

# Documentation — Knowledge Base

A help-center structure for vomentatel.com/docs, modeled on the Voiso knowledge base and built from your platform guides. Six categories, each with article titles and a short description of what the page covers — ready to drop into a Document360 / GitBook-style docs site.

## 01 Getting Started

Orientation for new users — what the platform is and how to send your first message.

<b>What is Vomentatel?</b>	Enterprise CPaaS platform and SMS panel for high-volume, wholesale SMS, where each customer (tenant) runs in a fully isolated environment with its own data, sender IDs, balance and reports.
<b>How to use this documentation</b>	How the knowledge base is organized — getting started, platform features, account & billing, tenant administration, developers, and resources — and where to find each topic.
<b>Platform overview</b>	The modules reached from the navigation menu: Dashboard, Messages, Campaigns, Templates, Contacts, Analytics & Reports, SIDs, DND & Opt-out, and developer tools.
<b>Quick start: send your first SMS</b>	Pick an approved SID, set encoding (NLI), add recipients manually or by file, preview the message, and click Send Now — from the panel or the API.
<b>Roles &amp; access</b>	Tenant roles (Tenant Admin, Tenant Moderator, Tenant User) and account roles (Full, Read-only) that control what each user can see and do.

## 02 Using the Platform

Day-to-day features for sending, managing and analyzing your messaging.

<b>Dashboard</b>	At-a-glance performance: total messages, segments, delivery rate and cost, plus traffic and failed-rate trends, with 24H/7D/30D/90D/Custom ranges and quick-action cards.
<b>Messages · Send</b>	Send individual or bulk SMS — choose a SID, set NLI encoding, add recipients manually or by upload, preview on the right, and Send Now.
<b>Messages · History</b>	Browse all sent and received messages; filter, search by date, customize columns, export records, and view per-message status and cost.
<b>Campaigns</b>	Create, schedule and manage bulk campaigns through a four-step wizard: Audience → Message (templates, NLI, A/B testing) → Schedule (now / one-time / recurring) → Review.
<b>Templates</b>	Create and reuse SMS templates with NLI selection, automatic character & segment counts, and a live preview.
<b>Contact Management</b>	Organize recipients into Contacts and Contact Groups; import CSV, add names/email/tags, edit, and target groups directly in campaigns.
<b>Analytics</b>	Traffic, delivery performance, cost and country-based distribution across selectable time ranges (24H/7D/30D/90D/custom).
<b>Reports Center</b>	Generate Detailed Message Log, Performance Summary, Financial and Campaign reports; pick the date range, columns and format (PDF/CSV/XLSX), then download.
<b>SIDs (Sender IDs)</b>	Request and manage sender IDs — Alphanumeric (up to 11 chars), Numeric or Shortcode — and track Pending / Approved / Rejected status.

<b>DND &amp; Opt-out</b>	Check and import Do-Not-Disturb numbers and manage opt-out records (keywords, dates) to stay compliant.
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### 03 Account & Billing

Manage your balance, credits, invoices and payments.

<b>Accounts &amp; ledger</b>	Monitor account balance and status, view top-ups, and track every debit, top-up and adjustment in the ledger with references.
<b>Billing overview</b>	Credit balance, 14-day usage trend, quick add (\$100 / \$500 / \$1,000 / custom), and a searchable, exportable transaction record.
<b>Credits &amp; top-up</b>	Add credits with preset or custom amounts and complete payment by Card, Link & Wallets, Cash App Pay or Amazon Pay.
<b>Invoices</b>	View and download billing invoices with number, period, amount, due date and payment status.
<b>Pricing plans</b>	Compare subscription plans — monthly price, included messages and base per-message rate.
<b>Payments</b>	Stripe payment history with date, type, amount, method, status and reference, plus saved cards.

### 04 Tenant Administration

For Tenant Admins managing accounts, members, roles and billing across the tenant.

<b>Tenant Admin overview</b>	Administer the tenant — accounts, memberships, roles, SIDs and billing — from one console.
<b>Accounts &amp; sub-accounts</b>	Manage the master account and create sub-accounts that inherit the current configuration.
<b>Account members &amp; spend limits</b>	Add members to an account and set a monthly spend limit (per calendar month, UTC) for each sub-account.
<b>Freezing &amp; closing accounts</b>	Temporarily freeze an account (reversible) or permanently close it (irreversible — debits blocked).
<b>Tenant memberships</b>	Invite users, assign tenant roles (Admin / Moderator / User) and account roles (Full / Read-only), and change or remove members.
<b>Roles &amp; permissions</b>	Create custom roles and grant permissions grouped by area (Accounts, Analytics, ...); inspect any role read-only.

## 05 Developers

REST API and automation. Full reference is in the API documentation; these are the key topics.

