

# 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: 0%

Refresh Status      Cancel this Message

Sent Message Report Options

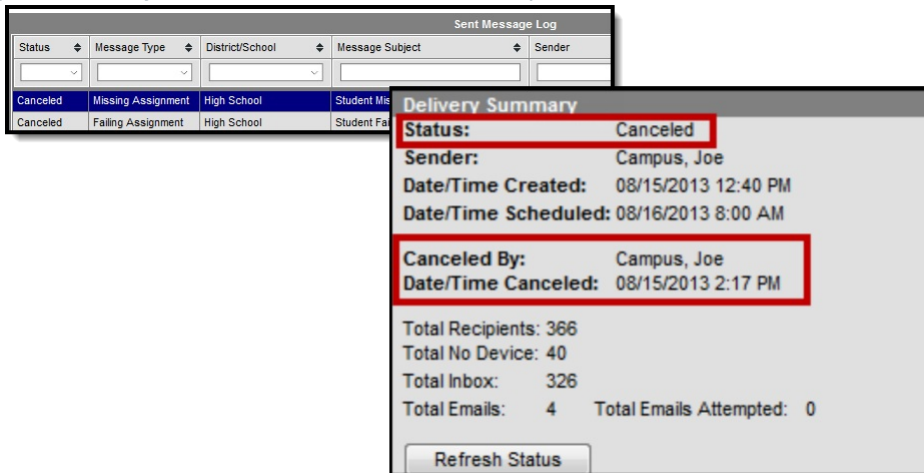
*Example of a Waiting message that may be canceled.*

## 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...](#)

## 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%

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**Sent Message Report Options**

**Include Delivery Devices:**

No Device     Inbox     Email     Voice/Text

**Report Detail:**

All     Summary     Failed Delivery

**Report Format:**

PDF

Print Sent Message Report

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

Option	Description								
<b>Include Delivery Devices</b>	<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>								
<b>Report Detail</b>	<p>Select one of the following options:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Option</th> <th style="text-align: left;">Description</th> </tr> </thead> <tbody> <tr> <td><b>All</b></td> <td>Prints Summary and detail information of message and recipients.</td> </tr> <tr> <td><b>Summary</b></td> <td>Prints Header and Delivery Summary sections.</td> </tr> <tr> <td><b>Failed Delivery</b></td> <td>Prints the complete Delivery Detail for recipients who had at least one device fail.</td> </tr> </tbody> </table> <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	<b>All</b>	Prints Summary and detail information of message and recipients.	<b>Summary</b>	Prints Header and Delivery Summary sections.	<b>Failed Delivery</b>	Prints the complete Delivery Detail for recipients who had at least one device fail.
Option	Description								
<b>All</b>	Prints Summary and detail information of message and recipients.								
<b>Summary</b>	Prints Header and Delivery Summary sections.								
<b>Failed Delivery</b>	Prints the complete Delivery Detail for recipients who had at least one device fail.								

Option	Description
<b>Format</b>	Select whether you want the report to generate in <b>PDF</b> , <b>CSV</b> or <b>DOCX</b> 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		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		
<b>Delivery Summary</b>				
<b>Start Time:</b>	12/02/2019 08:54 AM	<b>Total Inbox:</b>	93	
<b>End Time:</b>	12/02/2019 08:54 AM	<b>Total Emails:</b>	3	
<b>Duration:</b>	0 minutes	<b>Total Voice:</b>	0	
<b>Total Recipients:</b>	127	<b>Total Text:</b>	0	
<b>Total No Device:</b>	34	<b>Total Voice Attempted:</b>	0	
		<b>Total Text Messages Attempted:</b>	0	
		<b>Recipients contacted successfully by phone:</b>	0	
		<b>Recipients not contacted by phone:</b>	127	
<b>Filter Criteria</b>				
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				
<b>Message Detail</b>				
Reply To Email: sysadmin@nomail.com				
Message Body:				
School is cancelled due to weather.				
<b>Delivery Detail</b>				
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
<b>Recipients contacted successfully by phone</b>	Number of <b>unique People</b> 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)

Field Name	Calculation Logic	Notes
<b>Total Recipients</b>	Number of <b>unique People</b> included in the recipient list	<p>If two users shared the same phone number, they would each be included in this count.</p> <p>This doesn't necessarily mean each of these people were ultimately contacted, just that they were pulled into the recipient list of the message</p>
<b>Total No Device</b>	Number of <b>unique People</b> 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.
<b>Total Inbox</b>	Number of <b>unique Inboxes</b> 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.
<b>Total Emails</b>	Number of <b>unique Email Addresses</b> in the recipient list	<p>If two users shared the same email address, the email address would only be counted once.</p> <p>This includes all status types (i.e. failed, etc).</p>
<b>Total Voice</b>	Number of <b>unique Phone Numbers</b> in the recipient list	<p>If two users shared the same phone number, the phone number would only be counted once.</p> <p>This includes all status types (i.e. failed, cancelled, completed, etc.).</p>
<b>Total Text</b>	Number of <b>unique Phone Numbers</b> in the recipient list	<p>If two users shared the same phone number, the phone number would only be counted once.</p> <p>This includes all status types (i.e. failed, cancelled, completed, opted out, etc).</p>
<b>Total Voice Attempted:</b>	Number of <b>unique Phone Numbers</b> the message was attempting to reach.	<p>If two users shared the same phone number, the phone number would only be counted once.</p> <p>This does NOT include status types of Cancelled.</p>
<b>Total Text Messages Attempted</b>	Number of <b>unique Phone Numbers</b> the message was attempting to reach	<p>If two users shared the same phone number, the phone number would only be counted once.</p> <p>This does NOT include status types of Cancelled or opted out (Blank status).</p>

Field Name	Calculation Logic	Notes
<b>Recipients contacted successfully by phone</b>	Number of <b>unique People</b> who successfully received the text, or voice, calls.	<p>If two users shared the same phone number, each user would be included in this count</p> <p>This only includes people who had at least one successfully completed statuses to at least one of their devices (Completed, Live Voice, etc).</p>
<b>Recipients not contacted by phone</b>	Number of <b>unique People</b> who did not receive a call, or text, to one of their devices	<p>If two users shared the same phone number, each user would be included in this count</p> <p>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).</p>