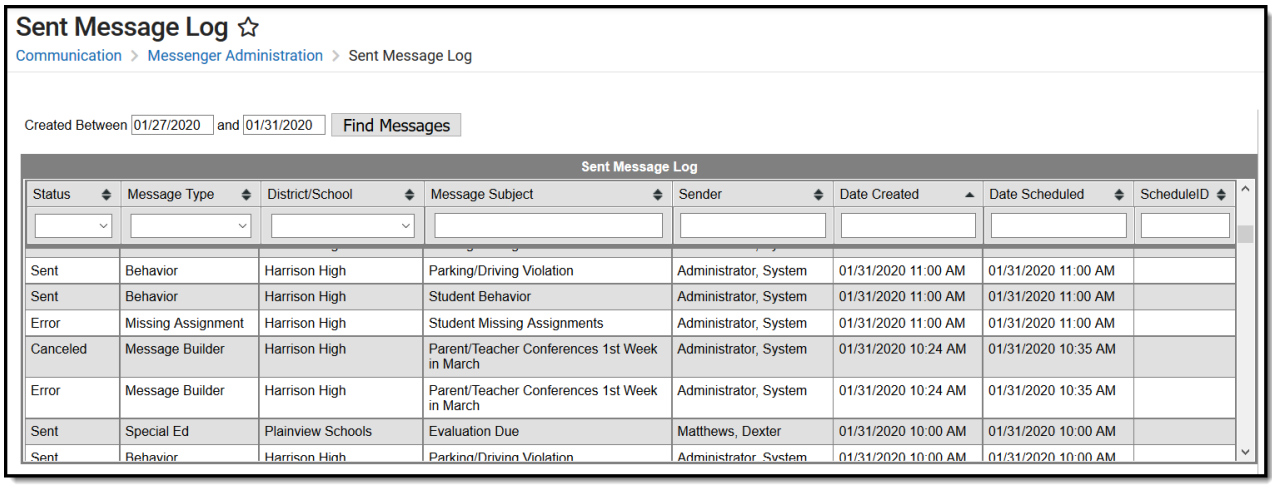
Sent Message Log (Admin)

Last Modified on 11/05/2026 11:08 am CST

Tool Search: Sent Message Log

The Sent Message Log, within the System Administration module, allows a system administrator (or user with rights to this module) to review the process alert, email, voice, and text message sent by **ANY** user in the district.

OLR emails are exclusively on the OLR Email Log and not on the Sent Message Log.



See the Messenger Administration Logs Tool Rights article for information on available tool rights.

Search for Messages in the Sent Message Log

1. Enter the date range in which the message was created and click the **Find Messages** button. The Sent Message Log displays the messages that fall within the date range you entered. The first 4000 messages are included.

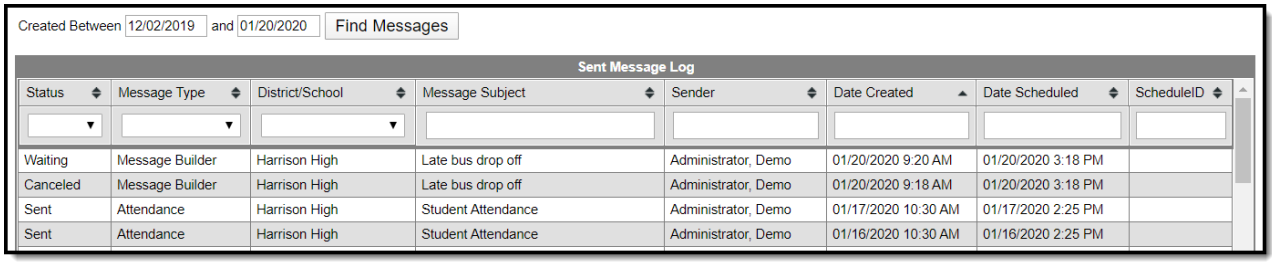
2. Filter the results by selecting an option in the column's dropdown list or sort the search results by clicking the column headers. (Optional)

   To filter results using the **Date Created** or **Date Scheduled** fields, you must enter the date in the format in which it displays on the screen: **MM/DD/YYYY HH:MM AM** (or PM). For example, 01/01/2013 8:30 AM. If you do not know the full date or time, you can enter

part of the date or time and the search tool will display dates/times that match the numbers you enter.

