Use Sent Message Log 2.0

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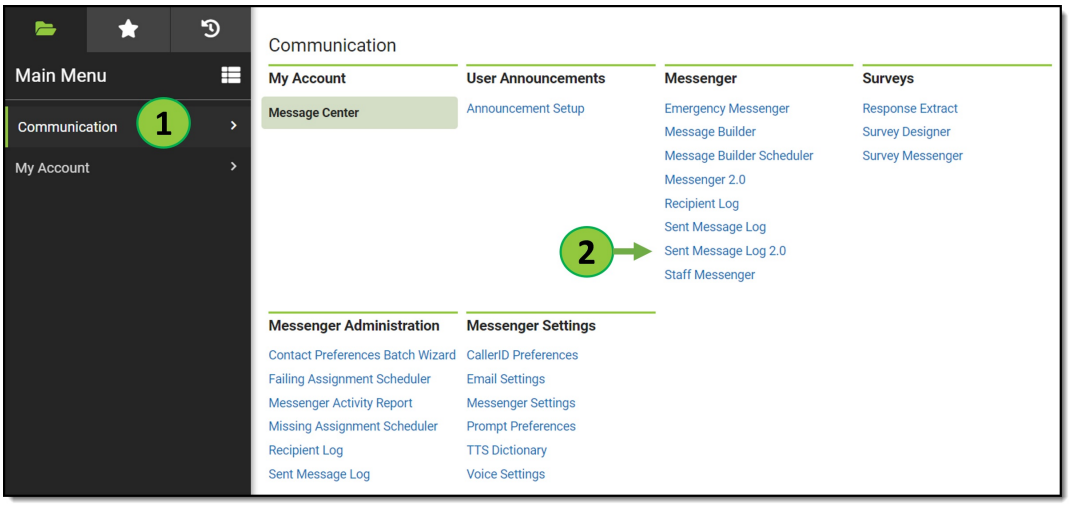
This guide provides an overview of Sent Message Log 2.0, including its key functions and the types of data it reports. You will learn how it tracks messages and campaigns sent through Messenger 2.0, helping you understand and manage your communication activity effectively. Messages sent through Messenger 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.

Messenger with Voice must be active to use Sent Message Log 2.0

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

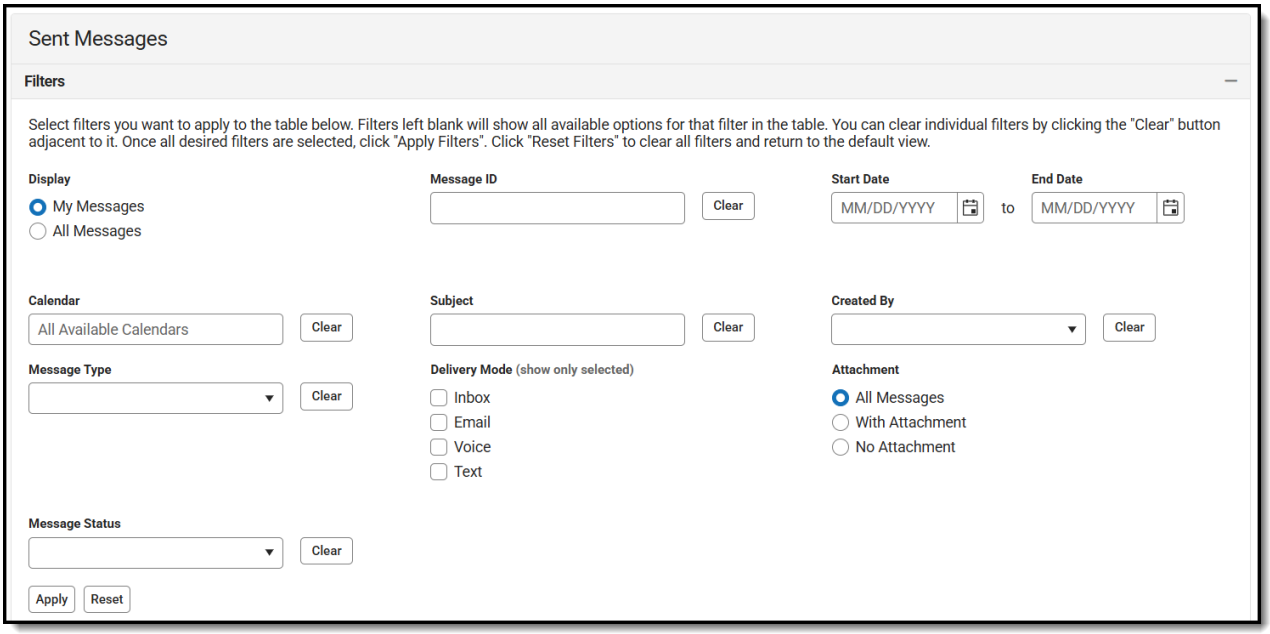
Once a user has tool rights assigned, they will be able to access Sent Message Log 2.0.



