

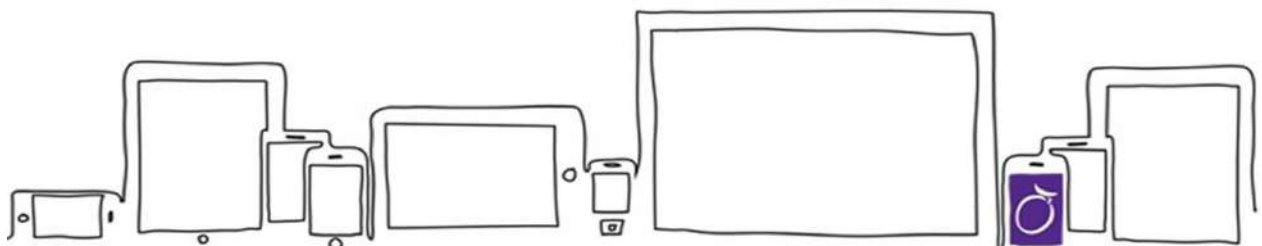
# GRAPEVINE PORTAL – USSD

## USER GUIDELINE

V 1.3

Support : For assistance please contact Grapevine on +27 21 702 3333 or email [help@vine.co.za](mailto:help@vine.co.za)

Feedback : Please email [info@vine.co.za](mailto:info@vine.co.za) with your comments and feedback



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## 1. Abbreviations

<b>CSV</b>	Comma Separated Values
<b>HTML</b>	Hyper Text Markup Language
<b>MSISDN</b>	Mobile Station International Subscriber Directory Number
<b>SMS</b>	Short Message Service
<b>URL</b>	Universal Resource Locator
<b>USSD</b>	(Unstructured Supplementary Service Data) USSD is a session based two-way communication channel and supports responses to menu options

## 2. Definitions

<b>AFFILIATE</b>	A company that is registered with Grapevine and has been provisioned to use one or more of its products or services.
<b>PROXY</b>	A computer system or an application that acts as an intermediary for requests from clients seeking resources from other servers.
<b>PORTAL</b>	A website or web page that the owner positions as an entrance to other sites or pages on the internet.
<b>USSD CAMPAIGN</b>	Custom-built USSD application to meet your own unique requirements
<b>USSD String</b>	Every USSD service is assigned a dedicated USSD string such as *120*127#
<b>WEB APPLICATION</b>	A web application is any program which runs in a web browser and relies on that web browser to render the application

### 3. Introduction

The Grapevine Portal is an extension of the Grapevine Platform, aimed at providing clients with an easy-to-use self-service interface to develop and deploy USSD-based Services. This document is aimed at assisting with getting started on the Grapevine Portal. It contains quick start instructions on how to register your organization so that you are able to compose and manage your USSD self-provisioned service.

### 4. Features

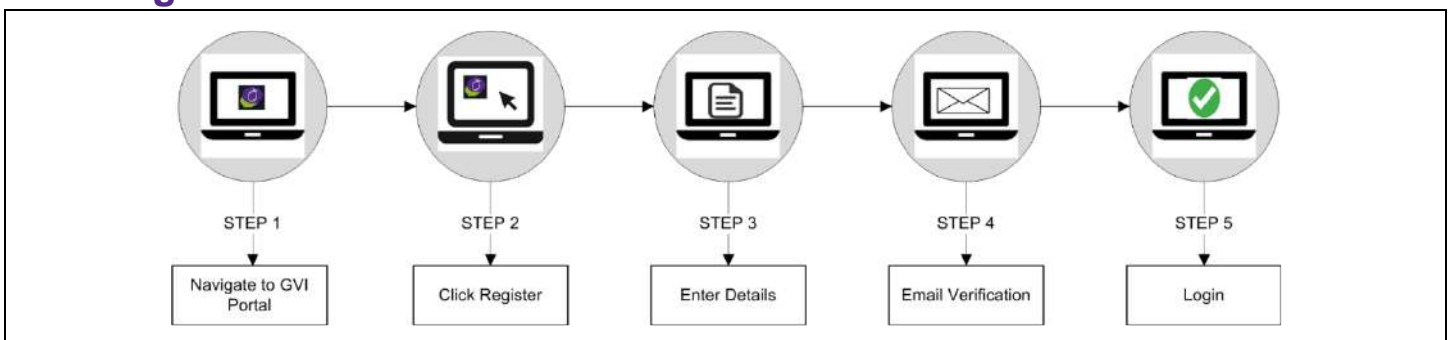
- No software installation is required
- Online Registration
- PayFast online payment gateway
- Instant Setup
- No coding required
- Schedule Campaigns
- Simulate on the fly
- Reporting dashboards
- Detailed report export capability

### 5. Tips for setting up and configuring your USSD Campaigns

Tip	Description
#1	It is good practice to plan / illustrate your campaign to map the flow of your pages, i.e. draw the end result on a page.
#2	Add a number as a prefix to your page name. E.g. 01-Start-Page, 02-Middle-Page, 03-End-Page, etc.
#3	You can only have ONE Start page but you can have multiple End Pages
#4	It is advisable to add ALL your pages before editing the individual pages

IMPORTANT: The above are only **tips** and are not compulsory steps.

