

# Release Notes Use Case 7

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## Key Highlights

This release introduces several key improvements and new features:

- [Esendex SCP](#): Introducing new features to the platform with updates to contacts and groups, prep pay and balance top-ups.

## 1 | Single Customer Portal

## URL Shortening

### Product Feature

- Shortened URLs are a feature offered on the UI & API, which enables users to reduce the number of characters in a URL link.
- You will be able to access this from the message centre. Once selected, you will be able to enter the URL and proceed.
- The URL will appear in full in the message, but the preview will show the shortened version.
- Customers can track the click activity of their shortened URLs through reporting in message history, and they will have the option to download this click data as well.
- Customers have the option to include a `[[dynamic_field]]` in the URL they wish to shorten. offering significant utility for those who choose to utilise it.
- For example, when using the format `[shorten:https://www.google.com/?q=[[dynamic_field]]]`, the variable will be replaced initially, and subsequently, the resulting URL will be shortened.
- Please be aware that Esendex only facilitates the custom ID as a carrier; you will need to have the software available to use it.

### Feature Benefits

- By reducing the character count in each message, users can maximise the amount of information conveyed, allowing for more content within a single communication.
- This improves both clarity and efficiency, allowing you to convey detailed messages more succinctly. By reducing the length of messages, it fosters better engagement and enhances the understanding of the recipients.
- Organisations can potentially lower their expenses by minimising the number of message parts transmitted.
- Customer ID gives you the option to implement identification of your users who access your links with your own/third-party software, adding more focus on reporting and tracking.
- Access to click data gives customers the ability to improve their campaigns and provide more relevant content to their audience, helping with engagement.

## Contacts & Groups

### Product Feature

- With this update, customers can export their contact groups as a CSV file from the platform and filter groups within the group page itself.
- Custom fields are now available for you to create and manage fields for your contacts.
  - Creating a new custom field will generate a variable field name, which will be used when adding a dynamic field to your messages.
  - Once you have created your custom field, it will be available on all new contacts and existing contacts.

#### Feature Benefits

- Customers will be able to download group information as a CSV file for external use in reporting.
- Filtering groups makes accessing groups more efficient for use by customers.
- Custom fields give customers the ability to customise and create fields for their contacts, giving customers more customisation options for contact creation.
- Being able to view data per short URL in message history will help customers to improve their reporting.

#### Bug Fixes 30/06/2025

- SMPP configuration format structure has been resolved, and now has the correct configuration.
- Multiple registrations with the same SenderId being created are repaired. Only the first registration should be created, and an error should occur for any other with the same SenderId.
- 'Start of Conversation' label is now displaying when the user scrolls to the beginning of conversations. When the user scrolls down, he doesn't see duplicated thread messages.
- Shared contacts and shared groups appear in the Add Contacts dialogue, enabling users to select and send messages to them.
- The shared group is added to the recipient list, and the message is successfully sent. If the shared group cannot be added for some reason, display a toast with a proper message
- Low balance email is sent, and an event is created
- Billing validateAndReserve should now return 200OK

- When trying to create a 'Set up fee', the product is created, and no longer generates a 400 error.
- Invalid MSISDN resulting in blank destination now resolved, and Catch all prices are being applied.
- Customer rates for outbound SMS are now aligned for the GB destination tariff at the time of sending a message.
- Textbomb-UK Auth0 now has the correct SCP BFF audience URL, and the login process is now successful.
- Throttle schedule error codes are now in the correct format (lower case) and do not expose any service details of model names.
- [MSS][RabbitMQ] Broken connections are now fixed, and SMPP messages are emitted despite connection issues like expiring tokens, RabbitMQ, etc.
- Opt-out message status is now correct and now shows the failed reason as 'Optedout'.
- The conversation records created when the first request was issued are no longer being removed, only the unreferenced ones.
- All k8s cron jobs run on all days (not just Mon-Fri) for all FW environments.
- Users cannot see shared group information while creating contacts; they will not see the add contact button when selecting View or add shared contacts to a group through View.
- 'Add to Optout' has been removed from the action menu in shared contacts.
- Get Stripe checkout session now returns the client secret.
- The RabbitMQ remains connected when the AA token expires