<b>API overview &amp; authentication</b>	REST API (v1). Authenticate with an account API key in the X-API-Key header; confirm a key with GET /v1/auth/whoami.
<b>Send messages</b>	POST /v1/accounts/{accountId}/messages — send with a sender SID (UUID), E.164 destinations, and message text; returns a bulkId and per-message IDs.
<b>Delivery reports</b>	GET /v1/accounts/{accountId}/messages/reports — query by messageId or bulkId; returns status, error, price and timestamps.
<b>SIDs API</b>	GET /v1/accounts/{accountId}/sids — paginated list of sender IDs with type and status.
<b>API keys</b>	Create, list and revoke API keys for programmatic access; track status, creation and expiry.
<b>Webhooks</b>	Subscribe to events — Message Sent, Delivered, Failed, Received — with an endpoint URL and signing secret; monitor failed triggers and last trigger time.

## 06 Resources

Reference material and support.

<b>Glossary</b>	Key terms — SMPP, DLR, SID, NLI, segment, MCC/MNC, OTP, tenant, bulkId — with plain-language definitions.
<b>FAQ</b>	Common questions on account setup, sending, encoding, billing and compliance.
<b>Release notes</b>	Product changelog, organized by month.

# Developers — API Documentation

Full reference for the Developers category above. Generated from your live OpenAPI specification (**Vomentatel CPaaS API - v1**). The API lets you send SMS and retrieve delivery reports programmatically. All paths are prefixed with **/v1** and every request is authenticated with an account API key.

Item	Value
Base URL	https://vomentatel.com
Version	v1 (all paths start with /v1)
Auth	API key in the X-API-Key request header
Format	JSON request & response bodies (application/json)

## D.1 — Authentication

Every endpoint requires an API key, sent in the X-API-Key header. Each key is bound to a single account. Use **whoami** to confirm which principal (user or API key) and account a key resolves to before sending traffic.

```
curl https://vomentatel.com/v1/auth/whoami \
  -H "X-API-Key: YOUR_API_KEY"

# 200 OK
{
  "principal": "apiKey",
  "accountId": "6f1c...e2a9",
  "apiKeyId": "a73b...90c4"
}
```

## D.2 — Quickstart: send your first message

Send one or more messages with a single POST. Reference an approved sender by its SID UUID, give each destination in E.164 format, and provide the text (1-1600 characters).

```
curl -X POST https://vomentatel.com/v1/accounts/{accountId}/messages \
  -H "X-API-Key: YOUR_API_KEY" \
  -H "Content-Type: application/json" \
  -d '{
    "messages": [
      {
        "sender": "SID_UUID",
        "destinations": [ { "to": "905528406216" } ],
        "content": { "text": "This is a sample message" }
      }
    ]
  }'
```

```
# 201 Created
{
  "bulkId": "b2d1...77f0",
  "messages": [
    { "messageId": "9a4c...11de", "status": "PENDING", "destination": "905528406216" }
  ]
}
```

## D.3 — Core concepts

Concept	Type	Meaning
<b>accountId</b>	UUID	Every send and report call is scoped to one account. Get it from whoami.
<b>SID (sender)</b>	UUID	The approved Sender ID you send from. List with GET /sids; reference by UUID.
<b>messageId</b>	UUID	Identifies a single message; returned on send and used to query its report.
<b>bulkId</b>	UUID	Groups all messages created by one send request; query a whole batch at once.
<b>content.text</b>	string	Message body, 1-1600 chars. Optional language.languageCode (e.g. "TR") for GSM-7 shift tables.
<b>status / DLR</b>	object	Messages move PENDING → DELIVERED (etc.). Final state comes from delivery reports.

## D.4 — API Reference

### Identify the calling principal

**GET** /v1/auth/whoami

Returns the principal type (user or apiKey) and, for API keys, the bound accountId and apiKeyId. No parameters.

### Send SMS messages

**POST** /v1/accounts/{accountId}/messages

Parameter	Type	Description
accountId	UUID (path)	Required. The account the messages are sent from.
messages[]	array	Required. Each item: sender (SID UUID), destinations[].to (E.164), content.text.
content.language	object	Optional. languageCode for national-language GSM-7 encoding, e.g. "TR".

Returns **201** with a bulkId and a per-destination result list (messageId, status, destination).

### Get delivery reports

**GET** /v1/accounts/{accountId}/messages/reports

Parameter	Type	Description
accountId	UUID (path)	Required. The account that owns the messages.
messageId	UUID (query)	Optional. Return the report for a single message.
bulkId	UUID (query)	Optional. Return reports for every message in a batch.
limit	number (query)	Optional. 1-1000, default 100. Max records returned.

```
curl "https://vomentatel.com/v1/accounts/{accountId}/messages/reports?bulkId=BULK_UUID&limit=100" \
-H "X-API-Key: YOUR_API_KEY"
```

```
# 200 OK
{
  "results": [
    {
      "bulkId": "b2d1...77f0",
      "messageId": "9a4c...11de",
      "to": "905528406216",
      "sender": "InfoSMS",
      "status": { "groupName": "DELIVERED", "name": "DELIVERED_TO_HANDSET",
        "description": "Message delivered to handset" },
      "error": { "groupName": "OK", "name": "NO_ERROR", "permanent": false },
      "price": { "pricePerMessage": 0.01, "currency": "EUR" },
      "sentAt": "2026-03-30T10:00:00.000Z",
      "doneAt": "2026-03-30T10:00:02.000Z",
      "messageCount": 1
    }
  ]
}
```

