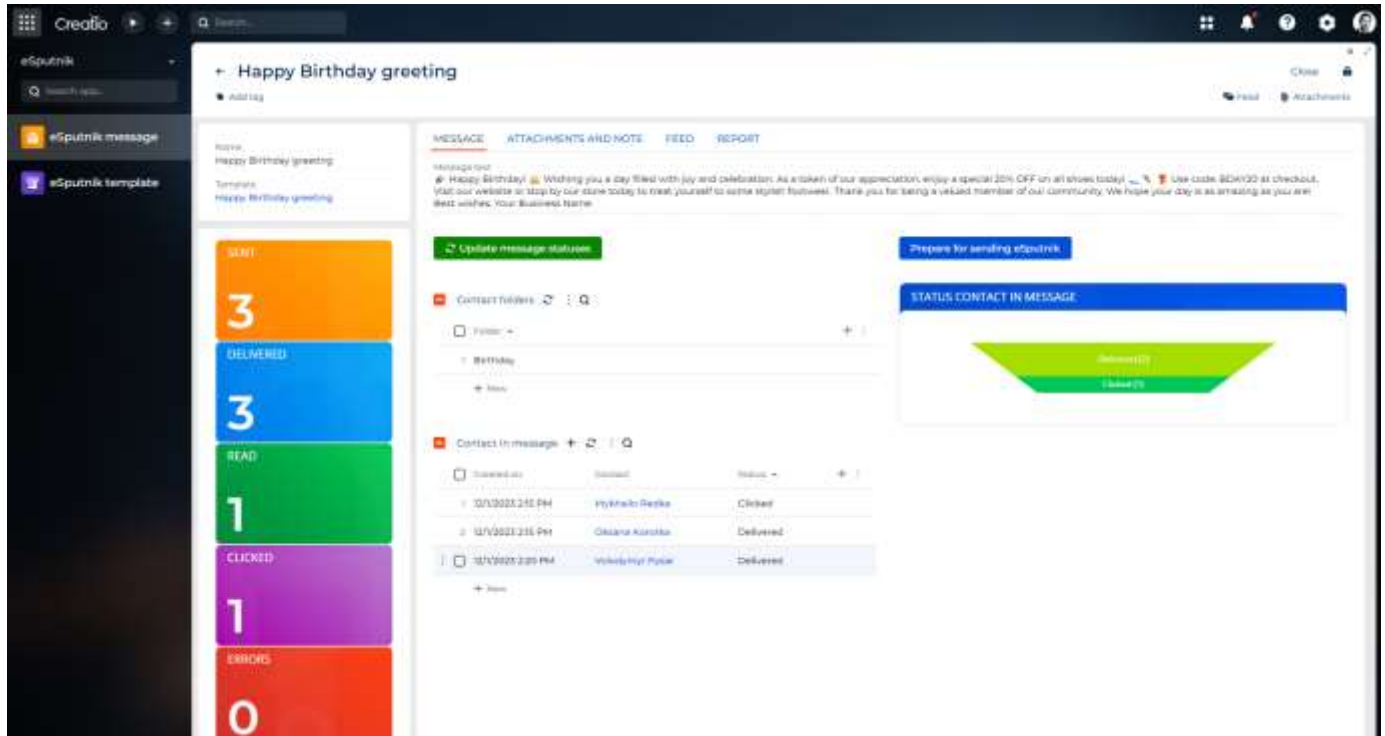
Additionally, you can create a new esputnik template in Creatio (Only for SMS templates, and only if you have esputnik senders)



After creating a template and filling in the fields (Name, Type, Sender, Message text), save the record and click "Create eSputnik template" button. This operation will create a template in esputnik, fill "esputnik URL" field in the template, and make it usable for creating the messages.

