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

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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.
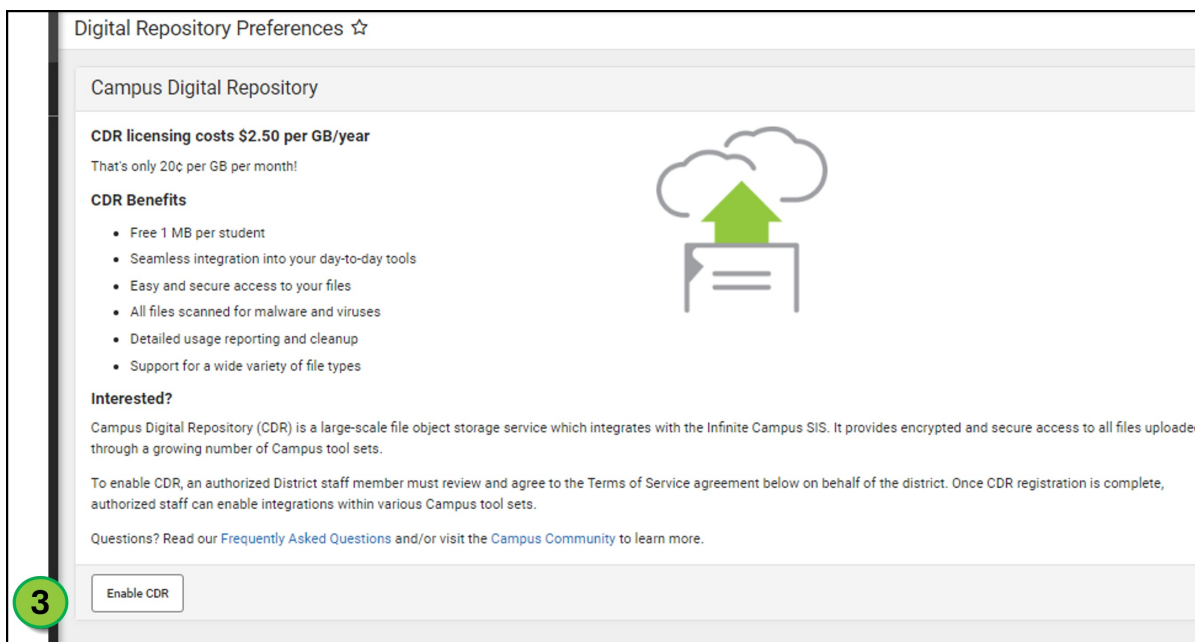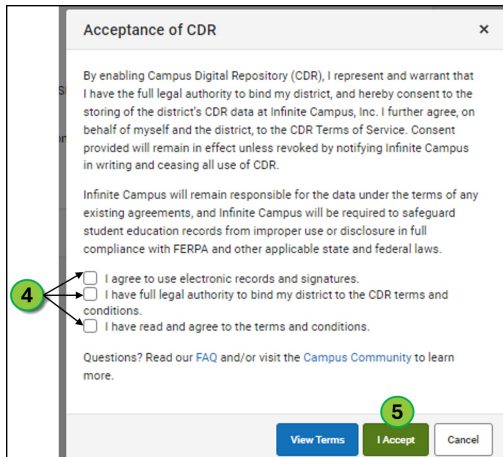
1.
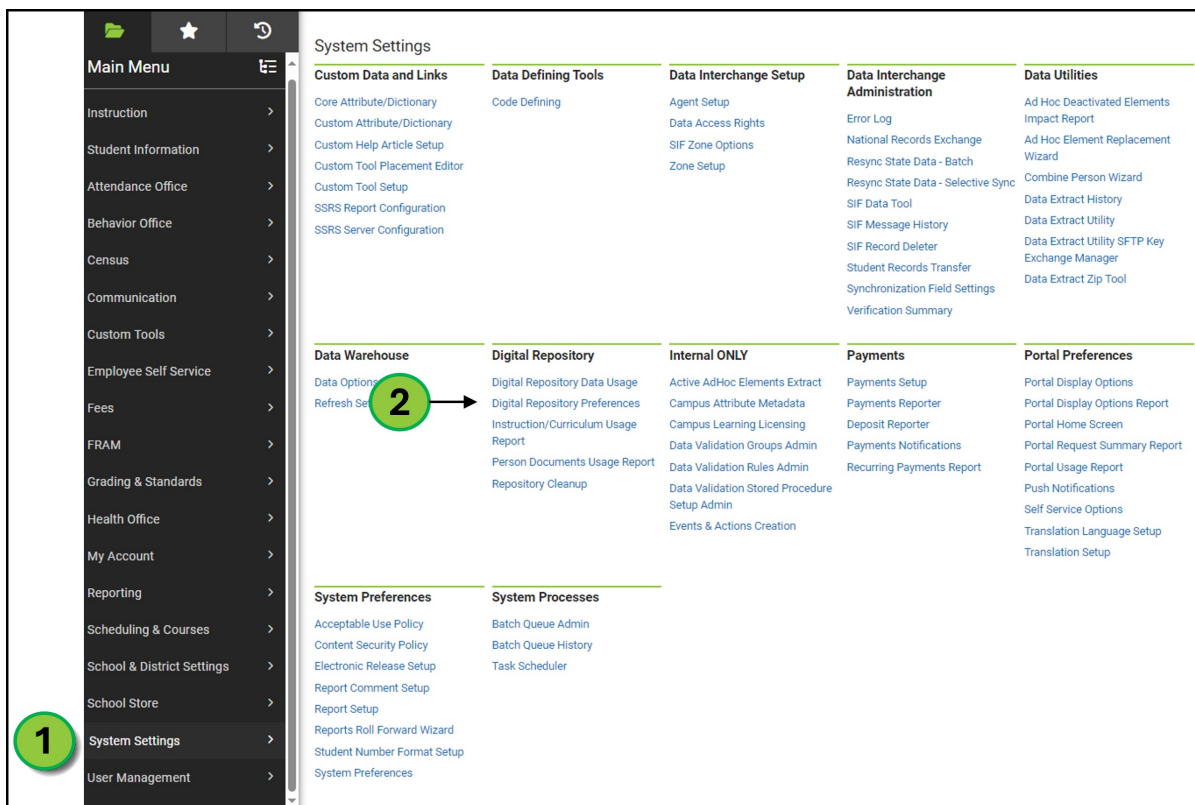
2. In the left-hand panel, select **System Settings**.
3. Under the Digital Repository section, select **Digital Repository Preferences**.