### 6. Registration Process



## 7. Accessing Grapevine Portal

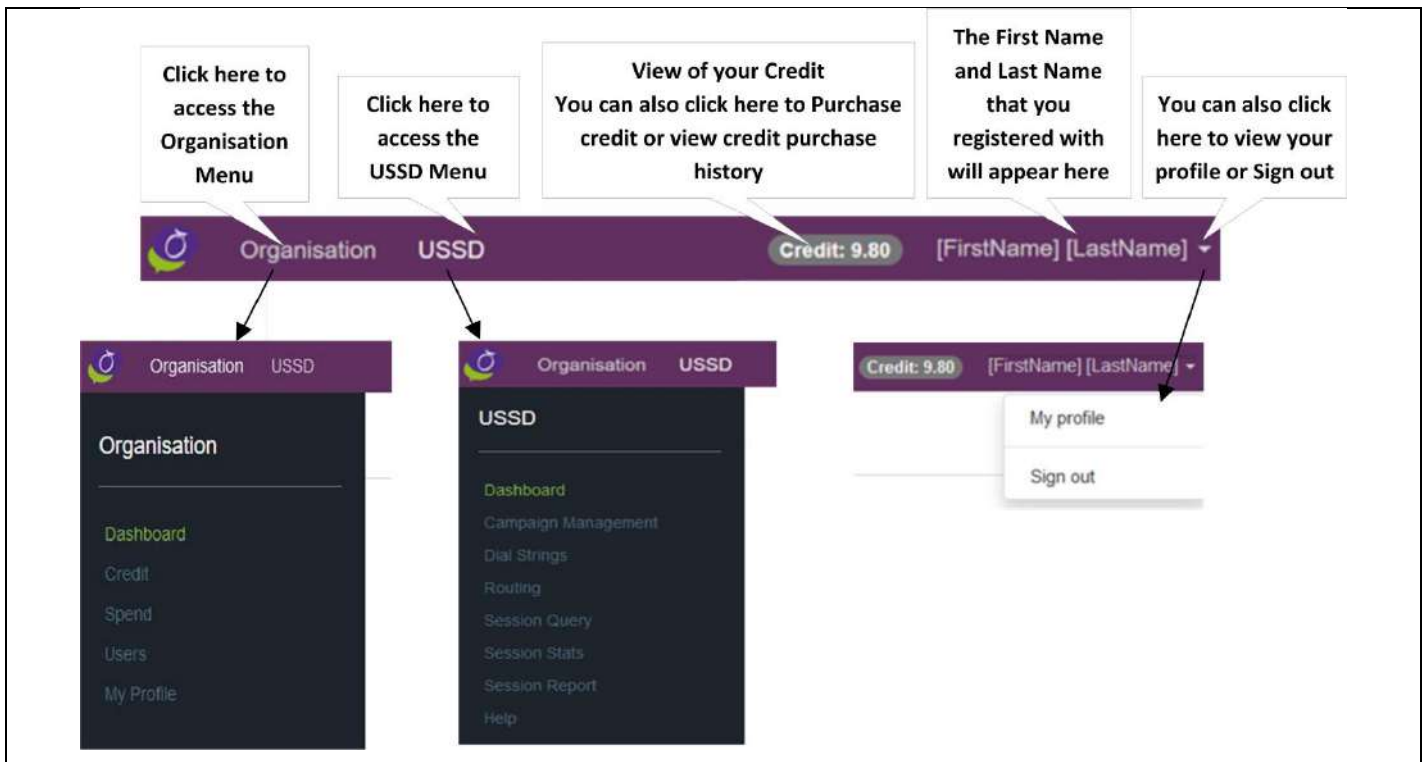
**Step 1:** Open the **Login URL** provided in the registration email which you would have received.

**Step 2:** Enter your **Username** and **Password** and click **Login**.

**Note:** Username and Password are case-sensitive.

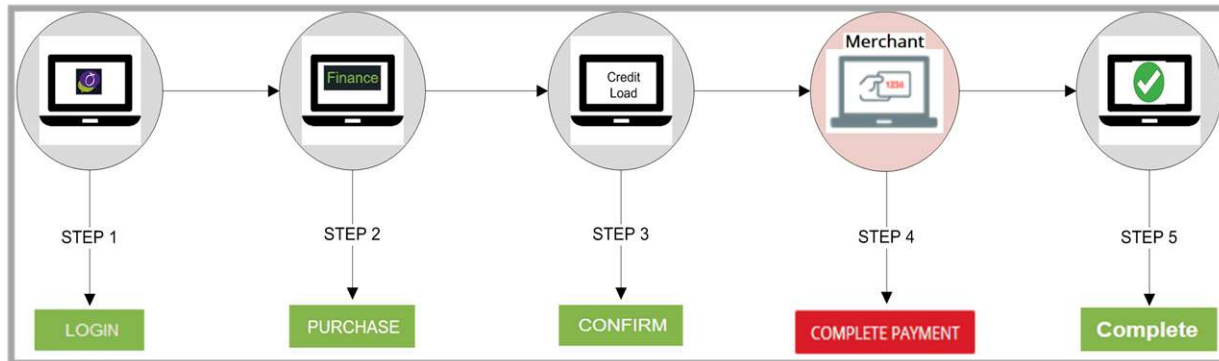


## 8. Navigating Grapevine Portal



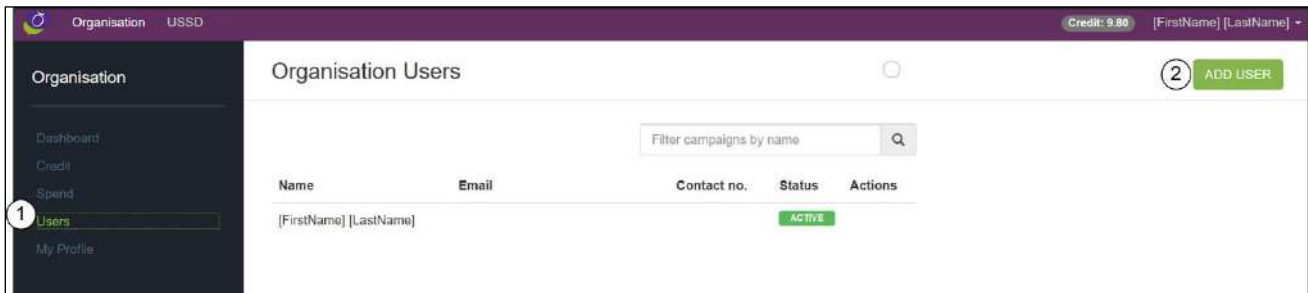
## 9. Purchase Credits

- Step 1:** Log in to Grapevine Portal
- Step 2:** Navigate to > Organisation > Credit
- Step 3:** From Section Purchase Credit, select credit amount and click **PURCHASE**
- Step 4:** On Merchant popup, complete credit card details
- Step 5:** Confirm and complete payment



### 9.1 Add Users

- Step 1:** Navigate to > Organisation > Users
- Step 2:** Click **ADD USER**
- Step 3:** Complete Add User form
- Step 4:** Click **SAVE USER**



