

# Use Sent Message Log 2.0

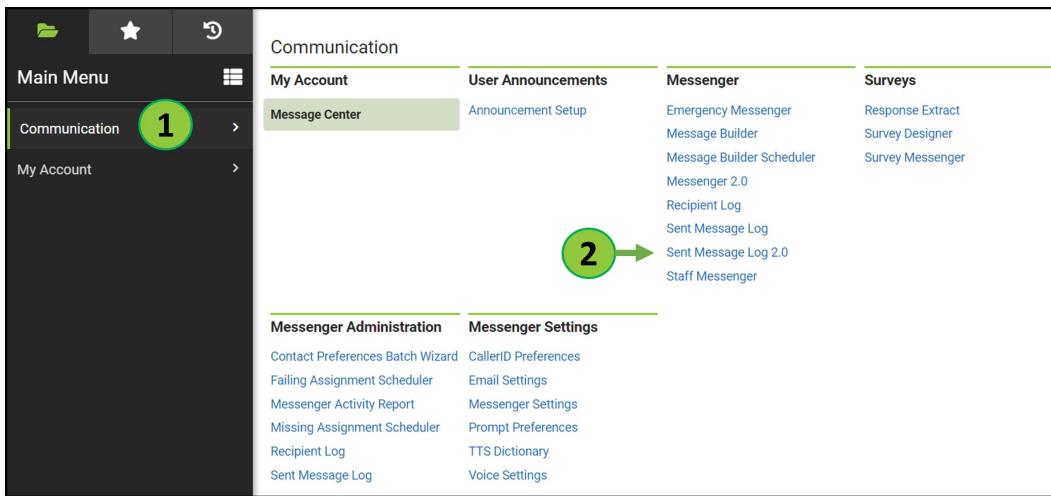
Last Modified on 12/16/2025 10:33 am CST

This guide provides a clear overview of Sent Message Log 2.0, including its key functions and the types of data it reports. You'll learn how it tracks messages and campaigns sent through Messenger 2.0, helping you understand and manage your communication activity effectively. Messages sent through Messenger 2.0 (when the Cloud Messenger Engine toggled ON) and Opt In messages sent when the toggle is ON are logged in the Sent Message Log 2.0. All other message types are logged into the classic [Sent Message Log](#).

**Note:** Messages are not canceled in Sent Message Log 2.0. Messenger 2.0 messages can be [canceled](#) under the In-Progress tab of the Upcoming Messages card on the Messenger 2.0 home screen

## Access 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.

Sent Message Log 2.0 ☆
Communication > Messenger > Sent Message Log 2.0

### Sent Messages

**Filters**

Select filters you want to apply to the table below. Filters left blank will show all available options for that filter in the table. You can clear individual filters by clicking the "Clear" button adjacent to it. Once all desired filters are selected, click "Apply Filters". Click "Reset Filters" to clear all filters and return to the default view.

**Table View**

**Message ID**

**Start Date**  


to

**End Date**

**Calendar**

**Subject**

DATE	MESSAGE ID	CALENDAR	SUBJECT	CREATED BY	TYPE	DELIVERY MODE	ATTACHMENT	STATUS
12/02/2024	219	24-25 Appa Manual Calendar Primary Core Calendar	inbox test	Administrator, System	Messenger 2.0 General	Inbox		SENT >
12/02/2024	218	24-25 Appa Manual Calendar Primary Core Calendar	inbox test	Administrator, System	Messenger 2.0 General	Inbox		SENT >
11/27/2024	217	24-25 Appa Manual Calendar Primary Core Calendar	inbox test	Administrator, System	Messenger 2.0 General	Inbox		SENT >

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

<b>Type</b>	Shows if the message was Emergency, Priority, General, Behavior, etc.
<b>Delivery Mode</b>	Shows if the message was sent via Inbox, Email, Voice, Text or multiples.
<b>Attachment</b>	Shows if the message contains an attachment.
<b>Status</b>	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 Log 2.0 ☆

Message Detail

Message Status

SENT

Message ID

90

Message Settings

District

DISTRICT

School Year

24-25

Calendar

2025

Delivery Mode

Inbox, Email, Voice, Text

Recipients

Students, Non-Campus

Recipient Count

10

Recipients with No Device

0

Message Type

Messenger 2.0 General

Delivery Information

Duration times are reflected as HH:MM:SS (Hour, Minute, Second). For example, 1 hour, 22 minutes and 33 seconds would 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 Message Int 3 Email Last

Sender

Administrator, System

Reply To

noreply@infinitecampus.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 Message Int 3 Email Last