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

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

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.

6. 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**.

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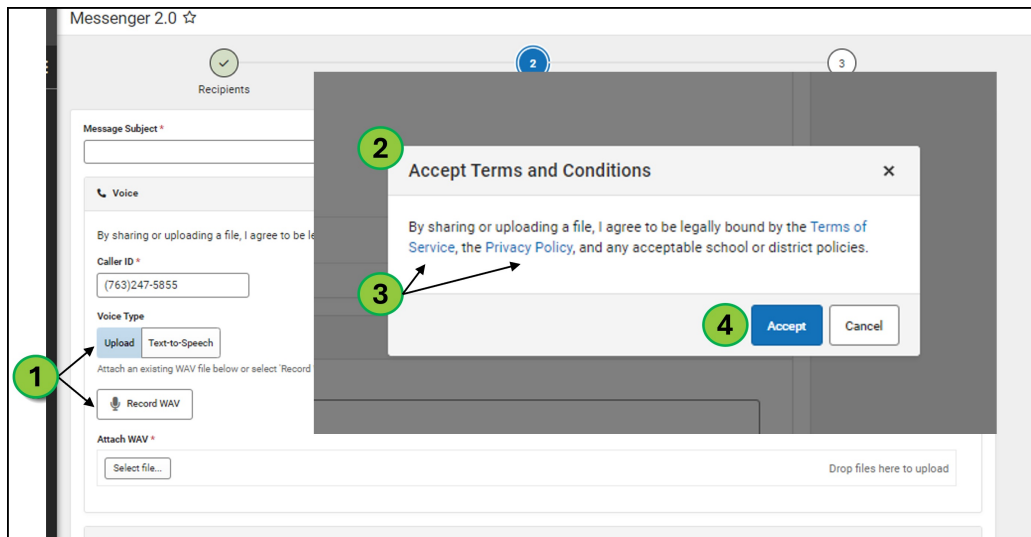
1. On Step 2 of message creation, click either the **Upload** or **Record WAV** button.
2. A modal window will pop up, requiring the user to accept the terms and conditions.
3. The user must open both the **Terms of Service** and **Privacy Policy** links.
4. Once the terms are reviewed, click **Accept**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

1.
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.
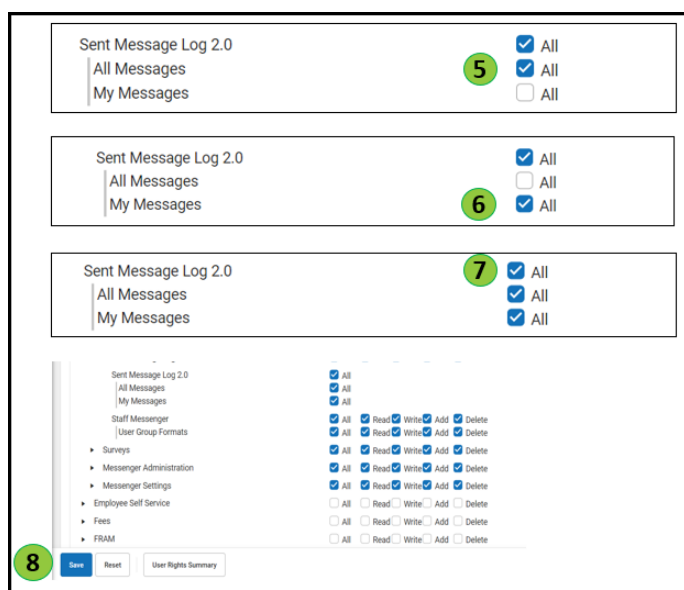
6. Navigate to the Sent Message Log 2.0 tool rights.