**Add User**

3

First Name\*

Last Name\*

Email\*

Password\*

Confirm Password\*

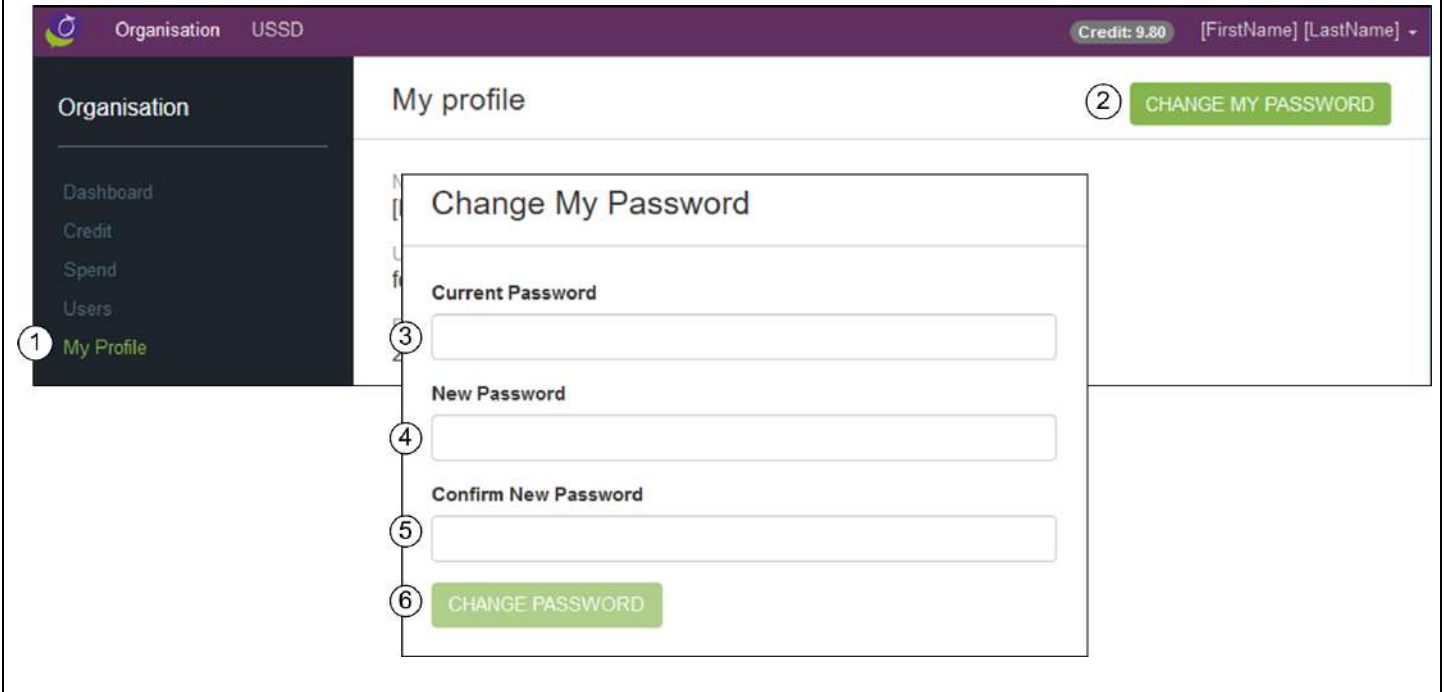
Mobile Number\*

Home/Office Number

4 SAVE USER

## 9.2 Change Password

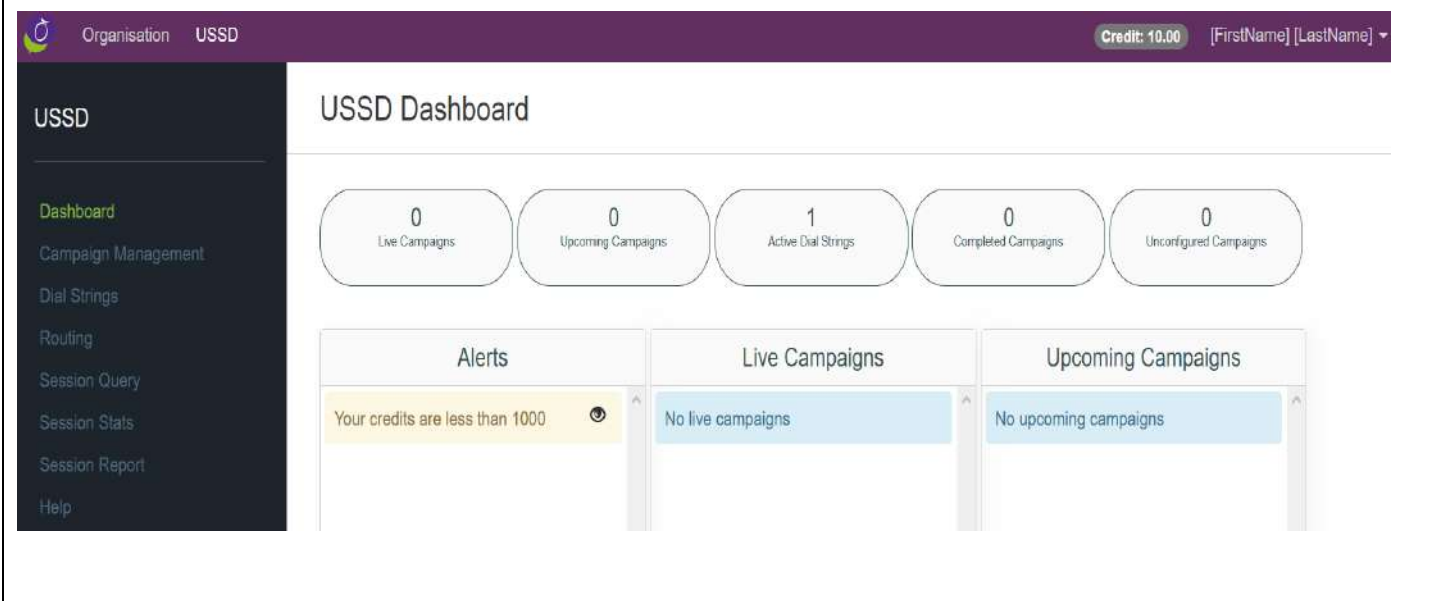
- Step 1:** Navigate to Organisation > My Profile
- Step 2:** Click on **Change My Password**
- Step 3:** Type in your current password
- Step 4:** Type in your new password
- Step 5:** Type in your new password again to confirm
- Step 6:** Click **Change Password**



## 9.3 USSD Dashboard

The USSD Dashboard will report on total Live Campaigns, Upcoming Campaigns, Completed Campaigns and Unconfigured Campaigns

To view the USSD Dashboard, from the menu bar navigate to > USSD > Dashboard



## 10. Creating a Campaign

The below table reflects the two type of campaigns that you can create in Grapevine Portal

<b>Standard Campaign</b>	<p>A standard campaign is a USSD campaign that is configured to be run on the Grapevine system where all the pages that make up a USSD campaign is defined when the campaign is configured. The system will take all user responses, validate them with validators that are set up during campaign configuration and decide on the correct response to send to the user.</p>
<b>Proxy Campaign</b>	<p>A proxy campaign is a USSD campaign, where user responses are simply forwarded to a URL provided when creating a proxy campaign. Any validation and responses should be performed by the service that accepts the user input.</p>