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.

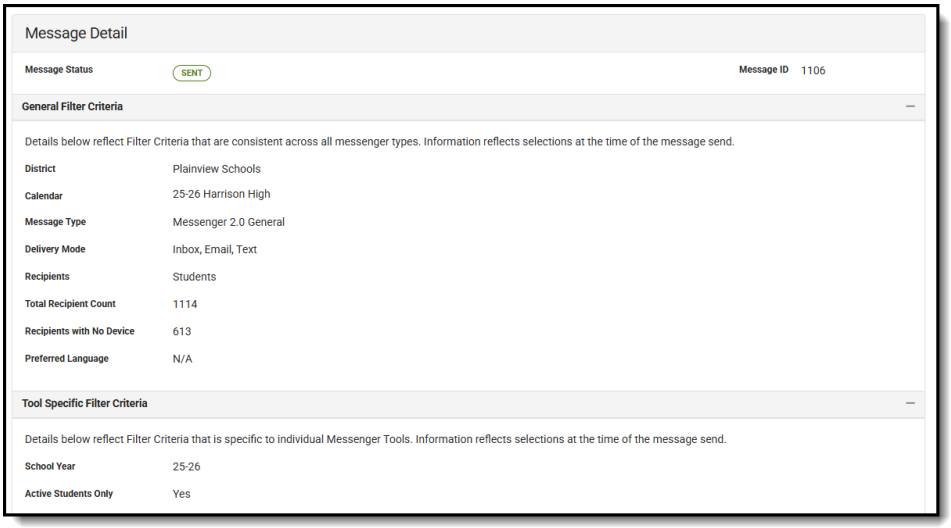


Field	Description
My Messages	A filter that shows only the messages created by the user. This is the default view for users with both “All Messages” and “My Messages” Tool Rights.
All Messages	A filter that shows the messages a user created and messages that were sent by other users.
Message ID	The unique 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.
Created By	A filter that shows which messages were sent by the selected user. When a user is selected and filters are applied, the table updates to show only messages created by that user. If the field is left blank, no filtering is applied, and the table displays messages from all users. Users with My Messages tool rights can only see the messages they created.
Message Type	Allows for messages to be filter based on their type. The filter contains the following based on the user's Tool Rights: • Messenger 2.0 - General • Messenger 2.0 - Priority • Messenger 2.0 - Emergency • Text Opt In • Text Opt Out

Delivery Mode	A filter that shows messages based on the selected Delivery Modes (Inbox, Email, Voice, and Text).
Attachment	A filter that shows messages based on whether or not an attachment was included in the message: • All Messages - Shows all messages, regardless of attachment presence. • With Attachment - Shows only messages that contain an attachment. • No Attachment - Shows only messages without an attachment.
Message Status	A filter that shows messages based on whether the message was sent, errored, or canceled.
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, canceled, or had no recipients.

Message Detail

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



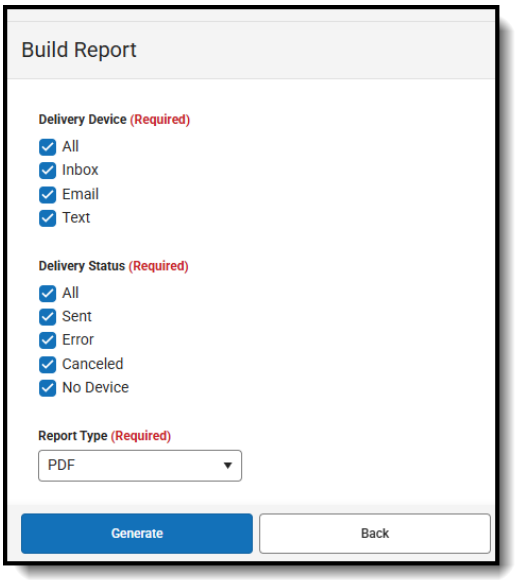
Field	Description
Message Status	Overall message status. This shows the status of the message as a whole. Individual recipient status is only visible by running a report. • SENT - Successfully sent to vendor. • CANCELED - Canceled pre-dispatch or during message dispatch. • ERROR - Total failure of at least one handoff to vendor (email/voice or text). • NO RECIPIENTS - Message has no recipients to send to. The message does contain intended recipients, but none have an eligible device to receive the message (no email or phone, not opted in).
General Filter Criteria	Displays filter criteria that are consistent across all Messenger tools in Infinite Campus.
District	The school district from which the message was sent.
Calendar	The school's calendar year was selected.
Message Type	The Message Type that was selected when the message was sent.
Delivery Mode	The Inbox, Email, Voice, or Text mode selected.
Recipients	Which groups of people the message included.
Total Recipient Count	The number of unique people to whom the message was sent. **Note:** If two users shared the same phone number, both would be included in this count. This does not necessarily mean that each person was contacted, only that they were added to the recipient list of the message.

