

Voxology: Messenger Digital Repository/Sent Message Log 2.0 User Guide

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Enabling Messenger Tools: Digital Repository | Messenger 2.0: New and Scheduled Message CDR User Acceptance | Setting Up Tool Rights | Accessing Sent Message Log 2.0 | Sent Message Log 2.0 Fields | Message Detail | Building Reports

This guide will outline how to use Sent Message Log 2.0 and how to set up your district. Districts are required to enable CDR for Voice/Text in order to send messages containing .wav files.

Emergency call flows have a dedicated Emergency Call Flow process, and should ONLY be used in a true emergency.

- General and Priority calls contact individuals with multiple devices (Cell phone, work phone, etc) in a designated order
 - Priority messages will be sent to Voxology with a higher priority than General messages (Same as the old engine)
- Emergency Calls now use a special call flow, where we immediately contact all devices for that contact simultaneously. For example, if you have a cell and a work phone, BOTH will ring on the first call wave.

Enabling Messenger Tools: Digital Repository

As an administrator, you will need to enable the Voice/Text option in the Digital Repository Preferences in order to upload .wav files to a message.

If your district is not using the Campus Digital Repository (CDR) yet, you will first be asked to enable CDR for your district. If your district already uses CDR elsewhere, skip to step 6.

1.



Main Menu	Custom Data and Links	Data Defining Tools	Data Interchange Setup	Data Interchange	Data Utilities
Instruction Student Information Attendance Office Behavior Office Census Communication	Core Attribute/Dictionary Custom Attribute/Dictionary Custom Thelp Article Setup Custom Tool Placement Editor Custom Tool Setup SSRS Report Configuration SSRS Server Configuration	Code Defining	Agent Setup Data Access Rights SIF Zone Options Zone Setup	Administration Error Log National Records Exchange Resync State Data - Batch Resync State Data - Selective Sync SiF Data Tool SiF Message History SiF Record Deleter Student Records Transfer Synchronization Field Settings Verification Summary	Ad Hoc Deactivated Element Impact Report Ad Hoc Element Replacemer Wizard Combine Person Wizard Data Extract History Data Extract Villity Exchange Manager Data Extract Zip Tool
Custom Tools	> Data Warehouse	Digital Repository	Internal ONLY	Payments	Portal Preferences
Employee Self Service	> Data Options	Digital Repository Data Usage	Active AdHoc Elements Extract	Payments Setup	Portal Display Options
Fees	> Refresh Set 2 →	Digital Repository Preferences Instruction/Curriculum Usage	Campus Attribute Metadata	Payments Reporter	Portal Display Options Repo
FRAM	>	Report	Data Validation Groups Admin	Payments Notifications	Portal Request Summary Re
Grading & Standards	>	Person Documents Usage Report Repository Cleanup	Data Validation Rules Admin Data Validation Stored Procedure	Recurring Payments Report	Portal Usage Report Push Notifications
Health Office	>		Events & Actions Creation		Self Service Options Translation Language Setup
My Account	>				Translation Setup
Reporting	> System Preferences	System Processes			
Scheduling & Courses	> Acceptable Use Policy	Batch Queue Admin			
School & District Settings	Electronic Release Setup	Task Scheduler			
School Store	Report Comment Setup Report Setup				
System Settings	> Reports Roll Forward Wizard Student Number Format Setup				
Liser Management	> System Preferences				

- 2. In the left-hand panel, select **System Settings**.
- 3. Under the Digital Repository section, select **Digital Repository Preferences**.

For questions about CDR, contact your account representative or visit the <u>Frequently Asked</u> <u>Questions</u> or <u>Campus Community</u> links.