3. Select the message you want to view. The Delivery Summary, Sent Message Report Options, Filter Criteria Detail and Message Detail areas display. See the following Screen Examples and Field Descriptions for details about each area.

Sent Message Log Search Results

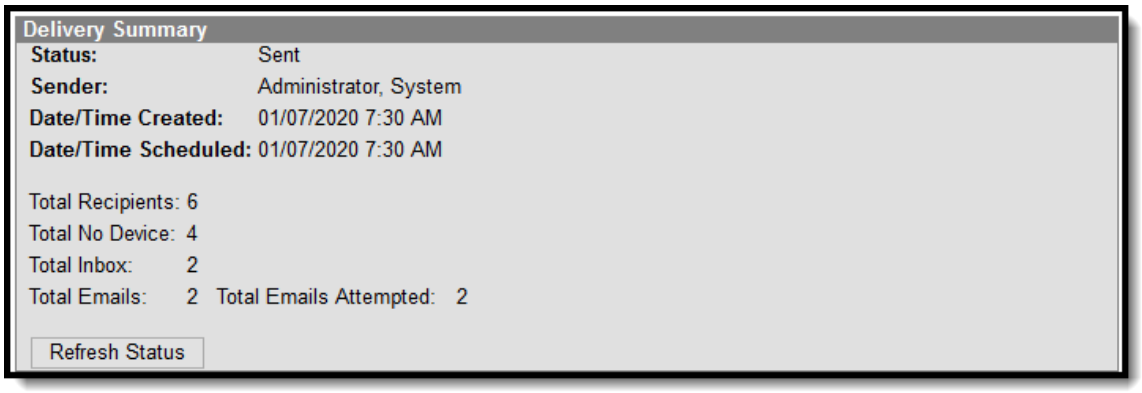


Field	Description
Created Between	The date range in which the message was created.
Status	The delivery status of the message. Options include: • **Canceled**. Message was canceled. This includes messages that were canceled before delivery had begun. • **Canceled IP**. Message was canceled after delivery had been started. • **Sent**. Message was successfully sent from Campus to the third party email relay and/or Shoutpoint system and has finished processing. • **Error**. Shoutpoint has not returned all information for the message in a timely manner. Selecting the **Refresh Status** button on the Sent Message Log for messages in this status may update the status to another status. • **Failed**. Message did not send due to technical issues. • **In-Progress**. Message task is currently running. • **Waiting**. Message has been scheduled, but delivery has not completed.
Message Type	Identifies the specific Messenger Tool, Messenger Scheduler or other Campus tool which sent the message.
District/School	The district or school to which the message was sent.
Message Subject	The subject on the message.
Sender	The user who sent the message.
Date Created	The date on which the message was created.

Field	Description
Date Scheduled	The date on which the message is/was scheduled to be sent.
Schedule ID	The unique identification number for the message. This field displays for all message types; however, the field is blank if the message did not include Voice and/or Text as part of the message.

Delivery Summary

Selecting a message from the search results will open details for the message, including a delivery summary. Messages that have not been sent can be canceled from this section.



Field	Description
Status	The delivery status of the message. • **Canceled**. Message was canceled. This includes messages that were canceled before delivery had begun. • **Canceled IP**. Message was canceled after delivery had been started. • **Sent**. Message was successfully sent from Campus to the third party email relay and/or Shoutpoint system and has finished processing. • **Error**. Shoutpoint has not returned information for the message. Selecting the **Refresh Status** button on the Sent Message Log for messages in this status may update the status from Error to another status. • **Failed**. Message did not send due to technical issues. • **In-Progress**. Message task is currently running. • **Waiting**. Message has been scheduled, but delivery has not completed.
Sender	The user who sent the message.
Date/Time Created	The date and time on which the message was created.
Date/Time Scheduled	The date and time on which the message is/was scheduled to be sent.