### 10.1 Add a Campaign

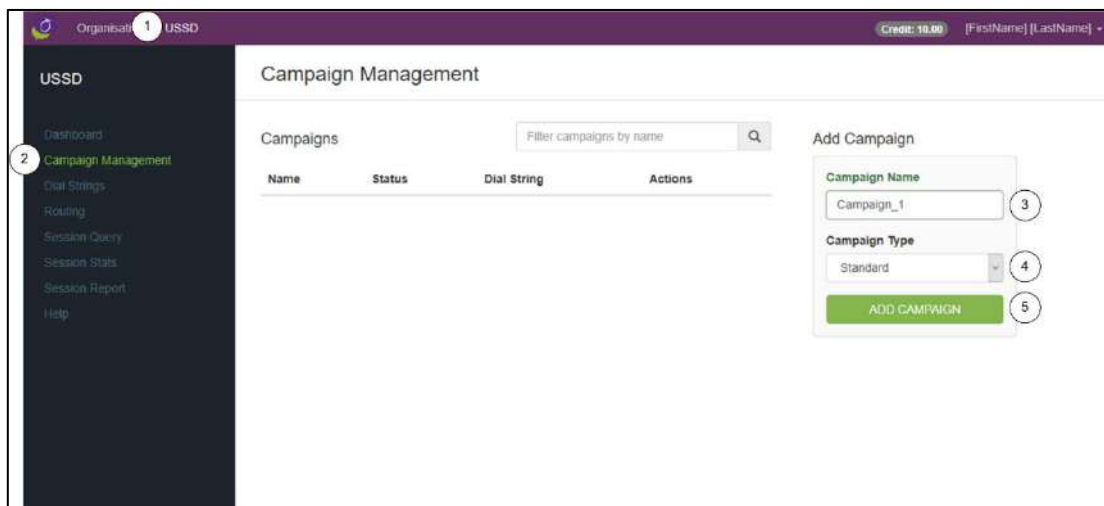
**Step 1:** Click on **USSD**

**Step 2:** Click on **CAMPAIGN MANAGEMENT**

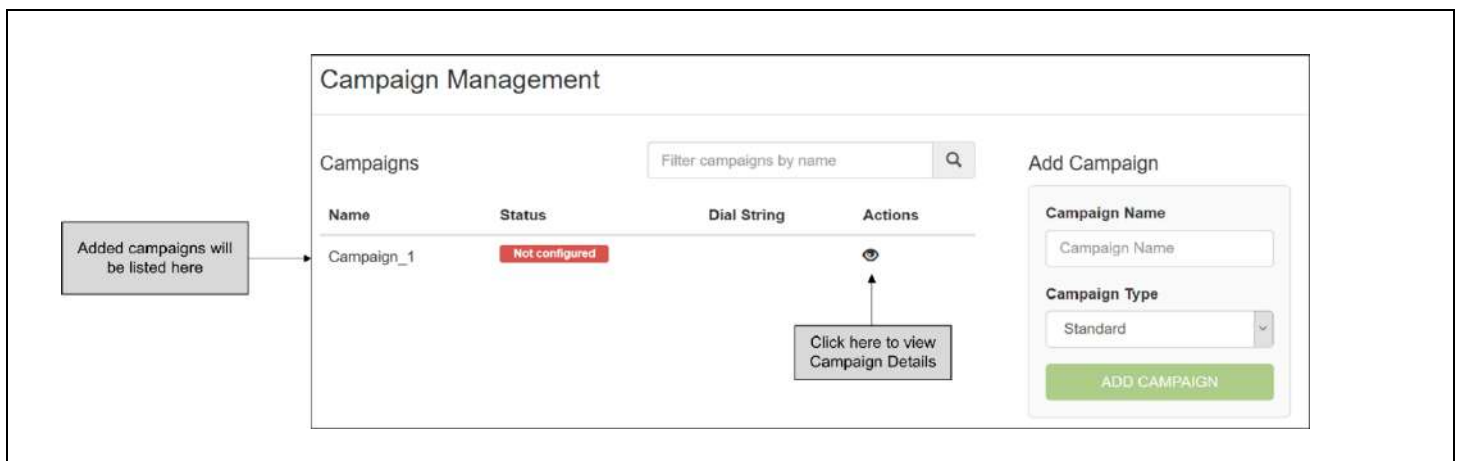
**Step 3:** Type in the Campaign Name in the **CAMPAIGN NAME** field

**Step 4:** Select the Campaign Type from the **CAMPAIGN TYPE** field

**Step 5:** Click **ADD CAMPAIGN**



### 10.2 View Campaign Details





## 10.3 Add USSD Pages

**Step 1:** In the Add Page – Name field, type in the name of the page you would like to add

**Step 2:** Select the Page position

**Step 3:** Click **ADD PAGE**

(Repeat Steps 1 to 3 until all pages are added)

### Campaign Details

Campaign name  
Campaign\_1

Campaign type  
Standard

Campaign status  
Not configured

### Campaign pages

Name	Position	Status	Actions
------	----------	--------	---------

### Add page

1

2

3

### Campaign Details

Campaign name  
Campaign\_1

Campaign type  
Standard

Campaign status  
Not configured

### Campaign pages

Name	Position	Status	Actions
1Start	Start	Not configured	
2Middle		Not configured	
3End	End	Not configured	

### Add page

Added Pages will be listed here

# 10.4 Setting up a Standard Campaign with Text response type

## 10.4.1 Configuration of Start Pages

- Step 1:** Click on **Edit Page** icon
- Step 2:** Select the **response type**
- Step 3:** Type in the **text** that should be displayed
- Step 4:** Click **NEXT**
- Step 5:** On the Navigation page - select the next page the user should go to
- Step 6:** Click **DONE**

(Refer to section 11 for full list of response types)

The image shows two side-by-side screenshots from a web application. The left screenshot, titled "Campaign Details", shows a form with fields for "Campaign name" (Campaign\_1), "Campaign type" (Standard), and "Campaign status" (Not configured). Below this is a table of "Campaign pages" with columns for Name, Position, Status, and Actions. The "1Start" page is highlighted, and a circled "1" points to its edit icon. To the right is an "Add page" form with fields for "Name" and "Intermediate page", and an "ADD PAGE" button. The right screenshot, titled "Page Configuration: 1Start", shows a form for configuring the page. It has a field for "What is the unique name of this page in the campaign?" (1Start). Below is a dropdown menu for "What type of response is the user going to provide on this page?" with "Text" selected. A blue tooltip for "Text" explains that it applies no validation. Below that is a text area for "What text should be displayed on this page?" containing "Welcome, please reply with your name". At the bottom, there is a "NEXT" button and a "36 / 160" character count. A circled "2" points to the response type dropdown, a circled "3" points to the text area, and a circled "4" points to the "NEXT" button.

The image shows a "Navigation for Page: 1Start" configuration page. It has a title bar with a close button. The main content is "Navigation Configuration Page" with a question "To which page should the user go to next?". A dropdown menu shows "2Middle" selected, with a circled "5" pointing to it. Below the dropdown is a "DONE" button, with a circled "6" pointing to it.

