

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

Sent Message Log							
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: 0%

Refresh Status Cancel this Message

Sent Message Report Options

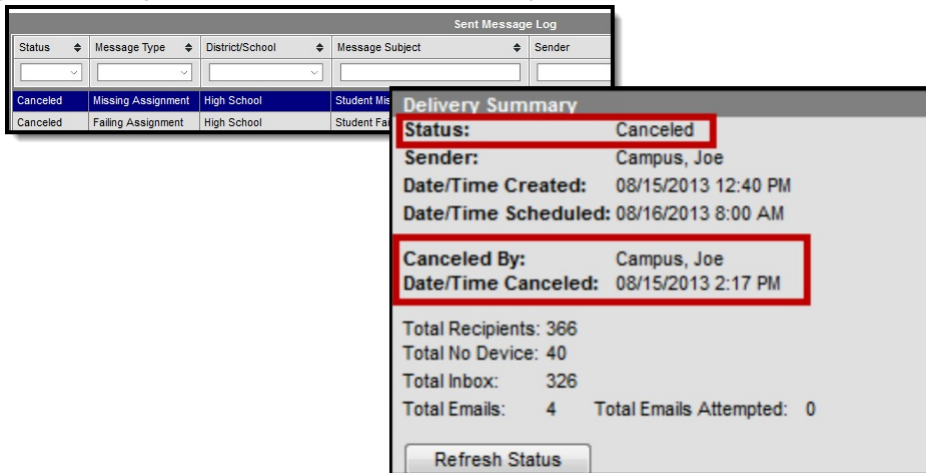
Example of a Waiting message that may be canceled.

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.

Code	Status	Notes
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.
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.

Code	Status	Notes
-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.
-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	
-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	

Code	Status	Notes
-38	Max Customer Minute Charge	
-39	SMS Queued	
-40	Undelivered	

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: 0%

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
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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="border: 1px solid #ccc; background-color: #fff9c4; padding: 5px; 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>Prints the complete Delivery Detail for recipients who had at least one device fail.</td> </tr> </tbody> </table> <div style="border: 1px solid #ccc; background-color: #fff9c4; padding: 5px; 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	Prints the complete Delivery Detail for recipients who had at least one device fail.
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.								
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.