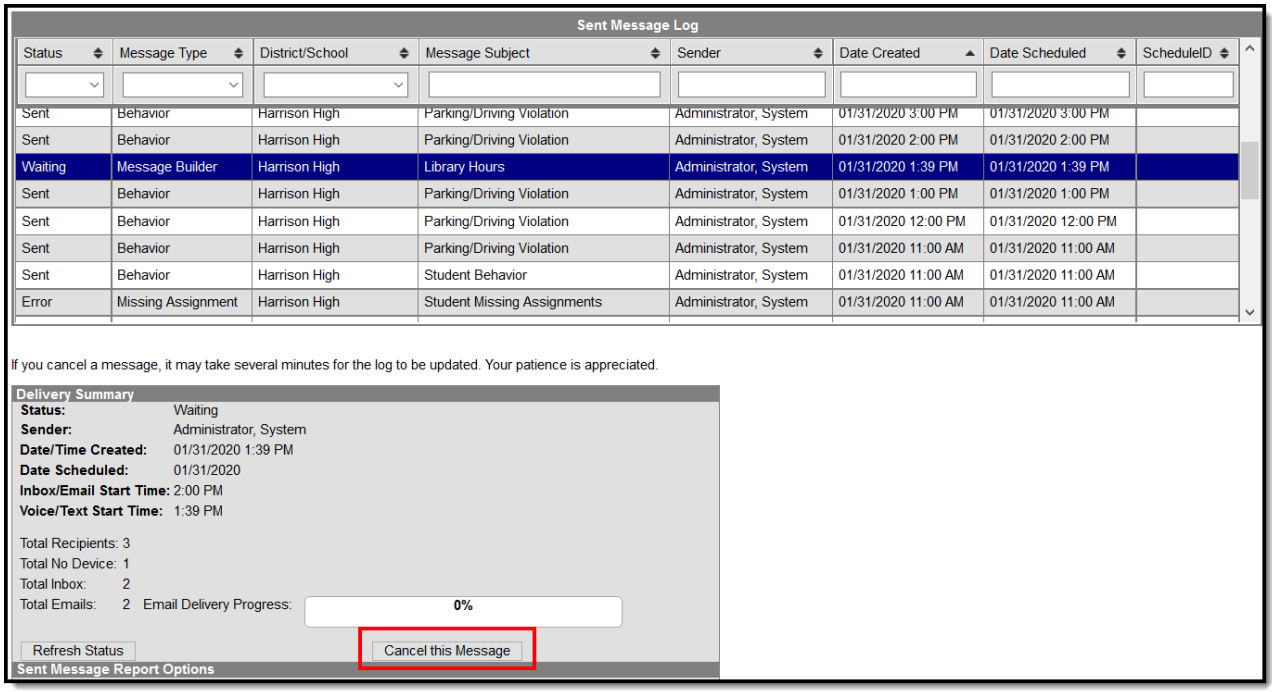
Field	Description
ScheduleID	The internal database ID for the message sending process if the message included Voice and/or Text delivery options.
Total Recipients	The sum of all recipients eligible for receiving the message. This includes recipients who did not receive a message due to not having a delivery device or they did not have a delivery device selected for the message type.
Total No Device	The sum of all recipients who did not receive a message since they did not have a delivery device available or they did not have a delivery device selected for the message type.
Total Inbox	The total number of messages sent to user's Process Alerts.
Total Emails	The total number of messages sent via email.
Total Voice or **Total Voice/Text**	The total number of messages sent via phone. The field is called **Total Voice/Text** if your district uses text messaging in addition to voice messaging.
Total Emails Attempted	The total number of email messages that Campus tried to send.
Total Voice Attempted or **Total Voice/Text Attempted**	The total number of voice/text message that Campus tried to send. The field is called **Total Voice/Text Attempted** if your district uses text messaging in addition to voice messaging. **Total Voice Attempted** and **Total Voice/Text Attempted** amounts may be less than the amount shown in the **Total Voice** or **Total Voice/Text** field since the recipient can confirm calls by pressing zero and cancel additional voice calls and text messages. The option to **Allow Multiple Messages in a Single Call** (found on the Voice Settings tab) reduces the amount reported in the field since the option allows multiple messages to be delivered to a single phone number.