## 10.4.2 Configuration of Middle Pages

- Step 1:** Click on **Edit Page** icon
- Step 2:** Select the **response type**
- Step 3:** Type in the **text** that should be displayed
- Step 4:** Click **NEXT**
- Step 5:** Select the next page the user should go to
- Step 6:** Click **DONE**

The image shows a multi-step process for configuring a middle page in a campaign. It consists of three main panels:

- Campaign Details:** Shows campaign information for 'Campaign\_1' (Standard type, Not configured status). Below is a table of campaign pages:

Name	Position	Status	Actions
1Start	Start	Configured	[Edit] [Delete]
2Middle		Not configured	[Edit] [Delete] ← 1
3End	End	Not configured	[Edit] [Delete]

An 'Add page' form is visible next to the table.

- Page Configuration: 2Middle:** A form for configuring page 2Middle. It includes:
- Field for unique name: '2Middle'
- Dropdown for response type: 'Text' is selected (highlighted in blue). A tooltip explains: 'Text: Select this option to apply no validation (free-form) or if you want to supply an external URL to receive the value and perform your own validation.'
- Text area for content: 'Thank you, please tell us your surname' (marked with 3).
- 'NEXT' button (marked with 4).
- Navigation for Page: 2Middle:** A form for setting the next page:
- Dropdown for 'To which page should the user go to next?': '3End' is selected (marked with 5).
- 'DONE' button (marked with 6).

Arrows indicate the flow from the 'Add page' form to the 'Page Configuration' form, and from the 'Page Configuration' form to the 'Navigation' form.

### 10.4.3 Configuration of End Pages

- Step 1:** Click on **Edit Page icon**
- Step 2:** Type in the text that should be displayed
- Step 3:** Click **DONE**

**Campaign Details**

Campaign name: Campaign\_1  
 Campaign type: Standard  
 Campaign status: Not configured

**Campaign pages**

Name	Position	Status	Actions
1Start	Start	Configured	
2Middle		Configured	
3End	End	Not configured	1

**Add page**

Name:   
 Intermediate page  
 ADD PAGE

**Page Configuration: 3End**

What is the unique name of this page in the campaign?

What text should be displayed on this page?

24 / 160  
 DONE 3

### 10.5 USSD Test Campaign Simulator

- Step 1:** Click on the **Test Campaign flow icon** to test campaign before making your campaign live
- Step 2:** View and type in the answer to the question on the first screen
- Step 3:** Click **GO**
- Step 4:** View and Type in the answer to the question on the second screen
- Step 5:** Click **GO**
- Step 6:** View the final screen and click **DONE**

**Campaign Details**

Campaign name: Campaign\_1  
 Campaign type: Standard  
 Campaign status: Configured

**Campaign pages**

This campaign is configured and can be tested

Name	Position	Status	Actions
1Start	Start	Configured	
2Middle		Configured	
3End	End	Configured	

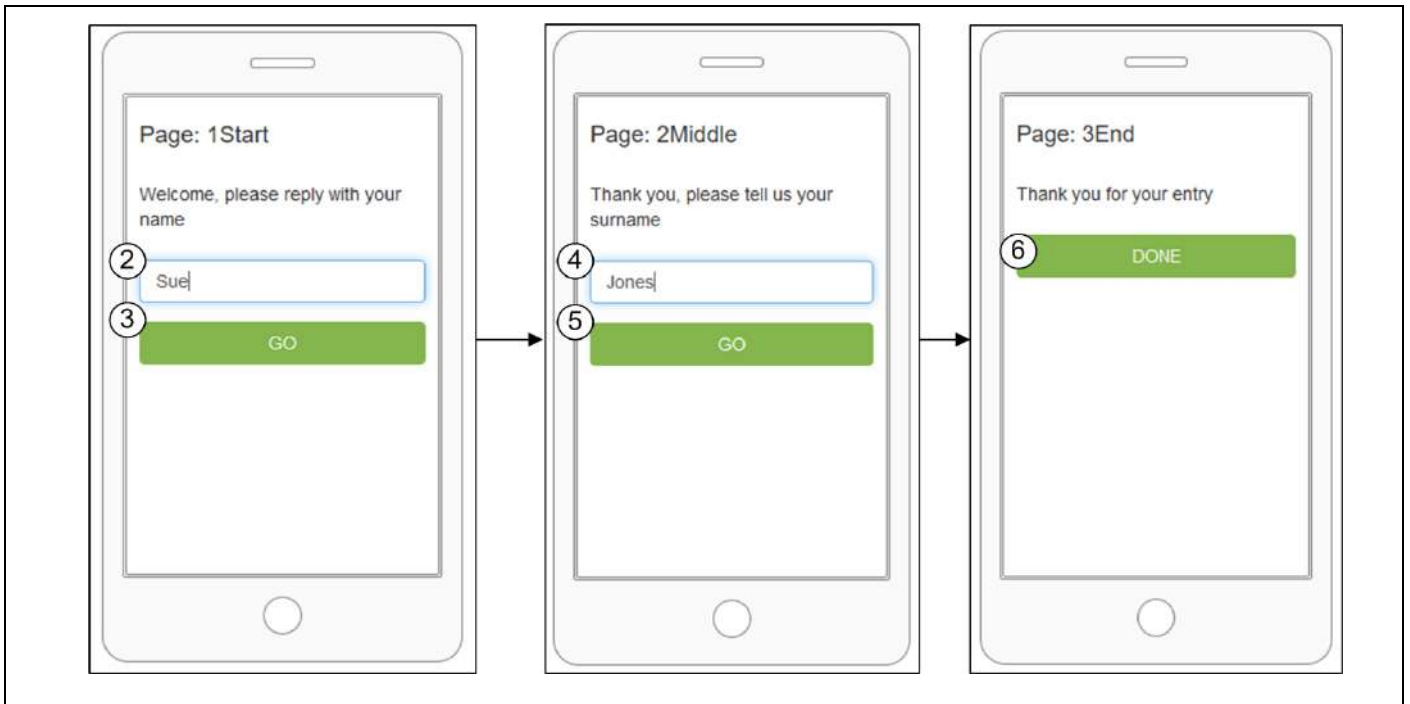
**Add page**

Name:   
 Intermediate page  
 ADD PAGE

1 Click here to access test simulator

1 Click here to access test simulator

Page Status changed to Configured



## 11. Add Proxy Campaign

**Step 1:** Click on **USSD**

**Step 2:** Click on **CAMPAIGN MANAGEMENT**

**Step 3:** Type in the Campaign Name in the **CAMPAIGN NAME** field

**Step 4:** Select Proxy as Campaign Type from the **CAMPAIGN TYPE** field

**Step 5:** Type in the **URL**

**Step 6:** Click **ADD CAMPAIGN**



Please contact Grapevine Interactive for more information on this element

## 12. Rent Dial Strings

- Step 1:** Navigate to > USSD > Dial Strings
- Step 2:** Select Rental Period
- Step 3:** Select String
- Step 4:** Click **PURCHASE**

The screenshot shows the USSD interface with a sidebar menu on the left containing: Dashboard, Campaign Management, **Dial Strings** (highlighted with a circled 1), Routing, Session Query, Session Stats, Session Report, and Help. The main content area is titled "Dial Strings" and features a table for "Active Rentals".