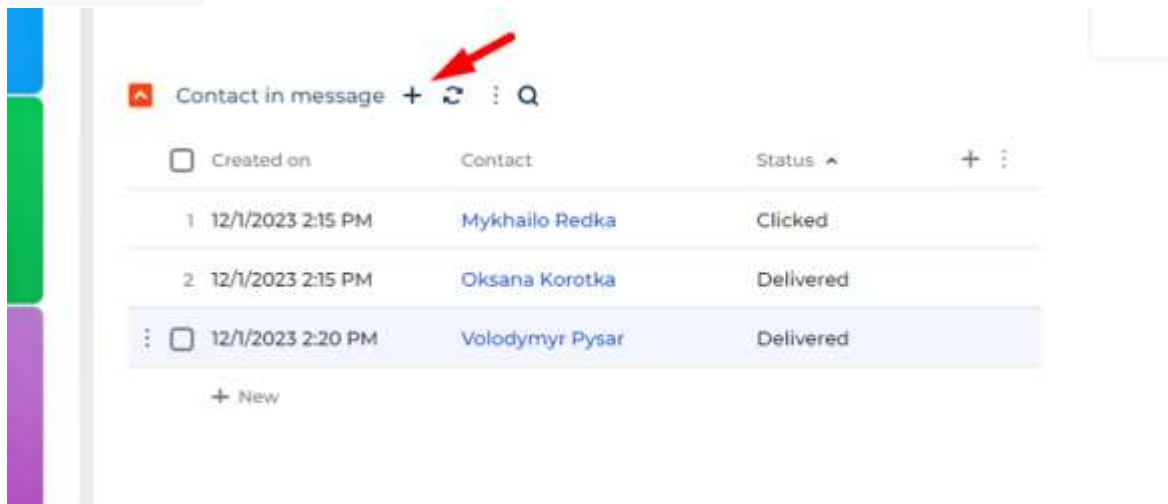
Creating message

Creating a new esputnik message you should select Template, and fill in the Name (not required but useful).

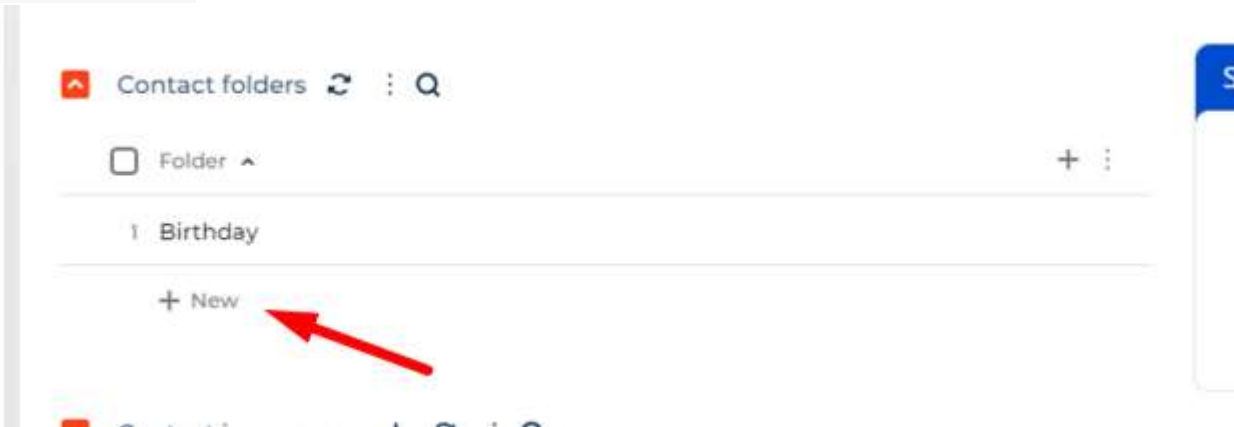


After creating and saving a new esputnik message record add an audience. There are two ways to do this.

First – add new users individually, click plus in “Contact in message” detail, and choose users.



Second, and more practical way, is to add a new folder (or folders), in "Contact folders" detail.



As a result – contacts from the folder will automatically add in "Contact in message" detail. Additionally, you can combine this two methods, to achieve flexibility in choosing audience for message.

Note: there is a duplicates avoiding check in the "Contact in message" detail.

Sending message

When the template and the audience have been selected, you are ready to send the message. Just click the “Prepare for sending eSputnik” button, and your message will be sent.

Happy Birthday greeting

Message text:
Happy Birthday! 🎂 Wishing you a day filled with joy and celebration. As a token of our appreciation, enjoy a special 20% OFF on all shoes today! 🛍️ Use code: BD4V20 at checkout. Visit our website or stop by our store today to treat yourself to some stylish footwear. Thank you for being a valued member of our community. We hope your day is as amazing as you are! Best wishes, Your Business Name

Prepare for sending eSputnik

STATUS CONTACT IN MESSAGE

Delivered (0)
Clicked (0)

Created in	Contact	Status
12/1/2023 2:15 PM	Mykhailo Rezka	Clicked
12/1/2023 2:16 PM	Oleksia Kozmka	Delivered
12/1/2023 2:20 PM	Volodymyr Pysar	Delivered

Update statuses

Master CRM Espotnik connector allows update message statuses automatically, using Creatio webhook functionality.

For setting webhook, you should retrieve webhook URL according to the Creatio Academy (<https://academy.creatio.com/documents?id=2412>). Next, you need to paste this webhook URL into Espotnik cabinet, according to <https://esputnik.com/uk/support/vebhuki-webhooks>

Your messages will be updated automatically!

Also, you can update message statuses manually, by clicking the “Update message statuses” button.