3. Click the **Enable CDR** button on the lower left of the screen.

Dig	jital Repository Preferences 🌣
C	Campus Digital Repository
c	DR licensing costs \$2.50 per GB/year
т	hat's only 20¢ per GB per month!
c	DR Benefits
	Free 1 MB per student
	Seamless integration into your day-to-day tools
	Easy and secure access to your files
	All files scanned for malware and viruses
	Detailed usage reporting and cleanup
	Support for a wide variety of file types
l h	nterested?
C tř	ampus Digital Repository (CDR) is a large-scale file object storage service which integrates with the Infinite Campus SIS. It provides encrypted and secure access to all files uploaded rrough a growing number of Campus tool sets.
T	o enable CDR, an authorized District staff member must review and agree to the Terms of Service agreement below on behalf of the district. Once CDR registration is complete, uthorized staff can enable integrations within various Campus tool sets.
Q	uestions? Read our Frequently Asked Questions and/or visit the Campus Community to learn more.
3	Enable CDR

4. Select all three checkboxes and click **View Terms**.





- 5. Once the checkboxes and terms have been selected, click the green **I Accept** button to proceed to the Digital Repository Preferences page.
- Administrators will need to enable the Voice/Text option in the Digital Repository Preferences before .wav files can be uploaded to messages. Scroll down the page to the Campus Communicator section, and click the checkbox labeled Voice/Text.

	Cost Calculation	
	\$2.50 Price - 1 GB/Year \$0.00	Estimated Dillable Usage/Year S0.00* Total Usage does not exceed Non-Billable Allotment
	Estimated Billable Usage/Year 11.00 GB Non-Billable Allotment - 1 MB/Student 0.00 GB Total Usage - All Locations	(Total Usage 0 GB - Non-Billable Alforment 11 GB) × \$2.50
	File Upload	
	Cache Size 5 GB •	Max File Size 1 M2 •
	School Store	Team of Shrows Administrator, Cystems Accepted By: Administrator, Cystems Accepted Date: 64-251/2024 10:18
	Behavior	
	Enable	Campus Communicator
	Enable document attachment within Baha Sehavior Management Behavior Referral Student Information General	Enable document attachment within Campus Communicator by module Voice / Text
	Campus Communicator	
6	Enable document attachment within Campus C Voice / Text	Communication by module
	Person	
_	Enable	

7. After checking the box, click **Save**.

Messenger 2.0: New and Scheduled Message CDR User Acceptance

Messenger 2.0 users will be asked to accept the CDR terms and conditions when uploading a .wav file to a new message. This is a one-time action unless the terms change. If a user has scheduled messages containing .wav files and hasn't accepted the terms and conditions, they will be prompted to do so when editing the scheduled message. However, existing messages will not be stopped.

Messenger 2.0 \$	2	(3)
Message Subject *	2 Accept Terms and Conditions	×
By sharing or uploading a file, I agree to be le Caller ID • (763)247-5855 Voice Type Upload Text-to-Speech Attach an existing WAV file below or select 'Record Record WAV	By sharing or uploading a file, I agree to be legally bound Service, the Privacy Policy, and any acceptable school or 3 4	by the Terms of district policies.
Attach WAV *		Drop files here to upload

- 1. On Step 2 of message creation, click either the **Upload** or **Record WAV** button.
- 2. A modal window will pop up, requiring the user to accept the terms and conditions.
- 3. The user must open both the Terms of Service and Privacy Policy links.
- 4. Once the terms are reviewed, click **Accept** to proceed with the upload process.

Setting Up Tool Rights

As an administrator, you have the ability to grant access to Sent Message Log 2.0 in the tool rights section of Messenger.

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- 2. Select **User** in the Search.
- 3. Select a user account.
- 4. Click **Tool Rights** in the side panel.
- 5. Click the expand arrow icon next to Messenger.

Sent Message Log 2.0 All Messages My Messages	
Sent Message Log 2.0 All Messages My Messages	 ✓ All ☐ All ✓ All ✓ All
Sent Message Log 2.0 All Messages My Messages	7 2 Ali 2 Ali 2 Ali 2 Ali
Sert Message Log 2.0 All Messages Staff Messager Uber Oroup Formats Sarvey Messager Administration Messanger Settings Employee self Service Fees	AI AI
FRAM Seve Reset User Rights Summary	All Read Write Add Delete

6. Navigate to the Sent Message Log 2.0 tool rights.



- 7. Select the checkbox next to "All Messages" to grant a user visibility to all messages for a district.
- 8. Select the checkbox next to "My Messages" to grant a user visibility to only messages they create.
- 9. Both permissions can be granted by clicking the "All" checkbox for Sent Message Log 2.0.