Dial String	Expires	Actions
*120*165*017#	2018-04-14	<b>RENEW</b>

Below the table, a callout box with an arrow pointing to the table says "Active Rentals will be listed here". To the right, the "Rent Dial String" form includes:
 

- 2** Rental Period (in days): 30
- 3** String: \*120\*165\*009# (selected), \*120\*165\*011#, \*120\*165\*020#
- 4** **PURCHASE** button

### 12.1 Route a Dial String to your campaign

- Step 1:** Go to USSD > Routing
- Step 2:** Select the dial string from the Select dial string section
- Step 3:** Click **SHOW USAGE**

- Step 4:** Add route box will appear - Select Campaign Name
- Step 5:** Select **Start date**
- Step 6:** Select **End date**
- Step 7:** Click **ADD ROUTE**

The screenshot shows the USSD interface with a sidebar menu on the left containing: Dashboard, Campaign Management, Dial Strings, **Routing** (highlighted with a circled 1), Session Query, Session Stats, and Session Report. The main content area is titled "Dial String Routing".

At the top, there is a message "Please select a dial string." and a "Select dial string" section with a dropdown menu showing "\*120\*165\*017#" and a **SHOW USAGE** button (circled 2).

Below this, a message states "There are 0 existing routes for dial string '\*120\*165\*017#'". A table below the message is empty, with columns for Campaign, Start, End, and Actions. A callout box with an arrow pointing to the table says "Existing campaign dial string routes will be listed here".

To the right, the "Add route for: '\*120\*165\*017#' " form includes:
 

- 3** **SHOW USAGE** button
- 4** Campaign: Campaign\_1
- Dial String: \*120\*165\*017#
- 5** Start Date: 2018-03-28
- 6** End Date: 2018-03-31
- 7** **ADD ROUTE** button

## 12.2 View Live Campaigns

Your campaign is now **LIVE** and you can dial in from your mobile phone to test it. Follow the below steps to view live campaigns

**Step 1:** Click on USSD

**Step 2:** Click on Campaign Management



## 13. USSD Standard Campaign Response Types

Grapevine Portal has the capability to validate the responses received from users as listed below

1	Date	Select this option if you want to ensure that the entered values are a valid date.
2	Number	Select this option if you want to ensure that the entered value is a valid integer.
3	Identity Number	Select this option if you want to validate that the entered value is a valid RSA identity number.
4	Text	Select this option to apply no validation (free-form) or if you want to supply an external URL to receive the value and perform your own validation
5	Menu Options	Select this option if you want to display a menu of options to the user.
6	Proxy	Select this option if you want to break out to an external service e.g. SMS Trigger to the USSD user. The text displayed to the user on this page is optional, use the tick box to toggle this option.

# 13.1 Date Response Type Configuration

- Step 1:** From response type box, select **Date**
- Step 2:** Type in the text that should be displayed
- Step 3:** Click **NEXT**
- Step 4:** On Validation Page, click **ADD VALIDATION RULE**
- Step 5:** In the Add Validation form, select what kind of validation rule you would like to apply
- Step 6:** Select the **date** that you would like to validate against
- Step 7:** Type in the text that should display on the error page
- Step 8:** Select the page to go to should validation fails
- Step 9:** Click **ADD RULE**
- Step 10:** Your rule will now be listed in the Existing Validation Rules section, if happy click **NEXT**
- Step 11:** On Navigation for Page, select to which page the user should go to next
- Step 12:** Click **DONE**

What type of response is the user going to provide on this page?

1 **Date**  
 Number  
 Identity number  
 Text  
 Menu options  
 Proxy

Select this option if you want to ensure that the entered values is a valid date.

What text should be displayed on this page?

2 Please reply with your date of birth.

37 / 160

3 **NEXT**

Validate Date for page: Date

Existing Validation Rules

This page will only check if the input is a valid date. Would you like to add additional validation rules to this page?

4 **ADD VALIDATION RULE** **NEXT**

Add Validation Rule

Please note that the Date provided is inclusive.

What kind of validation rule would you like to add?

5 After

If the date is After this date it is invalid?

6 1996-12-31

7 What text should be on the error page?

Sorry, you are too young to enter

33 / 160

To which page should you go if this validation fails?

8 End

9 **ADD RULE**

Validate Date for page: Date

Existing Validation Rules

Type	Value	Error Text	Error Page	Actions
After	1996-12-31	Sorry, you are too young to enter	End	<b>x</b> ←

10 **NEXT**

Click here should you wish to delete the rule

Navigation Configuration Page

The user will be directed to this page only if all the validations applied on the previous page has passed.

To which page should the user go to next?

11 2End

12 **DONE**



## 13.2 Number Response Type Configuration

- Step 1:** From response type box, select **Number**
- Step 2:** Type in the text that should be displayed
- Step 3:** Click **NEXT**
- Step 4:** On Validation Page, click **ADD VALIDATION RULE**
- Step 5:** In the Add Validation form, select what kind of validation rule you would like to apply
- Step 6:** Type in the **number** that you would like to validate against
- Step 7:** Type in the text that should display on the error page
- Step 8:** Select the page to go to should validation fails
- Step 9:** Click **ADD RULE**
- Step 10:** Your rule will now be listed in the Existing Validation Rules section, if happy click **NEXT**
- Step 11:** On Navigation for Page, select to which page the user should go to next
- Step 12:** Click **DONE**

Configure Page: Number

What is the unique name of this page in the campaign?

What type of response is the user going to provide on this page?  
 1  Select this option if you want to ensure that the entered value is a valid integer.  
 Date  
 Identity number  
 Text  
 Menu options  
 Proxy

What text should be displayed on this page?  
 2   
 42 / 160

3

Configure Page: Number

Existing Validations  
 This page will only check if the input is a valid number. Would you like to add additional validation rules to this page?  
 4

Add Validation Rule

What kind of validation rule would you like to add?  
 6

If the number is NotEqualTo this number, then it is invalid:  
 8

What text should be on the error page?  
 7   
 25 / 160

To which page should the user go if this validation fails?  
 8

9

Existing Validations

Type	Value	Error Text	Error Page	Actions
NotEqualTo	150	Sorry that is not correct	End	<input type="button" value="✕"/> <input type="button" value="←"/>

10

Click here should you wish to delete the rule

Navigation Configuration Page

The user will be directed to this page only if all the validations applied on the previous page has passed.

