

Sent Message Log (Admin)

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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.

Sent Message Log ☆

Communication > Messenger Administration > Sent Message Log

Created Between and

| Status | Message Type | District/School | Message Subject | Sender | Date Created | Date Scheduled | ScheduleID |
|----------|--------------------|-------------------|--|-----------------------|---------------------|---------------------|------------|
| Sent | Behavior | Harrison High | Parking/Driving Violation | Administrator, System | 01/31/2020 11:00 AM | 01/31/2020 11:00 AM | |
| Sent | Behavior | Harrison High | Student Behavior | Administrator, System | 01/31/2020 11:00 AM | 01/31/2020 11:00 AM | |
| Error | Missing Assignment | Harrison High | Student Missing Assignments | Administrator, System | 01/31/2020 11:00 AM | 01/31/2020 11:00 AM | |
| Canceled | Message Builder | Harrison High | Parent/Teacher Conferences 1st Week in March | Administrator, System | 01/31/2020 10:24 AM | 01/31/2020 10:35 AM | |
| Error | Message Builder | Harrison High | Parent/Teacher Conferences 1st Week in March | Administrator, System | 01/31/2020 10:24 AM | 01/31/2020 10:35 AM | |
| Sent | Special Ed | Plainview Schools | Evaluation Due | Matthews, Dexter | 01/31/2020 10:00 AM | 01/31/2020 10:00 AM | |
| Sent | Behavior | Harrison High | Parking/Driving Violation | Administrator, System | 01/31/2020 10:00 AM | 01/31/2020 10:00 AM | |

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.

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.

| Status | Message Type | District/School | Message Subject | Sender | Date Created | Date Scheduled | ScheduleID |
|---------|--------------------|-----------------|-----------------------------|-----------------------|---------------------|---------------------|------------|
| Sent | Behavior | Harrison High | Parking/Driving Violation | Administrator, System | 01/31/2020 3:00 PM | 01/31/2020 3:00 PM | |
| Sent | Behavior | Harrison High | Parking/Driving Violation | Administrator, System | 01/31/2020 2:00 PM | 01/31/2020 2:00 PM | |
| Waiting | Message Builder | Harrison High | Library Hours | Administrator, System | 01/31/2020 1:39 PM | 01/31/2020 1:39 PM | |
| Sent | Behavior | Harrison High | Parking/Driving Violation | Administrator, System | 01/31/2020 1:00 PM | 01/31/2020 1:00 PM | |
| Sent | Behavior | Harrison High | Parking/Driving Violation | Administrator, System | 01/31/2020 12:00 PM | 01/31/2020 12:00 PM | |
| Sent | Behavior | Harrison High | Parking/Driving Violation | Administrator, System | 01/31/2020 11:00 AM | 01/31/2020 11:00 AM | |
| Sent | Behavior | Harrison High | Student Behavior | Administrator, System | 01/31/2020 11:00 AM | 01/31/2020 11:00 AM | |
| Error | Missing Assignment | Harrison High | Student Missing Assignments | Administrator, System | 01/31/2020 11:00 AM | 01/31/2020 11:00 AM | |

If you cancel a message, it may take several minutes for the log to be updated. Your patience is appreciated.

Delivery Summary

Status: Waiting
 Sender: Administrator, System
 Date/Time Created: 01/31/2020 1:39 PM
 Date Scheduled: 01/31/2020
 Inbox/Email Start Time: 2:00 PM
 Voice/Text Start Time: 1:39 PM

Total Recipients: 3
 Total No Device: 1
 Total Inbox: 2
 Total Emails: 2 Email Delivery Progress:

Refresh Status Cancel this Message

Example of a Waiting message that may be canceled.

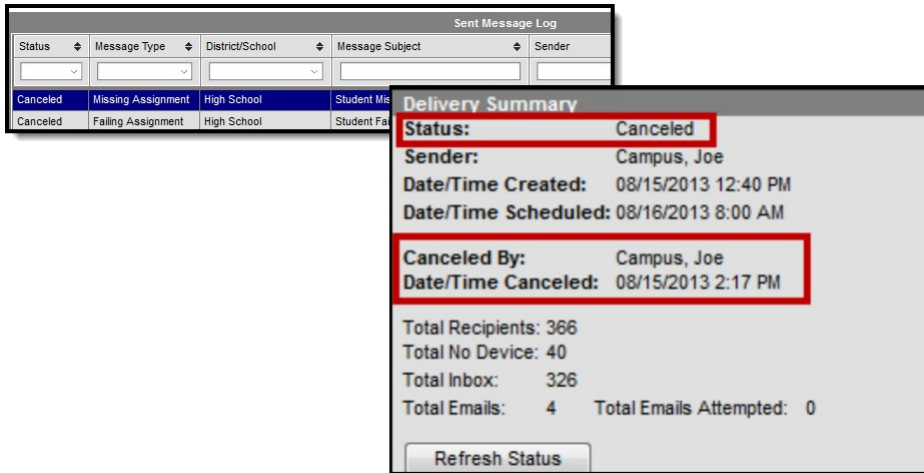
How to Cancel a Message

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 Shoutpoint technology.

