

Release Notes

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Key Highlights

This release introduces several key improvements and new features:

- **Esendex UI rebrand:** Introducing the redesign of our Single customer portal and Developers portal as part of our upcoming UK launch.
- **API webhooks:** Offers the ability to set up Authenticated Webhooks. With this setup, customers will be able to curate reliable and secure webhook notifications.
- **SMS customer insights:** Enables you to track your transactional, marketing & conversational messaging activity, compare performance over time and identify trends.

Feature Overview

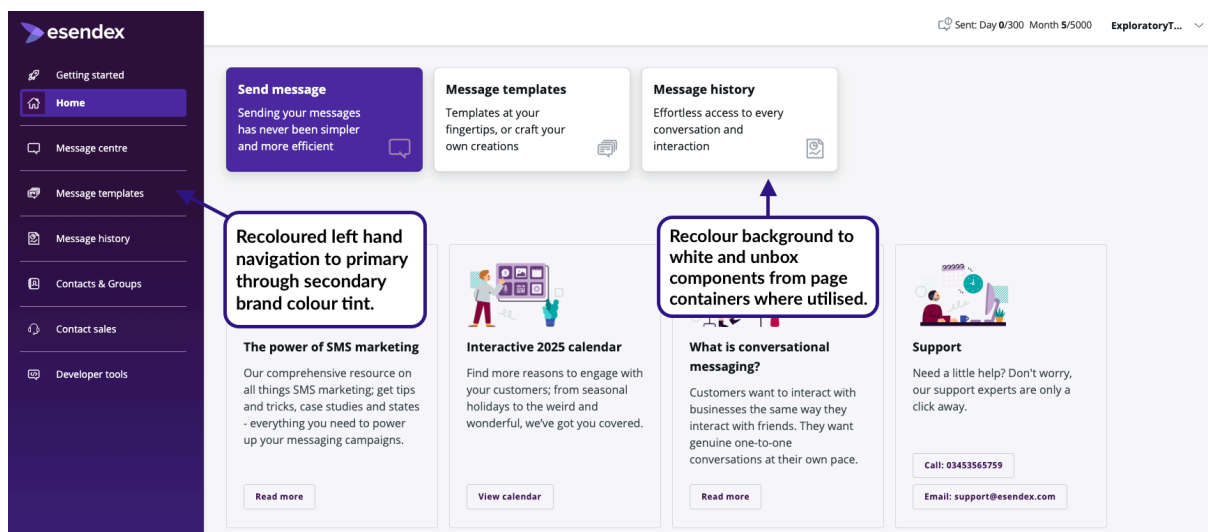
1 | Single Customer Portal

Esendex Connect UI Rebrand (SCP & Dev portal)

Feature Summary

- As we approach the Full UK Launch, we have developed a refreshed brand identity for Esendex Connect. This new branding effectively distinguishes our latest product offering from the traditional Esendex services, highlighting the evolution and innovation within our company.
- The introduction of Connect as a new product offering will provide clarity for our customers regarding the features included in our platform. This will distinguish it from existing or legacy offerings, ensuring users understand the enhancements available.

SCP



✓

2

3

Recipients

Compose

Schedule

Sender ?

Sender

447480632172

♥

Set as default

Compose message

Add dynamic field

Add opt out

Testing for release notes

Character count 26 | Message parts 1/7

GSM

Unicode ?

Add template

Save as a template

Message type

Please select the reason for your message.

Message preview

447480632172

Testing for release notes

Template previews have been restyled to align with new UI designs

Developers Portal

esendex

Support

Esendex.co.uk

Home

Schedule

Schedule a message

Delete a scheduled mess...

Retrieve a message sche...

Retrieve all message sch...

Update a message sched...

Message Centre

Webhooks

Opt Outs

Schedule a message

The POST v2/schedules/delayed endpoint allows a message to be sent at a future date/time.