Message Text

Scheduled Message Int 3 Email Last

Build Report

Back

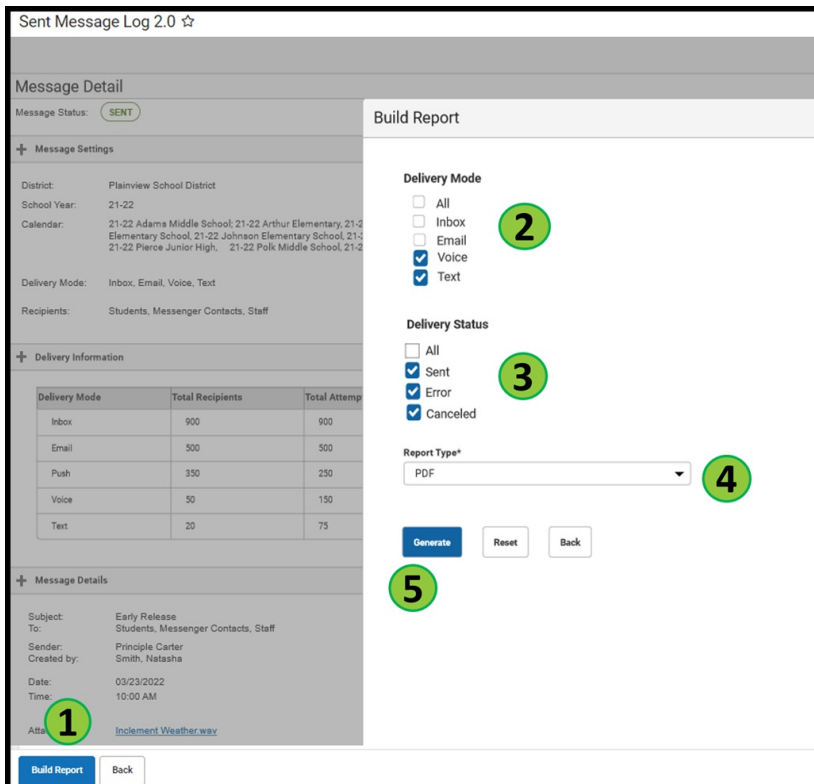
Field	Description
<b>Message Status</b>	Overall message status. This shows the status of the message as a whole. Individual recipient status is only visible by running a report.
<b>Message Settings</b>	Shows the selections that were made.

Field	Description
<b>District</b>	The school district the message was sent from.
<b>School Year</b>	The school year that the message was sent.
<b>Calendar</b>	The calendars selected by message creator.
<b>Delivery mode</b>	The Inbox, Email, Voice, or Text mode selected.
<b>Recipients</b>	Which Groups of people the message included.
<b>Recipient Count</b>	The number of People the message was sent to.
<b>Message Type</b>	The Message Type that was selected when the message was sent.
<b>Delivery Information</b>	Shows delivery attempts per device.
<b>Total Message Duration</b>	The total duration of the entire campaign dispatch from beginning to end.
<b>Delivery Mode</b>	The number of eligible Inbox, Email, Voice, and Text.
<b>Total Devices</b>	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.
<b>Total Attempts</b>	The number of attempts made.
<b>Total Successful</b>	The number of successful attempts.
<b>Total Failed</b>	The number of attempts that had an error.
<b>Total Canceled</b>	The number of attempts that were canceled.
<b>First Attempt Duration</b>	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.
<b>Message Details</b>	Shows the information in the message such as the sender, the time it was sent, and the message that was included.

Field	Description
<b>Build report</b>	Opens the Build Report panel

## Build 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.

## Voxology Call Statuses

The statuses provided by Voxology are as follows:

Successful Statuses	Description
<b>Sent</b>	Message was sent and accepted by an upstream carrier
<b>Delivered</b>	<p>Message was sent, accepted by and upstream carrier, and also received a delivery confirmation from that carrier. No confirmation was received by recipient.</p> <p>The timestamp for a text message that has a 'Delivered' status indicates when the carrier responded to Voxology that the text had been delivered.</p>
<b>Completed</b>	<p>Call was connected to the recipient and has now ended.</p> <ul style="list-style-type: none"> <li>The Cloud Messaging System in AWS upon receiving a Completed status from Voxology can re-map the status as follows: <ul style="list-style-type: none"> <li>Completed - The recipient of the call confirmed the call by pressing '0'.</li> <li>Not Confirmed - The recipient of the call did not press '0'.</li> </ul> </li> </ul>
<b>Busy</b>	Call was attempted and received a busy signal.
<b>No Answer</b>	Call was attempted, but the timeout value elapsed prior to connect, or the far end did not connect after ringing.
<p>The Cloud Messaging System in AWS can also opt not to dispatch messages to recipients under certain conditions which map to the following status:</p> <ul style="list-style-type: none"> <li>Not Eligible - An SMS message was about to be sent to an extension phone number. SMS was not sent to Voxology and instead marked as a Not Eligible contact attempt</li> </ul>	
<b>No Device</b>	Recipient did not have a device available to contact.
<b>No Call Status</b>	Statuses for this call or SMS were unable to be returned from the AWS system.
<b>No Status</b>	Statuses are unavailable for this email/inbox.
<b>Opt-Out</b>	Message could not be sent because recipient Opted-out by replying STOP to a text.
<b>OPT in</b>	<p>Recipient texted START to the Shortcode and has opted back into messages.</p> <ul style="list-style-type: none"> <li>This is a high level Message TYPE that can be seen on the Message log table.</li> <li>The individual delivery statuses here don't apply because it's from the recipient to the campus shortcode.</li> </ul>

Error Statuses	Description
<b>Failed</b>	Call was attempted but never connected due to a failure in the public switched telephone network (PSTN), which is the physical landline system.
<b>Undelivered</b>	Message was sent, but it could not be delivered. This can be returned in cases where the number cannot receive an SMS (like a landline). This comes from the carrier.
<p>The Cloud Messaging System in AWS can also experience errors when trying to initiate calls/texts to Voxology, which then maps to the following statuses:</p> <ul style="list-style-type: none"> <li>• Error: Call was not attempted because of a user or system error (400 code). Additional context may need to be provided by Voxology.</li> <li>• Vendor Error: Vendor Error caused call to fail (500 Code). Additional context may need to be provided by Voxology.</li> </ul>	
Canceled Statuses	Description
<b>Canceled</b>	Call was stopped.