HelloSMS API Documentation

version 1.1

Version history

Below is a list of updates to the API and this documentation.

Notes on versioning

The major version remains the same as long as no breaking changes are made to the API.

Minor version updates means that new functionality is added to the current version, and will be available without changing the version of the API which is used.

For updates to this documentation, no new version number is added

Versions

Version 1.0 (2022-12-04)

Initial version, including the Send SMS method as well as general information about the API.

Version 1.1 (2023-11-21)

Minor update which adds support for SMS delivery status callbacks.

Introduction

About this documnet

This is the technical documentation for the HelloSMS API. To receive notifications when this document is updated, please send an email to support@hellosms.se with your email address and which company you are representing.

About HelloSMS

HelloSMS is an online service for sending and receiving SMS online. The service contains a multitude of functionalities useful for companies and organizations in handling their SMS communications and marketing.

For more information about HelloSMS, see https://hellosms.se/

API Overview

The HelloSMS API is a simple HTTP API based on JSON. The base path for the API is https://api.hellosms.se/

Pre-requirements

To use the API, you need an account on HelloSMS, which has an API user created on it.

The API works with test accounts as well as active accounts, but with the same limitations as on the web. This means that a limited number of SMS can be sent, and all messages will be delivered to the registered phone number regardless of supplied recipient. If you need extra test message credits, please contact us at support@hellosms.se and tell us a bit about your use case.

HTTP Method

All API calls are made using POST calls.

HTTP Headers

You should always send the Content-Type header set to application/json.

For authorization, the API uses HTTP Basic Auth. This header is also needed in all calls. See the Authentication chapter in this manual for more information on this.

Body of HTTP call

The body of the HTTP call should consist of the JSON object needed for the method used. The object attributes depends on the chosen method and are detailed in the Methods part of this manual.

API Response Status Codes

The API responds with one of the following HTTP Response Status Codes:

200 OK
Indicates a successful API call.

400 Bad Request
Indicates that something wasn't correct in the call. Details will be in the statusText field of the response.

401 Not Authorized
Indicates that the username or password used in the authorization was wrong, or that the user or account has been deactivated.

API Response Data

In addition to the codes above, the API response will include a JSON object with different fields depending on the method user. Some fields are always present, however. These are:

status
The value of this field will be “success” for any successful call.
If the call failed, the value will “failed”.

statusText
This field contains text information about the result of the call. It can be information on the successful call, or the reason for a failed call.

Authentication

How to authenticate

The API uses HTTP Basic Auth to authenticate API users.

Creating an API User

To use the API, you need an API user. These can be created on the web dashboard at https://dashboard.hellosms.se/dashboard-api/

Authentication in an API call

When making the call, always include the Authorization header. For Basic Auth, the value of this should be a base64 encoded string consisting of:
username + ":" + password

For example, in PHP, this string could be created as follows:

```
$basicAuthString = base64_encode($username . ':' . $password);
```

Methods

In this section you can find the different API methods available in the current version of the API.

Send SMS

Method description

This method is used to send text messages to one or more (up to 50) recipients. A number of options that can be used when sending are available.

URL

https://api.hellosms.se/v1/sms/send/
Method: POST

Parameters

Parameters with an asterisk (*) are mandatory.

to*
Either a string with a number, or an array of strings for multiple numbers (up to 50 allowed). The format for numbers is suggested to be in the international +46700000000 format. Most formats work, including without the country code (i.e. 0700000000) which will make the system assume the number belongs to the same country that the account belongs to.

from
Can be a combination of text and numbers to use instead of the number associated with the account. The field can be 3-11 characters long and consist of A-Z, 0-9, space and underscore as well as åäö the Swedish market.

subject
A subject for the SMS, just for internal use on the company account. Will be set to “API” if not present.

message*
The message. To learn of how many SMS a message will consist of, see https://hellosms.se/blogg/hur-manga-tecken-per-sms (swedish) or try sending a message with testMode set to true (see below).

delay
Can be set to a UNIX timestamp to delay sending the message until that time.

shortLinks
Setting this to true will make the message sent with shortened links. Any links starting with http:// or https:// will be shortened.

sendApiCallback
If set to true, then SMS delivery status callbacks will be used for the message or messages sent with this API call. Defaults to false if not specified.

testMode
If set to true, no messages will be sent. This can be used to test the system without sending any actual messages.