Required Headers:

Header	Description
X-API-Key	API Key value
AccountReference	Your Esendex account reference - e.g. EXUK000000
Content-Type	application/json

Request Body Schema:

Property	Description
scheduleInformation().sendTime	Required: Yes Type: String The time the message should be scheduled for e.g. 2025-01-07T14:58:38.247Z

All branded elements in the Developers Portal have been updated to reflect the new branding.

```

'https://api.esendex.co.uk/v2/schedules/delayed' -H 'X-API-Key: {{your-key-here}}' -H 'AccountReference: {{your-AccountReference-header-here}}' -H 'Content-Type: application/json' -d '{
  "scheduleInformation": {
    "id": "id",
    "createdAt": "2025-05-29T08:38:56.9939067+00:00",
    "name": "name",
    "sendTime": "2025-05-29T08:38:56.9939493+00:00",
    "frequency": "Daily",
    "repeatTimes": 0,
    "parentId": "parentId"
  },
  "dispatch": {
    "name": "name",
    "characterSet": "Auto",
    "channel": "channel",
    "from": "from",
    "messageType": "Unknown",
    "body": {
      "text": "text",
      "templateId": "templateId"
    }
  }
}'

```

Feature Benefits

- We provide a consistent and connected brand experience at every customer touchpoint. This ensures our messaging and design are uniform, improving how customers interact with our brand.
- Updating the Developer Portal and SCP reflects the latest Esendex Connect brand guidelines. This alignment ensures that our platforms maintain a consistent and modern appearance in line with our branding strategy.


- All marketing, transactional, and sales communications for Esendex Connect have been updated to align with the new brand guidelines.

2 | Upgrades

Customer upgrades UI Journey

Feature Summary

- We are committed to assisting our customers in finding the appropriate site for login during the upgrade process.
- We prompt customers who have been upgraded to use the new Esendex Connect platform URLs if they have mistakenly reopened a legacy URL and attempted to log in.



Opening your legacy URL will give you the following page, select the link to proceed to the new UI

Oops. Seems like you're lost!

Your account has recently been upgraded to our new platform. To access the new platform please use the following link:

<https://app.esendex.co.uk>

Please note: To avoid seeing this message again please bookmark the sign-in page once you've been redirected.

- Customers who have not yet undergone the upgrade will experience no changes to their current journey.

Feature Benefits

- The login upgrade process will ensure a uniform experience across all existing legacy websites.
- The login process will be as seamless and user-friendly as possible, and we will encourage customers to re-bookmark the new site for easy future access.

Data Ingestion

Feature Summary

- Collating customer usage of API's from legacy platforms to a central location to help our Customer Upgrades teams get a better understanding of these applications.
- Legacy platforms can capture API usage as CSV files, which will be uploaded to a central shared file location, and these will then be accessible to the Customer Upgrades team.
- The shared file location will host files that will be ready for uploading to multiple platforms. Files will remain until uploaded by the Data Intelligence Platform (DIP).
- The DIP will detect what files have been uploaded to the shared file location, and any files previously uploaded will be downloaded into temporary storage.
- The DIP will have visualisation of the uploaded platform API activity data through a dashboard or similar design.

Feature Benefits

- This will help our Customer Upgrades team develop a strategy to upgrade customers. An example of this would be collating customers into cohorts when upgrading them.
- This will provide us with live data outputs, enabling us to group customers.

3 | API

Authenticated Webhooks

Feature Summary

- A major security risk in webhook design is that there is no way to authenticate either side. This means that a consumer cannot confirm where a webhook comes from, and a webhook producer cannot verify the identity of the consumer.

- Esendex Connect have implemented an authentication system for customer webhooks to ensure that they are delivered to the correct destination and that the source is properly verified. This system enhances the reliability and security of our webhook notifications.
- Customers can authenticate their webhooks using one of the following methods:
 - **Basic Authentication (Username & Password):** Basic authentication is a straightforward HTTP authentication method that requires clients to submit their username and password to access an API endpoint.
 - **OAuth Verification Token (Bearer Token):** a security token that grants access to protected resources
 - **Custom Header (API Key):** A custom header API key is a way to authenticate when using APIs. Instead of including the API key in the URL or as a cookie, you put it in a custom HTTP header.
- Every authentication method has its dedicated endpoint, which simplifies both implementation and maintenance.
- To learn more about Webhooks, checkout our [support page](#)

Feature Benefits

- Webhook authentication is a crucial security measure that helps protect your application from unauthorised access and malicious actions.
- By verifying the source and integrity of webhook requests, you can mitigate the risk of data breaches, unauthorised actions, and manipulation by malicious actors.
- Verifying the legitimacy of incoming requests demonstrates that you are secure and reliable, encouraging others to use your webhooks and integrate their systems with yours.
- Webhook authentication serves as a vital safeguard, ensuring that requests received via webhooks originate from the designated source. This process helps to thwart potential spoofing or impersonation attempts, thereby enhancing the integrity and security of the data being transmitted.