Field	Description
Recipients with No Device	The number of unique people included in the recipient list who had no device available to be contacted. **Note:** This only reports when No Device 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.
Preferred Language	Displays if the message was filtered to only send to recipients whose Preferred Language in the Personal Contact Information section of Demographics matches the language selection made.
Tool Specific Filter Criteria	Displays the filter criteria selected for that message, specific to a particular Messenger tool.
School Year	The school year in which the message was sent.
Active Students Only	If only active students were sent the message.
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 Error	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

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.

Data available in the Delivery Summary

This section shows the same data available in the Delivery Information within the Message Detail. Refer to the following table for a description of the fields used in the report.

Message Type	Field Descriptions

Message Type	Field Descriptions
Inbox	• Inbox Total Devices: Total eligible inboxes included in the message. • Inbox Total Attempts: Total attempts made to deliver to the inbox. • Inbox Total Success: The number of successful attempts made to the inbox. • Inbox Total Failed: The number of failed attempts to send to the inbox. • Inbox Total Canceled: The number of inbox attempts that were canceled by a user.
Email	• Email Total Devices: Total eligible emails included in the message. • Email Total Attempts: Total attempts made to deliver to eligible emails. • Email Total Success: The number of successful attempts made to eligible emails. • Email Total Failed: The number of failed attempts to send to eligible emails. • Email Total Canceled: The number of email attempts that were canceled by a user.
Voice	• Voice Total Devices: Total eligible voice devices included in the message. • Voice Total Attempts: Total attempts made to deliver to eligible voice devices. This includes redials / retries • Voice Total Success: The number of successful attempts made to eligible voice devices. • Voice Total Failed: The number of failed attempts to send to eligible voice devices. ◦ **Note:** Our system automatically retries failed contacts several times before marking them as failed. This does not count attempts that initially failed but were successful after a retry. • Voice Total Canceled: The number of voice attempts that were canceled by a user.
Text	• Text Total Devices: Total eligible text devices included in the message • Text Total Attempts: Total attempts made to deliver to eligible text devices. • Text Total Success: The number of successful attempts made to eligible Text devices. • Text Total Failed: The number of failed attempts to send to eligible Text devices. • Text Total Canceled: The number of text attempts that were canceled by a user.

Message Duration overview

This table explains how long it takes for a message dispatch to run and how quickly recipients are

contacted. These timings show both the overall delivery time and the speed of the initial contact attempts across different delivery channels.

Duration Type	Explanation
Total Message Duration	The total time for Message DISPATCH to COMPLETE from start to finish. This time includes first-contact attempt times, any necessary redials, redial wait windows, and any time the engine is waiting for a status response from our vendors.
First Attempt Duration	This is the total time spent contacting eligible recipients for a specific device type at least once. • Inbox First Attempt Duration: Time from the start of Message Dispatch to complete contact attempt for eligible Inbox recipients. • Email First Attempt Duration: Time from the start of Message Dispatch to complete contact attempt for eligible Email recipients. • Voice First Attempt Duration: Time from the start of Message Dispatch to complete the first contact attempt for eligible Voice recipients. ◦ **Note:** This does not include additional contact attempts, contact attempts made to additional phone numbers for recipients, or redial wait times. • Text First Attempt Duration: Time from the start of Message Dispatch to complete the first contact attempt for eligible Text recipients. ◦ **Note:** This does not include additional contact attempts, contact attempts made to additional phone numbers for recipients, or redial wait times.

Recipient Details

The Recipient Details 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 Mode	The Delivery Mode that was selected when the message was created.