To which page should the user go to next?  
 11   
 12

## 13.3 Identity Number Response Type Configuration

- Step 1:** From response type box, select **Identity Number**
- Step 2:** Type in the text that should be displayed
- Step 3:** Click **NEXT**
- Step 4:** On Validation Page, click **ADD VALIDATION RULE**
- Step 5:** In the Add Validation form, select what kind of validation rule you would like to apply
- Step 6:** Type in the text that should display on the error page
- Step 7:** Select the page to go to should validation fails
- Step 8:** Click **ADD RULE**
- Step 9:** Your rule will now be listed in the Existing Validation Rules section, if happy click **NEXT**
- Step 10:** On Navigation for Page, select to which page the user should go to next
- Step 11:** Click **DONE**

Page Configuration: IdentityNumber

What is the unique name of this page in the campaign?

What type of response is the user going to provide on this page?

1 Date  
Number  
**Identity number**  
Text  
Menu options  
Proxy

**IdentityNumber**  
Select this option if you want to validate that the entered value is a valid RSA identity number.

What text should be displayed on this page?

2

38 / 160

3

Configure Page: IdentityNumber

Existing Validations

There are no existing validations specified for this page. Would you like to add additional validation rules to this page?

4

Add Validation Rule

What kind of validation rule would you like to add?

5 RSA Identity

What text should be on the error page?

6

37 / 160

To which page should you go if this validation fails?

7 End

8

Existing Validations

Type	Error Text	Error Page	Actions
RSA Identity	Only RSA Identity numbers are allowed	2End	<p>9 <input type="button" value="NEXT"/></p> <p>Click here should you wish to delete the rule</p>

Navigation Configuration Page

The user will be directed to this page only if all the validations applied on the previous page has passed.

To which page should the user go to next?

10 2End

11

## 13.4 Menu Option Response Type Configuration

- Step 1:** From response type box, select Menu Options
- Step 2:** Type in the text that should be displayed
- Step 3:** Click **NEXT**
- Step 4:** In Add Menu Options, type in what the user should reply with
- Step 5:** Select the page the user should go to next
- Step 6:** Click **ADD MENU OPTION**
- Step 7:** In Add Menu Options, type in the text that should display on the error page
- Step 8:** Select the page to go to should if an invalid response is made
- Step 9:** Click **SAVE ERROR HANDLING**
- Step 10:** Your rule/s will be listed in Existing Menu Options and Error Handling section, if happy click **DONE**

Page Configuration: MenuOption

What is the unique name of this page in the campaign?

What type of response is the user going to provide on this page?

1

What text should be displayed on this page?

2 Overall, how satisfied or dissatisfied are with the service?  
 1. Very satisfied  
 2. Neither satisfied or dissatisfied  
 3. Very dissatisfied

136 / 160

3

Add Menu Options

What should the user type to go to the target page?

4

To which page should the user be taken when the above response is sent?

5

6

Add Error Handling

7 What text should be on the error page?

Overall, how satisfied or dissatisfied are with the service?  
 1. Very satisfied  
 2. Neither satisfied or dissatisfied  
 3. Very dissatisfied

136 / 160

To which page should the user be taken if an invalid response is made?

8

9

Configure Page: MenuOption

Existing Menu Options		
Response	Target Page	Actions
1	2End	✘
2	2End	✘
3	2End	✘

Error Handling

Error text  
 Overall, how satisfied or dissatisfied are with the service? 1. Very satisfied 2. Neither satisfied or dissatisfied 3. Very dissatisfied

Error page  
 MenuOption

10

## 13.5 Session Value Feature (Personalisation of Screens)

You can include values from a previous page in the text for the current page by including marker text in the form of `#{PAGENAME_VALUE}` as illustrated below.

### Page Configuration: NamePersonlisation

What is the unique name of this page in the campaign?

What type of response is the user going to provide on this page?

- 1

- Date
- Number
- Identity number
- Text**
- Menu options
- Proxy

**Text**  
Select this option to apply no validation (free-form) or if you want to supply an external URL to receive the value and perform your own validation

What text should be displayed on this page?

- 2

31 / 160

- 3

### Navigation for Page: NamePersonlisation

Navigation Configuration Page

To which page should the user go to next?

- 4

5

### Page Configuration: 2End

What is the unique name of this page in the campaign?

What text should be displayed on this page?

- 6

52 / 160

- 7

## 13.6 Proxy Response Type Configuration

To illustrate how the Proxy response type works - we will use the combination of a USSD campaign with an SMS Trigger.



The below proxy URL and Key Pair Values are for illustration purposes and do not reflect the true details required.



Please contact Grapevine Interactive for more information on this element

- Step 1:** From response type box, select **Proxy**
- Step 2:** Ensure that the display prompt to user box is ticked
- Step 3:** Type in the text that should be displayed
- Step 4:** Click **NEXT**
- Step 5:** In Add Proxy section: type in the URL in the field provided
- Step 6:** Type in the text for the error page
- Step 7:** Select the page the user should go to if there is an error
- Step 8:** Click **ADD PROXY**
- Step 9:** Click **ADD KEY VALUE PAIRS**
- Step 10:** Type in the description of the Key
- Step 11:** Type in the Value
- Step 12:** Click **ADD**
- Step 13:** Click **DONE**

(Repeat steps 10 and 11 until all your Key Pair Values are inserted)

Page Configuration: Proxy

What is the unique name of this page in the campaign?  
Proxy

What type of response is the user going to provide on this page?  
1 Date  
Number  
Identity number  
Text  
Menu options  
Proxy

2  Display prompt to user?   
Untick the box should you not want the user to be prompted with a message on the USSD screen

3 What text should be displayed on this page?  
Hi, please reply with your name to register.  
44 / 160

4 NEXT

Add Proxy

5 What is the URL that the campaign should navigate to?  
http://proxySendSMS

6 What text should be on the error page?  
An unexpected error occurred  
28 / 160

7 To which page should you go if there is an error?  
Proxy

8 ADD PROXY

## Proxy Response Type Configuration Continued

**Configure Page: Proxy**

Proxy

Proxy URL	Error Text	Error Page	Actions
http://proxySendSMS	An unexpected error occurred	Proxy	✘

**DONE**

Key Value Pairs

**ADD KEY VALUE PAIRS** 9

**Add key value pairs**

**Key**

message 10

**Value**

Thank you, you have be 11

**ADD** 12

**Configure Page: Proxy**

Proxy

Proxy URL	Error Text	Error Page	Actions
http://proxySendSMS	An unexpected error occurred	Proxy	✘

**DONE** 13

Key Value Pairs

Key	Value	Action
nextPage	2End	✘
affiliateCode	Z001	✘
authenticationCode	SMS	✘
message	Thank you, you have been successfully registered. Please keep this sms as confirmation	✘

## 13.7 View Session Stats

To view session stats, navigate to USSD > Session Stats

**USSD**

---

- Dashboard
- Campaign Management
- Dial Strings
- Routing
- Session Query
- Session Stats
- Session Report
- Help

