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 HUB-842

# emailcampaignmanagement@forwardslash.com-v - Issues Reported



▼

Description

Hi Guys,

The client who I've recently moved over from HUB1 has reported a couple of bugs/issues with Vortex.


1. URL Shortener

*The moment I switched on URL shorter, that particular SMS went straight to spam.*

*After doing some research around the [vtt.me](#) shortened url, all sources point to it being a possible spam related link and was the only change in content causing the SMS to go to spam.*







*Below is a small breakdown from ChatGPT re the aforementioned URL shortener.*

*We fortunately have shortened URL's to utilize in the interim but I do feel this is something we'll need in the near future.*

 Quick Verdict

Given available data, vtt.me as seen in unsolicited SMS messages is **almost certainly spam/phishing**. It's not a recognized, legitimate service, and the use-case aligns with prevalent SMS scams.

If you have a screenshot or specific message text, I can help further analyze it. Stay safe!






 Sources

2. Scheduled campaigns

*I've scheduled 2x sends for 6pm GMT +2 yet appears (I used the "Send Later" option) to be processing well after the time on the dashboard. (Screenshot below)*

*I also can't see the schedule time on the new interface like we use to on the older one.*

To Do ▼



Details

Priority 

Assignee 


Reporter 

Development >

Releases

More fields Lat

Automation >

Sentry  Li

Checklist 

Created 7 minutes  
Updated 7 minute

Quickstart

*I tried downloading a reporting hoping it would display some data on the SMS's scheduled but the reports come back empty. Can I ask for these to be cancelled ensuring no communication is sent out. I'd prefer to use the older interface for this send to be safe. It appears the send later function is faulty on the new interface. I'm happy to test this again in office tomorrow.*

 Give feedback on the n...

Reporting									
		Overview	Website	Mobile	Attribution	Reporting Dates			
Campaigns									
	Created	Original	Name / Message	# of Clicks	# of Conversions	# of Leads	Public Link	Status	Updated
Today	0:04:18 PM	SignUpBot	Plus ça grandit, plus on s'adore! <a href="#">View details</a> on Tableau pour vos propres renseignements. (E)3/27/2012. Découvrez nos services, leur site (E)3/27/2012-4/3/12 sur le site. (E) 3/27/2012-4/3/2012	817	0	0/0	0/0	Running	Updated on 0:44:17 PM