Accessing Sent Message Log 2.0

Once a user has tool rights assigned, they will be able to access Sent Message Log 2.0.



- 1. Click Communication.
- 2. Click Sent Message Log 2.0.

Sent Message Log 2.0 Fields

Sent Messages are displayed automatically and users with proper tool rights can alternate between sent messages they created and sent messages for the entire district by clicking the corresponding buttons at the top of the table.

III IVIESSA	ige Log 2.0 ។	<u>አ</u>				Communica	ation > Messeng	jer > Sent Mes	sage L
Sent Mess	ages								
Iters									-
elect filters yo djacent to it.	ou want to apply to Once all desired fi	o the table below. Filters left l Iters are selected, click "Apply	blank will show y Filters". Click "	all available options for Reset Filters" to clear all	that filter in the table. Ye filters and return to the	ou can clear individual e default view.	filters by clicking	the "Clear" butt	on
able View			Message ID		SI	tart Date	End Date		
My Messages	All Messages				Clear	MM/DD/YYYY	to MM/DD/	YYYY 🗄	
alendar			Subject						
All Available	Calendars	Clear			Clear				
Apply Filters	Reset Filters								
Apply Filters	Reset Filters								
Apply Filters	Reset Filters	CALENDAR	SUBJECT	CREATED BY	ТҮРЕ	DELIVERY MODE	ATTACHMENT	STATUS	
Apply Filters ATE 2/02/2024	Reset Filters MESSAGE ID 219	CALENDAR 24-25 Appa Manual Calendar Primary Core Calendar	subject inbox test	CREATED BY Administrator, System	TYPE Messenger 2.0 General	DELIVERY MODE	ATTACHMENT	STATUS	>
Apply Filters ATE 2/02/2024 2/02/2024	Reset Filters MESSAGE ID 219 218	CALENDAR 24-25 Appa Manual Calendar Primary Core Calendar 24-25 Appa Manual Calendar Primary Core Calendar	SUBJECT inbox test inbox test	CREATED BY Administrator, System Administrator, System	TYPE Messenger 2.0 General Messenger 2.0 General	DELIVERY MODE Inbox	ATTACHMENT	SENT	>

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Field	Description
My Messages	A filter that shows only the messages created by the user. This is the default view for users with both "All Messages" and "My Messages" Tool Rights.
All Messages	A filter that shows the messages a user created and messages that were sent by other users.
Message ID	The unique ID number for that message campaign.
Start Date and End Date	Enter either one day or a date range to filter messages sent on or between the dates selected.
Calendar	The Calendar messages were sent in.
Subject	The subject of the message campaign.
Apply Filters	Used to apply all selected filters to the Sent Message Log.
Reset Filters	Removes all the filter selections and returns the table to the default view.
Date	Date the message was sent with the newest date appearing at the top.
Calendars	Calendars that were selected in the sent message.
Subject	The title of the message.
Created By	The user who sent the message.

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Туре	Shows if the message was Emergency, Priority, General, Behavior, etc.
Delivery Mode	Shows if the message was sent via Inbox, Email, Voice, Text or multiples.
Attachment	Shows if the message contains an attachment.
Status	Shows if the message was Sent, Errored, or Canceled.

Message Detail

Clicking on an item in the Sent Messages list allows you to view high-level message details directly without generating a report.