Cancel In-Progress or Waiting Messages

You can use the Sent Message Log tool to cancel messages that are currently running (In-Progress) or messages that have been scheduled but have not completed (Waiting). Canceled messages are **NOT** considered a failed delivery.

Messages sent from a template with a future Delivery Date appear immediately in the Sent Message Log. However, messages created using a Messenger Scheduler tool do not appear in the Sent Message Log until the Start Date/Time entered on the Scheduler.

After a message has been cancelled, the status may take several minutes to update. Use the 'Refresh Status' button when checking the cancellation progress. **NOTE**: Selecting the 'Cancel' button multiple times may delay the process.



Example of a Waiting message that may be canceled.

How to Cancel a Message

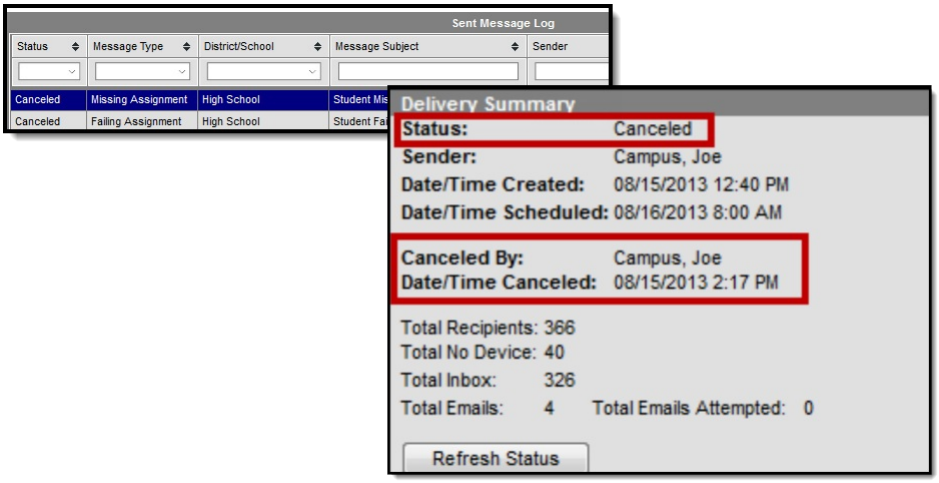
1. Enter the date range in which the message was created and click the **Find Messages** button. The Sent Message Log displays the messages that fall within the date range you entered.

   If you cannot see the message you want to cancel, sort the search results by clicking the column headers or filter the results by selecting an option in a column's dropdown list.

2. Select the message you want to cancel. The **Delivery Summary** displays.

3. Click the **Cancel this Message** button. A warning message displays.

4. Click **OK**. Campus stops the delivery of any messages that have not been sent, updates the message status to **Canceled** and adds the cancel information to the **Delivery Summary**. This process may take several minutes to complete.



Print a Sent Message Report

The Sent Message Report is a report that provides additional details about the delivery of a specific message.

The report includes the following types of information:

- Summary statistics on message delivery.
- Filter Criteria used to send the message.
- Delivery status organized by recipients.

Phone Messages

The following information only applies to districts that use Campus Messenger with Voice.

The Sent Message Report includes summary information regarding the voice and text messages including a total for the number of recipients contacted successfully by phone. Phone messages are categorized by their delivery status as detected by Voxology.

A call is considered successful:

- If a live voice is detected.
- If an answering machine is detected (regardless of whether redials are allowed on the Voice Settings tool)
- If a recipient confirms reception of the message by pressing **0** (zero).
- If a text message is sent.

  Even though a text message is successfully sent, Campus can not guarantee the recipient's successful *retrieval* of the text message. Retrieval depends on many things like the recipient's carrier reception and carrier account settings--all of which Campus can not control.

- If Preconnect for extension dialing is detected.

Recipients not contacted by phone display with an asterisk (*).

Duplicate email addresses and phone numbers in the same message are indicated with a cross (†) in the PDF and an ampersand (&) in the CSV file. When Campus calculates the totals for the Delivery Summary section of the report, these email addresses and phone numbers are NOT included in the totals.