Response

The response includes a lot of information on the message which was delivered to the API.

status
Can be “success” if the message was successfully received, or failed if something went wrong.

statusText
This text message shows more information about the status. The most common message will be “message received successfully by the system”.

messageIds
An array of one object for each message sent. Each object includes the following information:

- apiMessageId: An unique ID which can be used to reference the specific message
- to: The number which the message will be sent to (in international format)
- status: The status of the message. Possible statuses are:
    - 0: The message has been placed in a queue and will be sent to the recipient. This is the expected result and will be the most common status seen. Please note that delivery can still fail at a later stage.
    - -5: Failed, likely due to trying to send a message to a country which isn’t supported on the account (contact support@hellosms.se to add countries to your account).
- message: The message. Will often be the same as the message sent, but can be modified by having used shortened links for example

originalMessage
The original message as it was sent to the API.

messageCount
The number of SMS messages that the message will consist of. See https://hellosms.se/blogg/hur-manga-tecken-per-sms (swedish) for more information on how this is calculated.

textLength
Textlength in number of characters. Please note that both this and messageCount above takes shortened links into account, so the number of characters might not match the original message.

encoding
Either standard or unicode. The the link above for an explanation of when a message can become sent with the unicode encoding.

shortenLinks
Can be true or false, depending on the choice made in the call.

from
The custom sender text used for the message, see the “from” parameter.

sendApiCallback
Can be true or false, depending on the choice made in the call.

delay
The delay parameter, only included if used.

Example

JSON Body sent:


```
{
  "to": [
    "0700000000",
    "+48700000000"
  ],
  "from": "TEST",
  "subject": "Test",
  "message": "This is a test. Please visit https://hellosms.se/sms-api today.",
  "delay": 1671890400,
  "shortLinks": true,
  "testMode": false
}
```


JSON Response:


```
{
  "status": "success",
  "statusText": "message received successfully by the system",
  "messageIds": [
    {
      "apiMessageId": "api-638ca85eb5c808.02026978",
      "to": "+46700000000",
      "status": 0,
      "message": "This is a test. Please visit https://out.io/zCc3 today."
    },
    {
      "apiMessageId": "api-638ca85eb647c8.05808165",
```

```
        "to": "+48700000000",
        "status": -5,
        "message": "This is a test. Please visit https://out.io/pYNr today."
      }
  ],
  "originalMessage": "This is a test. Please visit https://hellosms.se/sms-api today.",
  "messageCount": 1,
  "textLength": 56,
  "encoding": "standard",
  "shortenLinks": true,
  "from": "TEST",
  "delay": 1671890400
}
```


Please note in the response that the status of the second recipient was -5. This is because the account used in the example does not have access to sending to numbers with the +48 country code.

Callbacks

In this section you can find the availability of callbacks available and connected to the API.

Delivery Status Callbacks

It's possible to get callbacks with delivery status updates from HelloSMS. This most often happens within seconds of when we get the notifications from the operators.

Getting started with Delivery Status Callbacks

To get started with Delivery Status Callbacks, please send us an email at support@hellosms.se stating that you wish to activate delivery status callbacks, and include an URL which can receive the callbacks (see more information about this below). Once we have replied with a confirmation, you can start sending the sendApiCallback set to true in your calls when sending SMS using the API.

Receiving Delivery Callbacks

For every message where callback is requested, the system will send a callback to your callback URL.

The callback is a POST with application/json as content-type and a JSON string in the body of the call.

The JSON string contains of the following:

apiMessageId
This is the same apiMessageId given when the SMS was sent.

status
There are three possible status messages:

- delivered: The message has been delivered to the recipient
- failed: The message couldn't be delivered due to permanent delivery issues (in most cases this means that the number does not exist)
- not delivered: The messages couldn't be delivered. The reason is likely non-permanent, for example having the phone turned off, in airplane mode, or subscription issues. The operators often try to deliver a message several times for 12-48 hours before a message is considered not delivered.

timestamp
UNIX timestamp for when we got the updated status from the operator.

Expected response

The response from your server is expected to be 200 OK as the HTTP response code. The content of the response is ignored.

Automatic retries

If the HTTP response code from your server is anything other than 200 OK, for example due to temporary downtime, then the callback will be tried again at the following intervals:

- 1 minute
- 5 minutes
- 15 minutes
- 60 minutes
- 360 minutes

Each attempt occurs the specified number of minutes after the previous attempt has failed.

Example

JSON Body sent:


```
{
  "apiMessageId": "api-65493f91184b25.03258975",
  "status": "delivered",
  "timestamp": 1699300499
}
```

Questions?

If you have any questions, please contact us at support@hellosms.se