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. |

| Code | Status | Notes |
|------|---|---|
| 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. |
| 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. |

| Code | Status | Notes |
|------|--|---|
| -22 | Suppressed Phone # | Destination telephone number is on a suppression list. |
| -23 | Local Fax | Destination telephone number is known to be a fax number. |
| -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 Shoutpoint's gateway and Shoutpoint 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. |

| Code | Status | Notes |
|------|-----------------|--|
| -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.

Delivery Summary

Status: In-Progress
Sender: Administrator, System
Date/Time Created: 12/02/2019 8:33 AM
Date/Time Scheduled: 12/02/2019 8:33 AM

Total Recipients: 127
 Total No Device: 34
 Total Inbox: 93
 Total Emails: 3 Email Delivery Progress:

Sent Message Report Options

Include Delivery Devices:
 No Device Inbox Email Voice/Text

Report Detail:
 All Summary Failed Delivery

Report Format:

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

| Option | Description |
|--------|-------------|
|--------|-------------|

| Option | Description | | | | | | | | |
|---------------------------------|--|--------|-------------|------------|--|----------------|--|------------------------|--|
| Include Delivery Devices | <p>Mark the checkbox next to the device(s) on which you want to report. Marking <i>No Device</i> 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.</p> <div style="background-color: #fff9c4; padding: 10px; margin-top: 10px;"> <p>Delivery Devices not included in the sent message are NOT available to select for the report.</p> </div> | | | | | | | | |
| Report Detail | <p>Select one of the following options:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Option</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>All</td> <td>Prints Summary and detail information of message and recipients.</td> </tr> <tr> <td>Summary</td> <td>Prints Header and Delivery Summary sections.</td> </tr> <tr> <td>Failed Delivery</td> <td> <p>Prints the complete Delivery Detail for recipients who had at least one device fail.</p> <div style="background-color: #fff9c4; padding: 10px; margin-top: 10px;"> <p>This option is not available for waiting or In-progress message campaigns.</p> </div> </td> </tr> </tbody> </table> | Option | Description | All | Prints Summary and detail information of message and recipients. | Summary | Prints Header and Delivery Summary sections. | Failed Delivery | <p>Prints the complete Delivery Detail for recipients who had at least one device fail.</p> <div style="background-color: #fff9c4; padding: 10px; margin-top: 10px;"> <p>This option is not available for waiting or In-progress message campaigns.</p> </div> |
| Option | Description | | | | | | | | |
| All | Prints Summary and detail information of message and recipients. | | | | | | | | |
| Summary | Prints Header and Delivery Summary sections. | | | | | | | | |
| Failed Delivery | <p>Prints the complete Delivery Detail for recipients who had at least one device fail.</p> <div style="background-color: #fff9c4; padding: 10px; margin-top: 10px;"> <p>This option is not available for waiting or In-progress message campaigns.</p> </div> | | | | | | | | |
| Format | Select whether you want the report to generate in PDF , CSV or DOCX format. | | | | | | | | |

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

Sent Message Report Example

| High School | | Sent Message Report | |
|--|---------------------|---|---------------|
| Generated on 12/02/2019 08:55:18 AM Message Status: In-Progress | | 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 |
| End Time: | 12/02/2019 08:54 AM | Total Emails: | 3 |
| Duration: | 0 minutes | Total Voice: | 0 |
| Total Recipients: | 127 | Total Text: | 0 |
| Total No Device: | 34 | Total Voice Attempted: | 0 |
| | | Total Text Messages Attempted: | 0 |
| | | Recipients contacted successfully by phone: | 0 |
| | | Recipients not contacted by phone: | 127 |
| 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 |
| 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 <i>No Device</i> 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. |

| Field Name | Calculation Logic | Notes |
|---|---|--|
| 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. |
| 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 | <p>The status is specific to the device (portal account, phone number called, texted, or email) contacted.</p> <ul style="list-style-type: none"> • Process Inbox <ul style="list-style-type: none"> ◦ Sent - The message has successfully been sent to the recipients inbox. • Email <ul style="list-style-type: none"> ◦ Sent - The email campaign the message was a part of was successfully sent from Campus to the third party email relay and/or Shoutpoint system and has finished processing. <div data-bbox="475 853 1423 1055" style="background-color: #e1f5fe; padding: 10px; margin: 10px 0;"> <p>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.</p> </div> <ul style="list-style-type: none"> ◦ In-Progress - The email campaign is being sent from Campus to the third party email relay and/or Shoutpoint system and has not finished processing. • Phone Number (Voice/Text) <ul style="list-style-type: none"> ◦ Infinite Campus retrieves a specific call or text status for each phone number that was contacted, Shoutpoint sends that back in the form of a number, and the Call Status Code number under Status. |
| Time | The time the message was received. |