In the Delivery Summary section of the report,

- email addresses without a cross are counted in the Total Email field.
- voice messages without a cross are counted in the Total Voice field.
- text messages without a cross are counted in the Total Text field.

Click here to expand...

Code	Status	Notes
0	No answer	Dialer detected no answer by called party.
1	Busy	Dialer detected a busy signal.
2	Operator	Automated operator answered - number issue, all circuits busy, etc.
3	Not In Service	Phone number not in service.
4	No Ring Back	Dialer dialed the number but did not hear a ring tone.
5	Live Person	Dialer detected a live person.
6	Answering Machine	Dialer detected an answering machine.
7	Fax	Received a fax carrier signal.
8	PBX	Call connected to destination telephone number. Extension dialing was used.
9	Unknown	Provider could not determine the call status.
10	Failed	Failed for any reason but most likely a failed because of a Messenger error.
13	Preconnect Done	Present when a phone number includes an extension to dial. This status indicates the call was made, connected to the primary number and attempted to dial the extension.
14	Fast-Busy	Received a Fast Busy signal. Usually this status is returned when the local company's phone lines are full (all circuits are busy).
16	Operator	Signalling or audio consistent with an out of service number was received. Privacy flag was set for this call.

Code	Status	Notes
17	Temporarily Unavailable	Destination telephone number temporarily unavailable. Will automatically attempt redial through alternate routes.
-1	N/S	An unknown error has occurred.
-2	Invalid Phone #	Destination telephone number is invalid.
-3	Do Not Call	Destination telephone number is on do not call list.
-4	Duplicate	
-5	No Response from Dialer	Internal communication failure. Call may have been dialed but status is unknown.
-7	Local Operator	Destination telephone number is known to not be in service.
-9	Local Time Restricted	Local time if the destination telephone number is outside the allowed times for this campaign.
-10	State Restricted	All attempts to the destination telephone number were unsuccessful. The final route is state restricted.
-11	Call Expired	Call timed out prior to being placed.
-12	No Channel	Internal processing failure. Call was not dialed.
-13	Route Unavailable	All attempts to the destination telephone number were unsuccessful.
-14	Call Error	Call creation produced an error. See Call Log Detail Statistics lookup for more detail. Check the Call Error field.
-15	Wireless	Destination number identified as a wireless number. Scrub wireless has been enabled for this campaign.
-18	Origination Tollfree Restricted	All attempts to the destination telephone number were unsuccessful. The final route restricted toll free ANIs. Consider using an ANI that is not a tollfree number.
-19	Destination Tollfree Restricted	All attempts to the destination telephone number were unsuccessful. The final route restricts Toll Free destinations.
-20	Remote Dialer Did Not Set Call Progress	Internal communication failure. Call status is unknown.
-21	Local No Answer	Destination telephone number is known to not connect.
-22	Suppressed Phone #	Destination telephone number is on a suppression list.
-23	Local Fax	Destination telephone number is known to be a fax number.