Sent Message Lo	og 2.0 ☆					
Message Detail						
Message Status	SENT					Message ID 90
Message Settings						-
District	DISTRICT					
School Year	24-25					
Calendar	2025					
Delivery Mode	Inbox, Email, Vo	pice, Text				
Recipients	Students, Non-	Campus				
Recipient Count	10					
Recipients with No Device	• 0					
Message Type	Messenger 2.0	General				
Delivery Information						-
Duration times are refl	lected as HH:MM:SS (Ho	our, Minute, Second). For ea	cample, 1 hour, 22 minutes ar	id 33 seconds would s	show as 01:22:33.	
Total Message Duration	00:06:00					
DELIVERY MODE	TOTAL DEVICES	TOTAL ATTEMPTS	TOTAL SUCCESSFUL	TOTAL ERROR	TOTAL CANCELED	FIRST ATTEMPT DURATION
Inbox	8	8	8	0	0	00:00:00
Email	3	3	3	0	0	00:00:00
Voice	3	5	5	0	0	00:00:04
Text	2	1	1	0	0	00:00:21
Message Details						-
Subject	Scheduled Mes	sage Int 3 Email Last				
Sender	Administrator, S	System				
Reply To	noreply@infinite	ecampus.com				
Date Created	02/25/2025					
Date Sent	02/25/2025					
Send Option	Scheduled					
Inbox/Email Start Time	3:30 PM					
Voice/Text Start Time	3:25 PM					
Message Body						
Scheduled Messa	age Int 3 Email Last					
Message Text						
Scheduled Messa	age Int 3 Email Last					
Build Report Back]					

Field	Description
Message Status	Overall message status. This shows the status of the message as a whole. Individual recipient status is only visible by running a report.
Message Settings	Shows the selections that were made.



Field	Description
District	The school district the message was sent from.
School Year	The school year that the message was sent.
Calendar	The calendars selected by message creator.
Delivery mode	The Inbox, Email, Voice, or Text mode selected.
Recipients	Which Groups of people the message included.
Recipient Count	The number of People the message was sent to.
Message Type	The Message Type that was selected when the message was sent.
Delivery Information	Shows delivery attempts per device.
Total Message Duration	The total duration of the entire campaign dispatch from beginning to end.
Delivery Mode	The number of eligible Inbox, Email, Voice, and Text.
Total Devices	The number of eligible device types. Message recipients may have multiple phone numbers. The number of devices can be much larger than the number of recipients.
Total Attempts	The number of attempts made.
Total Successful	The number of successful attempts.
Total Failed	The number of attempts that had an error.
Total Canceled	The number of attempts that were canceled.
First Attempt Duration	Shows how long it took to contact all recipients in a campaign on the first attempt. If the time is zero seconds, it was sent in either less than a second or instantly.
Message Details	Shows the information in the message such as the sender, the time it was sent, and the message that was included.

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Field	Description
Build report	Opens the Build Report panel

Building Reports

Use the Build Report panel to generate a detailed report to view the complete status of all recipients.

Sent Message Log 2.0 ☆						
Message Detail						
Message Status: SENT				Build Report		
+ Message Settings						
District: Plainview School District School Year: 21-22 Calendar: 21-22 Adams Middle School, 21-22 Arthur Elementary. Elementary School, 21-22 Johnson Elementary School, 21-22 Pierce Junior High, 21-22 Pierce Ju		hur Elementary, 21-2 mentary School, 21-3 Middle School, 21-2	Delivery Mode All Inbox Email Voice Text			
Recipients: Students, Messenger Contacts, Staff			Delivery Status			
+ Delivery Information				☐ All Sent		
	Delivery Mode	Total Recipients	Total Attemp	Error		
	Inbox	900	900	Canceled		
	Email	500	500	Report Type*		
	Push	350	250	PDF -		
Voice		50	150			
	Text	20	75	Generate Reset Back		
+ Message Details						
Subject: Early Release To: Students, Massenger Contacts, Staff Sender: Principle Catter Created by: Smith, Natasha Date: 03/23/2022 Time: 10:00 AM Atta Inclement Weather way						
Build Report Back						

- 1. Click **Build Report** to open a new side panel.
- 2. Select the desired delivery mode. By default, "All" is selected. If left unchanged, the report will include all delivery modes in the message. At least one delivery mode must be selected.
- 3. Select the delivery status. The default option is "All." If left unchanged, the report will include all statuses in the message. At least one status must be selected.
- 4. Select the report format. The default selection is PDF, with options to choose from three supported file types:
 - PDF
 - CSV
 - DOCX
- 5. Click **Generate** to create the report. The report will open in a new browser tab, where it can be viewed, printed, or saved.