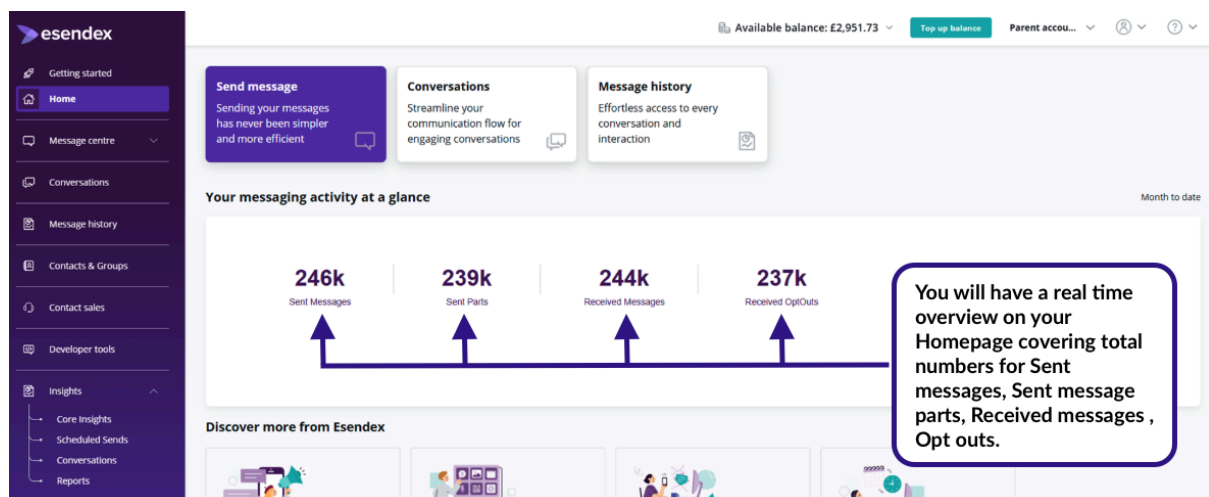
- To strengthen your competitive advantage, we can provide customers with three effective options for Webhook authentication.