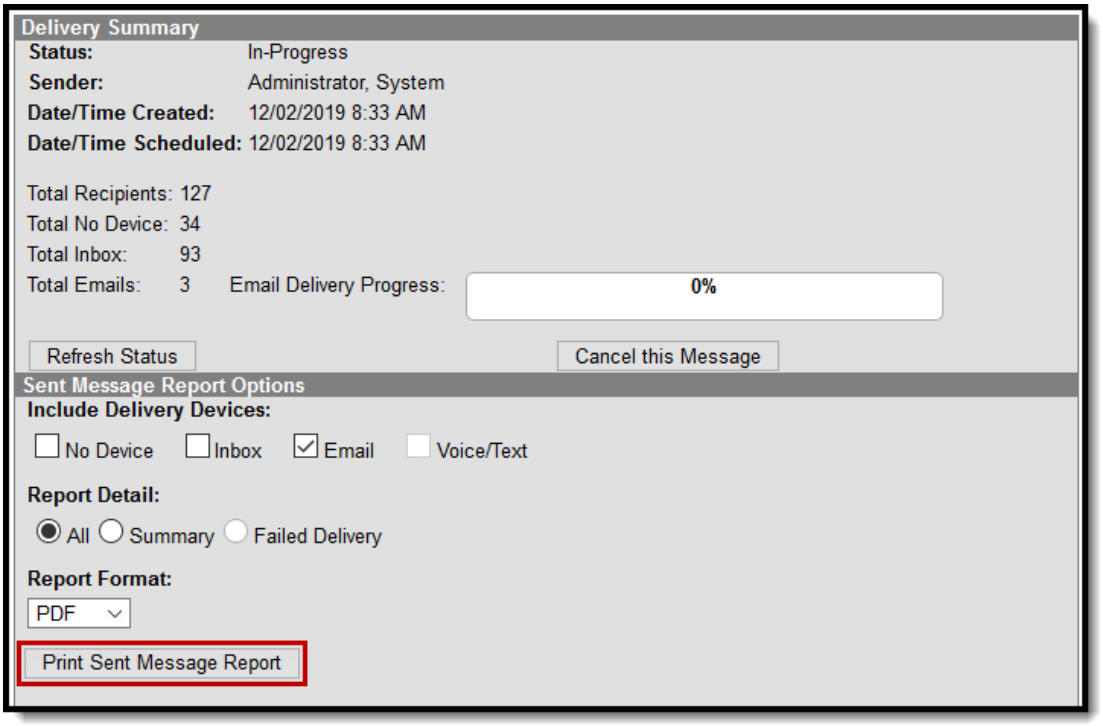
Code	Status	Notes
-24	Low Resources	All attempts to the destination telephone number were unsuccessful.
-25	Sub-System Error	Internal sub-system failure. See Call Log Detail Statistics lookup for more detail. Check the Call Error field.
-26	All Routes Temporarily Unavailable to Destination	Call temporarily could not connect via any route.
-27	SMS Sent	SMS delivered to destination telephone company
-28	SMS Delivered	SMS successfully left Voxology's gateway and Voxology also received a status of “delivered” back from the destination phone service provider.
-29	Email Sent	Email Sent.
-30	Text Message Failed	Text message was not successfully sent by SMS provider OR there was an error in the SMS settings in Campus.
-31	Origination International Restricted	All attempts to the destination telephone number were unsuccessful. The final route restricted international ANIs. Consider using an ANI that is not an international number.
-32	Web Stream Connected	
-33	SMS Opt Out	Destination telephone number has opted out of receiving SMS messages via STOP message.
-34	Phone Quota Exceeded	
-35	Script Ended Before Dialing	
-36	Origination US Restricted	
-37	Canada Intra Restricted	
-38	Max Customer Minute Charge	
-39	SMS Queued	Message is queued and waiting to be sent.
-40	SMS Undelivered	Message was accepted by an upstream carrier, but could not be delivered to the destination number.

How to Print a Sent Message Report

1. Enter the date range in which the message was created and click the **Find Messages** button. The Sent Message Log displays the messages that fall within the date range you entered.

   If you cannot see the message for which you want a report, sort the search results by clicking the column headers or filter the results by selecting an option in a column's dropdown list.