**Session Stats**

Campaign name	Aborted	Ended	Total
Campaign_1	0	2	2

## 13.8 Session Query

Session Query allows you to search for sessions per MSISDN per campaign  
To access the Campaign Management, from the menu bar navigate to > USSD > Session Query

USSD

Dashboard  
Campaign Management  
Dial Strings  
Routing  
**Session Query**  
Session Stats  
Session Report  
Help

### Session Query

Session results for Campaign Campaign\_1 for MSISDN: 27824122848

Start	End	Status	Error	Action
2018-03-28 16:26:50	2018-03-28 16:26:23	ENDED		

**Session Values**

1START_VALUE	firstname
2MIDDLE_VALUE	lastname

2018-03-28 16:26:49    2018-03-28 16:27:26    ENDED   

**Find Sessions for Campaign by MSISDN**

Campaign: Campaign\_1

MSISDN: 27824122848

SEARCH

## 13.9 Session Report

A user can download a report in .CSV  
To access the Campaign Management, from the menu bar navigate to > USSD > Session Report

USSD

Dashboard  
Campaign Management  
Dial Strings  
Routing  
Session Query  
Session Stats  
**Session Report**  
Help

### Session Report

Campaign: Campaign\_1

Start: 2018-03-28

End: 2018-03-29

DOWNLOAD

MSISDN	Campaign Name	Campaign ID	USSD String	Time Initiated	Time Ended	Mobile Network	Status	Error Message	Page responses [1:Start]	Page responses [2:Middle]
27824122848	Campaign_1	28	*120*165*017#	2018-03-28T16:25:50.315	2018-03-28T16:26:23.429	VODACOM	ENDED		[1:firstname]	[2:lastname]
27824122848	Campaign_1	28	*120*165*017#	2018-03-28T16:26:49.932	2018-03-28T16:27:26.174	VODACOM	ENDED		[1:firstname]	[2:lastname]

# 14. Unlock and Edit Live Campaigns

- Step 1:** Click on **USSD**
- Step 2:** Click on **Campaign Management**
- Step 3:** Click on **View Campaign Details icon**
- Step 4:** Click on **UNLOCK** word or **Icon**
- Step 5:** Select Session Data Option: **Option 1 Archive** or **Option 2 Clear and Lose Session Data**
- Step 6:** Edit Campaign by clicking the relevant **action icons**

**Campaign Management Overview**

Organisation 1 USSD

USSD

Dashboard

**Campaign Management**

Dial Strings

Routing

Campaigns

Filter campaigns by name

Name	Status	Dial String	Actions
Campaign_1	Live		

**Campaign Details**

Campaign name: Campaign\_1

Campaign type: Standard

Campaign status: Live

Dial String:

Route Start Date: 2018-05-31 00:00

Route End Date: 2018-06-08 23:59

**Campaign pages**

This campaign is configured and can be tested ▶

**This campaign is locked and cannot be edited.**

A campaign becomes locked once it has been accessed from a mobile device. This is to prevent inconsistent session data from being collected. To edit this campaign, first **unlock** this campaign, by clicking the lock icon (🔒) at the top of this page.

Name	Position	Status	Actions
1Start	Start	Configured	
2Middle		Configured	
3End	End	Configured	

**Session Data Options**

Option 1: Archive Session Data

Archive Name: 2018-05-31-11-36

ARCHIVE

Option 2: Clear Session Data

Clear and Lose Session Data

**Campaign pages (Unlocked)**

This campaign is configured and can be tested ▶

Name	Position	Status	Actions
1Start	Start	Configured	🗑️ ✎️
2Middle		Configured	🗑️ ✎️
3End	End	Configured	🗑️ ✎️



## 14.1 Accessing Archive Session Data Reports

**Step 1:** Click on **USSD**

**Step 2:** Click on **Session Report**

**Step 3:** Click on **Archives**

**Step 4:** Click on **drop down for Select Archive** and select report

**Step 5:** Click **Download**

Organisation **1** USSD Credit 2,509.50 [FirstName] [LastName] ▾

**USSD** **3** ARCHIVES

**Session Report**

**Campaign**  
Campaign\_1 ▾

**Start**  
2018-05-01

**End**  
2018-05-31

**2** DOWNLOAD

Organisation USSD

**USSD**

**Archived Session Data**

**Select Archive** **4**  
2018-05-31-12-04 ▾

**5** DOWNLOAD

**Campaign\_1**  
2018-05-31-11-52  
2018-05-31-12-04

## 15. F&Q

### Q1: How do you change a campaign name after you added the campaign?

You are not able to change a campaign name once a campaign has been added.

### Q2: Does Grapevine Portal only have standard rate USSD Strings?

Currently a self-service client is only able to rent standard rate USSD strings directly from Grapevine Portal. Please contact Grapevine Interactive should there be a requirement for reversed billed or sub-string USSD dial strings.

### Q3: Do I have to make a credit card purchase every time I want to rent an additional USSD Dial String?

Should you have enough credit available, then the cost of the additional string will be deducted from your available credit.

### Q4: What does a USSD dial string cost?

R1500 per USSD Dial string

### Q5: Is there a character limit for message copy that I type into the Text boxes?

Yes – 160 characters

There is a character count that counts down as you type. An error message will display beneath the Text box notifying you that you have exceeded the 160-character limit.

### Q6: When purchasing credit, can I stipulate my own amount or must I select from the available options?

You must select from the available options for purchasing of credit.

Minimum credit purchase = 1000 and Max = 20 000 in increments of 1000

### Q7: What are the transactions in Organization Spend?

Each time a user dials into a USSD string there is a charge to your organization of R0.10c per session.

The Organization Spend reflects this spend per campaign and is deducted from your current credit balance.

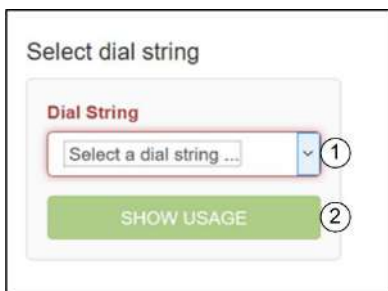
### Q8: Can I register as a post-paid client?

Please contact Grapevine Interactive should you wish to be setup as a post-paid organisation

### Q9: The USSD Dial String that I rented does not reflect on the Routing page?

In the Select dial string section on the routing page:

- 1) Click on the Dial String drop down to select your USSD dial String
- 2) And then Click Show Usage



### Q10: What is the difference between a Proxy page in Standard campaign type and a Proxy Campaign?

A Proxy Campaign is when you build the USSD application outside of Grapevine Portal and use Grapevine Portal as a gateway to the USSD Dial String.

A Proxy page is used when you build the USSD flow inside Grapevine Portal.

## 16. Grapevine Contact Information

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