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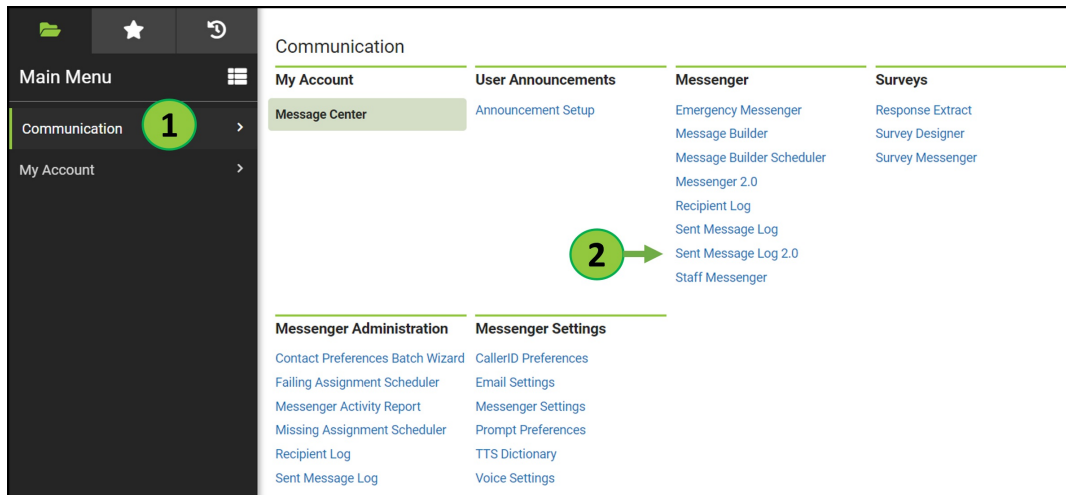
1. Click **Communication**.
2. Click **Sent Message Log 2.0**.

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.

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.

Type	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.

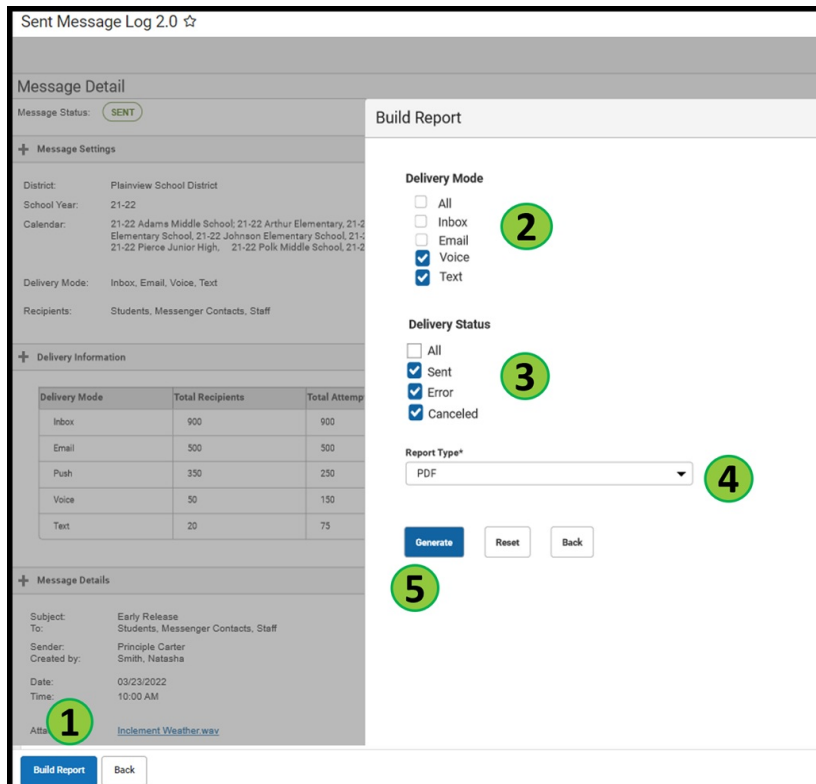| Field	Description
Message Status	Overall message status. This shows the status of the message as a whole. Individual recipient status is only visible by running a report.
Message Settings	Shows the selections that were made.

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.

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.

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.