2. Select the message for which you want a report. The message details display.



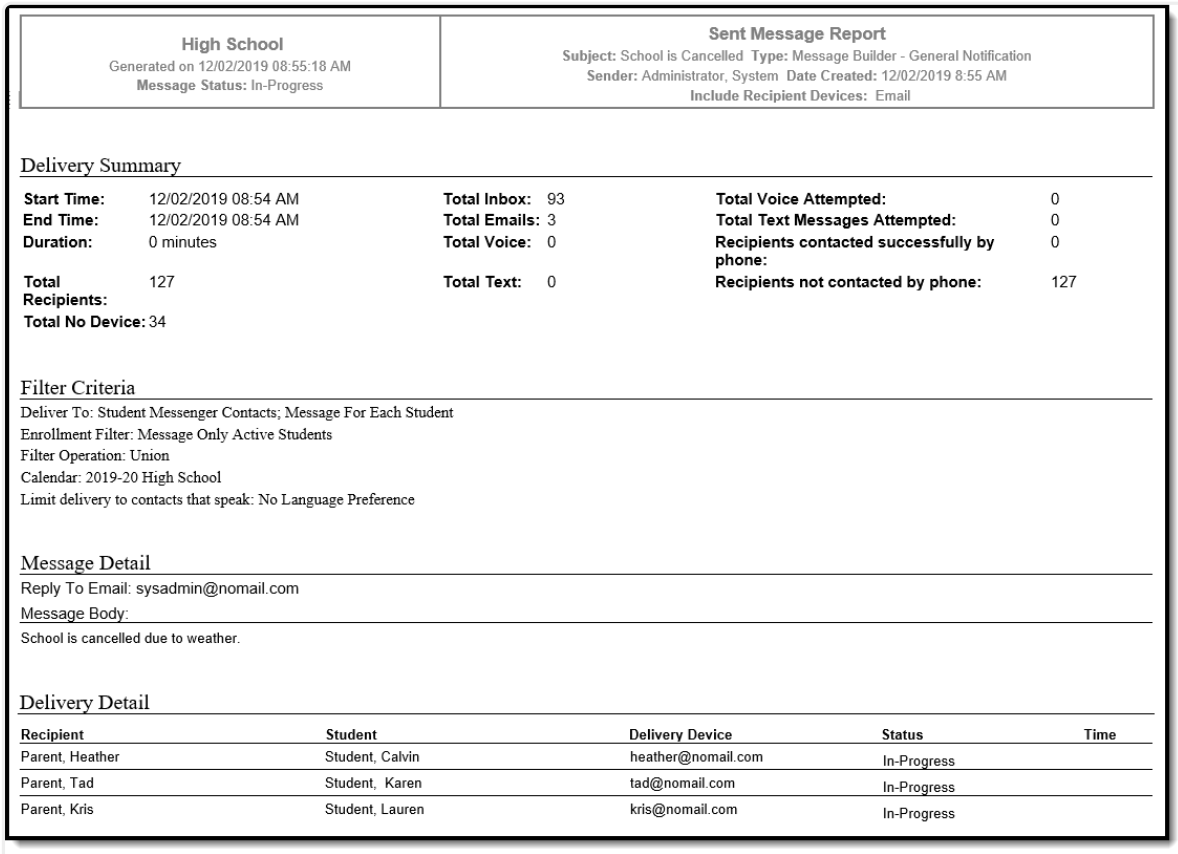
Configure the following **Sent Message Report Options**:

Option	Description
Include Delivery Devices	Mark the checkbox next to the device(s) on which you want to report. Marking *No Device* includes recipients who did not receive a message since they did not have a delivery device available or they did not have a delivery device selected for the message type. Delivery Devices not included in the sent message are NOT available to select for the report.

Option	Description
Report Detail	Select one of the following options: **Option** / **Description** **All** — Prints Summary and detail information of message and recipients. **Summary** — Prints Header and Delivery Summary sections. **Failed Delivery** — Prints the complete Delivery Detail for recipients who had at least one device fail. This option is not available for waiting or In-progress message campaigns.
Format	Select whether you want the report to generate in **PDF, CSV** or **DOCX** format.

3. Click the **Print Sent Message Report** button. The **Sent Message Report** displays in the format you selected.

Sent Message Report Example



High School
Generated on 12/02/2019 08:55:18 AM
Message Status: In-Progress

Sent Message Report
Subject: School is Cancelled **Type:** Message Builder - General Notification
Sender: Administrator, System **Date Created:** 12/02/2019 8:55 AM
Include Recipient Devices: Email

Delivery Summary

Start Time:	12/02/2019 08:54 AM	**Total Inbox:**	93	**Total Voice Attempted:**	0
End Time:	12/02/2019 08:54 AM	**Total Emails:**	3	**Total Text Messages Attempted:**	0
Duration:	0 minutes	**Total Voice:**	0	**Recipients contacted successfully by phone:**	0
Total Recipients:	127	**Total Text:**	0	**Recipients not contacted by phone:**	127
Total No Device:	34				

Filter Criteria

Deliver To: Student Messenger Contacts; Message For Each Student
Enrollment Filter: Message Only Active Students
Filter Operation: Union
Calendar: 2019-20 High School
Limit delivery to contacts that speak: No Language Preference

Message Detail

Reply To Email: sysadmin@nomail.com
Message Body:
School is cancelled due to weather.