4 | User Interface

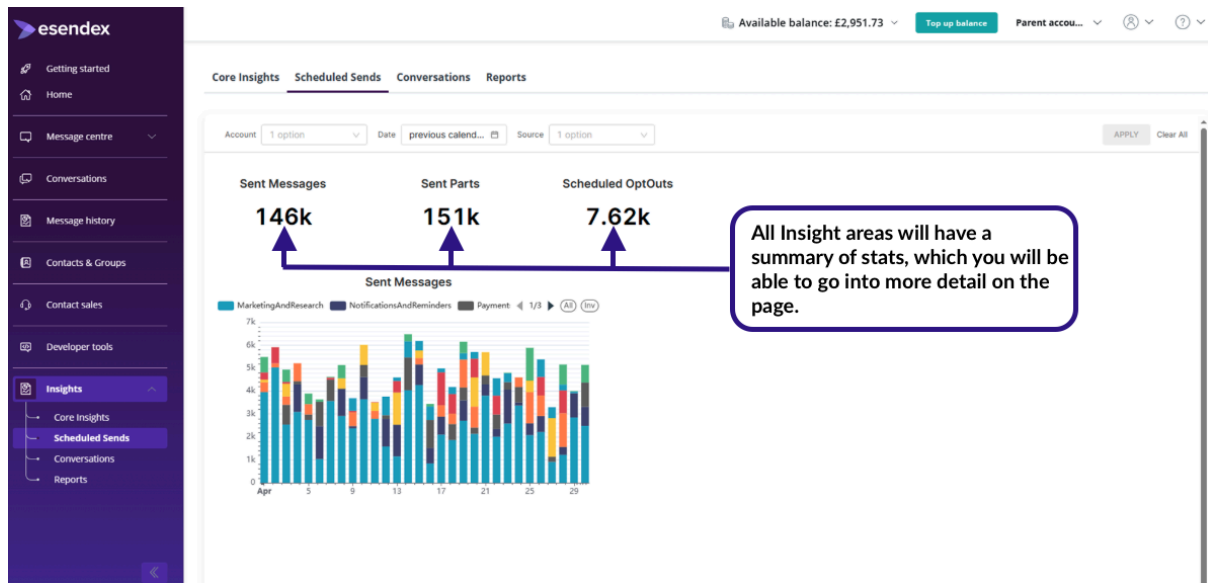
Basic SMS Insights

Feature Summary

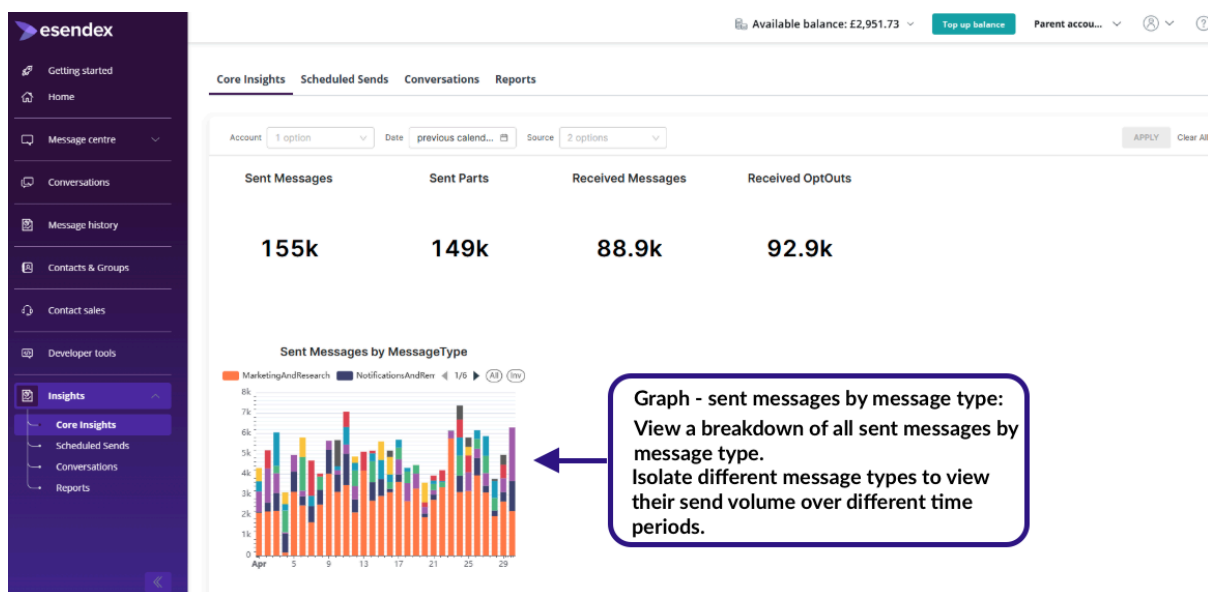
- Customer insights allow you to track your transactional, marketing, and conversational messaging activities, compare performance over time, and identify trends.



- Customers rely on data to make informed decisions, optimise their messaging strategy, and measure campaign performance.
- SMS Insights is set to launch a series of dashboards focused on Customer Insights. These dashboards will offer a near-real-time visual representation of SMS performance, engagement trends, and important metrics, allowing users to better understand user interactions and overall campaign effectiveness.



- This feature will be available through the Customer Portal, enabling customers to easily monitor and enhance their messaging activities while allowing them to manage their data independently.
- You can learn more about Insights checkout the [support page](#)



Feature Benefit

- Utilising these statistics enables you to make well-informed decisions that can significantly improve customer engagement. By optimising the content, timing, and

resources of your messages, you can enhance their effectiveness and better connect with your audience.

- With SMS insights, you can gain valuable understanding of your messaging performance.
- Analyse the trends in campaign performance to enhance strategy, focusing on identifying which campaigns are driving the highest levels of engagement.

Bug Fixes 03/06/2024

- **Cannot Update Account Name When Mandatory VAT Number is set on Tenant:** Updating an account name from Amigo with the VAT is set as mandatory at the tenant level will fail because the tenant sent from Amigo is null. This has now been resolved, and any update to the account names now shows.
- **Scheduler - Removing recipient ID:** Is functioning correctly, and both schedules are being accepted.
- **Account address state issues:** Addresses shown on the account page and dialogues that reflect the current state of the account are now showing correctly.
- **Returned 200 status code instead of 400 when 'From' field is empty and no default originator where set up for the account:** This is now resolved and the correct status code 200 appears.
- **An Empty metadata list is displayed for editing the Additional information pop-up:** This is fixed and now fills with the correct data.
- **Registration endpoint response model in Swagger contains registrationMetadata property, but the actual response doesn't:** Issue resolved, the Example value does not contain any additional data.
- **Template users can't access the Template Library page:** This is now resolved and standard, and template users can access the template library via the navigation menu with READ access and the 'Edit template' button