## List sender IDs (SIDs)

**GET** /v1/accounts/{accountId}/sids

Parameter	Type	Description
<b>accountId</b>	UUID (path)	Required. The account whose SIDs are listed.
<b>page</b>	number (query)	Optional. Page number, default 1.
<b>limit</b>	number (query)	Optional. 1-100, default 10.
<b>filters</b>	string (query)	Optional. Filter expression.
<b>sort</b>	string (query)	Optional. Sort expression, e.g. createdAt:desc.

Returns a paginated list: meta (total, page, limit, sort, timeRange) plus data[] of SID objects (id, sid, type, status, timestamps).

### D.5 — Delivery statuses & errors

Each report carries a **status** and an **error** object. `status.groupName` is the high-level state (e.g. DELIVERED); `status.name` is the specific code (e.g. DELIVERED\_TO\_HANDSET). `error.permanent` tells you whether a retry could help — `false` means the issue may be temporary.

HTTP code	Meaning
<b>200</b>	OK — request succeeded.
<b>201</b>	Created — messages accepted for delivery.
<b>400</b>	Bad Request — validation failed or malformed input.
<b>401</b>	Unauthorized — missing or invalid API key.
<b>403</b>	Forbidden — the key lacks permission for this action.

### D.6 — Webhooks (delivery callbacks)

Instead of polling the reports endpoint, configure a webhook so Vomentatel pushes delivery events to your URL as they happen. Webhooks are managed in the panel under **Accounts → API Keys & Webhooks**. Supported events: Message Sent, Message Delivered, Message Failed, Message Received. Each webhook has an endpoint URL and a signing secret, and failed triggers are tracked.

### D.7 — Pagination & limits

List endpoints (SIDs) use `page + limit` and return a meta block with the total count and applied sort/time range. The delivery-reports endpoint caps results with `limit` (max 1000); narrow by `bulkId` or `messageId` for precise lookups.

# Customer Success — User Stories

Real-world use cases in the Challenge → Solution → Result format, with the Sector / Use Case / Channel context line — matching the platform deck.

## OTP & Two-Factor Authentication

SECTOR

**Banking & Fintech**

USE CASE

**Login & transaction auth**

CHANNEL

**Transactional SMS**

### CHALLENGE

Passcodes arriving late or failing on certain operators caused login drop-off and support tickets.

### SOLUTION

Direct SMPP routes with automatic failover and real-time DLR, prioritizing the fastest path per operator.

### RESULT

Sub-second median delivery, higher verification completion, and fewer “code not received” tickets.

## Critical Alerts & Notifications

SECTOR

**Logistics & Healthcare**

USE CASE

**Time-sensitive alerts**

CHANNEL

**Transactional SMS**

### CHALLENGE

Appointment and delivery alerts had to arrive reliably and instantly — with proof of delivery.

### SOLUTION

API-triggered sends with webhooks for delivered/failed events and an auditable message log.

### RESULT

Reliable, low-latency alerts with end-to-end delivery visibility and fewer missed notifications.

## Bulk Marketing Campaigns

SECTOR

**E-commerce & Retail**

USE CASE

**Promotions & re-engagement**

CHANNEL

**Marketing SMS**

### CHALLENGE

Manual sends, no segmentation, and no view of which message variant actually converted.

### SOLUTION

Four-step campaign wizard with contact-group targeting and recurring scheduling.

### RESULT

Higher engagement on winning variants, predictable cost per campaign, and less manual effort.

## Wholesale & A2P Routing

SECTOR

**SMS Aggregator**

USE CASE

**High-volume A2P delivery**

CHANNEL

**SMPP wholesale**

### CHALLENGE

Millions of daily messages across many operators, with thin margins and no per-route visibility.

### SOLUTION

Direct SMPP v3.4 binds with quality- and cost-aware routing, automatic failover and per-destination analytics.

### RESULT

Higher throughput at protected margins, with granular reporting to price and route every corridor.

# White-Label Reseller

## SECTOR

**Telecom Reseller**

## USE CASE

**Branded SMS business**

## CHANNEL

**Multi-tenant platform**

### CHALLENGE

Building carrier integrations, billing and tenant isolation from scratch would take many months.

### SOLUTION

White-label panel with master/sub-accounts, spend limits, role-based access and Stripe billing.

### RESULT

Launched a branded SMS service fast, monetizing customers under their own identity.

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Built from the VOMENTA Tenant User Guide, User Guide, Tenant Admin Guide and Platform Overview, plus the live API spec ([vomentatel.com/api-docs-json](https://vomentatel.com/api-docs-json)). Structure modeled on [docs.voiso.com](https://docs.voiso.com). June 22, 2026.