Delivery Detail

Recipient	Student	Delivery Device	Status	Time
Parent, Heather	Student, Calvin	heather@nomail.com	In-Progress	
Parent, Tad	Student, Karen	tad@nomail.com	In-Progress	
Parent, Kris	Student, Lauren	kris@nomail.com	In-Progress	

Example Sent Message Report DOCX format

Refer to the following table for a description of the fields used in the report.

Field Name	Calculation Logic	Notes
Recipients contacted successfully by phone	Number of **unique People** who successfully received the text, or voice, calls.	If two users shared the same phone number, each user would be included in this count Only includes people who had at least one successfully completed statuses to at least one of their devices (Completed, Live Voice, etc)
Total Recipients	Number of **unique People** included in the recipient list	If two users shared the same phone number, they would each be included in this count. This doesn't necessarily mean each of these people were ultimately contacted, just that they were pulled into the recipient list of the message
Total No Device	Number of **unique People** included in the recipient list who had no device available to be contacted.	This only reports when *No Device* is marked in the report options. The field reports recipients who did not receive a message since they did not have a delivery device available or they did not have a delivery device selected for the message type.
Total Inbox	Number of **unique Inboxes** the message was delivered to	The details of which inboxes were contacted only report if the inbox delivery option is selected prior to printing the sent message log.
Total Emails	Number of **unique Email Addresses** in the recipient list	If two users shared the same email address, the email address would only be counted once. This includes all status types (i.e. failed, etc).
Total Voice	Number of **unique Phone Numbers** in the recipient list	If two users shared the same phone number, the phone number would only be counted once. This includes all status types (i.e. failed, cancelled, completed, etc.).
Total Text	Number of **unique Phone Numbers** in the recipient list	If two users shared the same phone number, the phone number would only be counted once. This includes all status types (i.e. failed, cancelled, completed, opted out, etc).
Total Voice Attempted:	Number of **unique Phone Numbers** the message was attempting to reach.	If two users shared the same phone number, the phone number would only be counted once. This does NOT include status types of Cancelled.

Field Name	Calculation Logic	Notes
Total Text Messages Attempted	Number of **unique Phone Numbers** the message was attempting to reach	If two users shared the same phone number, the phone number would only be counted once. This does NOT include status types of Cancelled or opted out (Blank status).
Recipients contacted successfully by phone	Number of **unique People** who successfully received the text, or voice, calls.	If two users shared the same phone number, each user would be included in this count This only includes people who had at least one successfully completed statuses to at least one of their devices (Completed, Live Voice, etc).
Recipients not contacted by phone	Number of **unique People** who did not receive a call, or text, to one of their devices	If two users shared the same phone number, each user would be included in this count This only includes users who did not have at least one successfully completed status to at least one of their devices. (i.e. non-complete statuses = failed, cancelled, opted out, etc).

Delivery Detail

The Delivery Detail section is specific to the device (portal account, phone number called, texted, or email contacted) for each recipient.

Field	Description
Recipient	The person who received the message.
Student	The student who is enrolled at the school.
Delivery Device	The Delivery Mode that was selected when the message was created.

Status	The status is specific to the device (portal account, phone number called, texted, or email) contacted.
	• **Process Inbox**
	  ◦ **Sent** - The message has successfully been sent to the recipients inbox.
	• **Email**
	  ◦ **Sent** - The email campaign the message was a part of was successfully sent from Campus to the third party email relay and/or Voxology system and has finished processing.
	  > Mailgun Message Log contains the actual delivery status for each email address we passed along. It will give more detailed errors of why a message failed if it did...I.E. invalid email address, blacklisted, etc.
	  ◦ **In-Progress** - The email campaign is being sent from Campus to the third party email relay and/or Voxology system and has not finished processing.
	• **Phone Number (Voice/Text)**
	  ◦ Infinite Campus retrieves a specific call or text status for each phone number that was contacted, Voxology sends that back in the form of a number, and the Call Status Code number under Status.

Time	The time the message was received.