Status	The status is specific to the device (portal account, phone number called, texted, or email) contacted.
	• **Inbox**
	  ◦ **Sent** - The message has successfully been sent to the recipients inbox.
	• **Email**
	  ◦ **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.
	  ◦ 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.
	  ◦ **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)**
	  ◦ 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.

Status Detail	Provides additional context about a recipient's message status by explaining what occurred during delivery or dispatch. When blank, the Status Detail matches the Status.
Time	The time the message was received.

Recipient Status definitions

This status list may not represent all of the statuses that may return. Please contact support if you see a status not reflected below.

Status	Status Detail	Delivery Mode	When this happens
Confirmed	Live person detected	Voice	Call is answered by a live person who confirmed the call by pressing "0."
Not Confirmed	Live person detected	Voice	Call is answered by a live person, but no confirmation was recorded.

Status	Status Detail	Delivery Mode	When this happens
Not Confirmed	Voicemail detected	Voice	Call was picked up by voicemail.
Not Confirmed	Fax detected	Voice	Call was answered by a fax machine.
Not Confirmed	Answered - Unknown	Voice	Call was attempted and picked up, but no person, voicemail or fax was detected.
No-Answer	Unable to connect	Voice	Call was attempted but not connected to recipient or no voicemail was detected or available.
Busy		Voice	Call was attempted but received a busy signal.
Canceled		Voice	Call was attempted but canceled at some point during dispatch by the sender.
Failed	Connection error	Voice	Call was attempted but failed at the vendor/carrier handoff.
Failed	Dispatch error	Voice	Call was not attempted due to a dispatch error.
Restricted	Recipient restrictions	Voice	Call was not attempted due to a restriction setting for the recipient device.
Error	System error	Voice	Call was not attempted due to a vendor system error.
Error	Bad data	Voice	Call was not attempted due to bad data. Check Census > Demographics for the recipient and ensure all contact information is accurate.
Error	Carrier or vendor issue	Voice	Call error occurred at the vendor or carrier.
No Call Status		Voice	Call status is unknown.
Sent	Sent to carrier	Text	Carrier has text message and is in process of sending to recipient. This status will update once delivery is confirmed.
Delivered	Delivered to recipient	Text	Carrier has confirmed delivery of text message to recipient.
Opt Out		Text	Recipient opted out of text messaging by texting STOP and is now on the Text Blacklist.

Status	Status Detail	Delivery Mode	When this happens
Failed	Carrier or vendor issue	Text	Text was attempted by vendor, but failed.
Failed	Technical error	Text	Text was attempted but failed at the vendor/carrier handoff.
Undelivered	Message failed to deliver	Text	Text error occurred at the vendor or carrier.
Vendor received	Status unknown	Voice/Text	The vendor received the call or text, but campus has not received a status of what happened afterwards.
No Device		Voice/Text	Recipient does not have a device but is opted into messaging for that delivery type. Check Census > Demographics for the recipient and ensure all contact information is accurate.

Voxology call statuses

The statuses provided by Voxology are as follows:

Successful Statuses	Description
Sent	Message was sent and accepted by an upstream carrier
Delivered	Message was sent, accepted by and upstream carrier, and also received a delivery confirmation from that carrier. No confirmation was received by recipient. The timestamp for a text message that has a 'Delivered' status indicates when the carrier responded to Voxology that the text had been delivered.

Completed	Call was connected to the recipient and has now ended.
	• The Cloud Messaging System in AWS upon receiving a Completed status from Voxology can re-map the status as follows:
	  ◦ Completed - The recipient of the call confirmed the call by pressing '0'.
	  ◦ Not Confirmed - The recipient of the call did not press '0'.

Busy	Call was attempted and received a busy signal.

No Answer	Call was attempted, but the timeout value elapsed prior to connect, or the far end did not connect after ringing.
The Cloud Messaging System in AWS can also opt not to dispatch messages to recipients under certain conditions which map to the following status: • 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	
No Device	Recipient did not have a device available to contact.
No Call Status	Statuses for this call or SMS were unable to be returned from the AWS system.
No Status	Statuses are unavailable for this email/inbox.
Opt-Out	Message could not be sent because recipient Opted-out by replying STOP to a text.
OPT in	Recipient texted START to the Shortcode and has opted back into messages. • This is a high level Message TYPE that can be seen on the Message log table. • The individual delivery statuses here don't apply because it's from the recipient to the campus shortcode.
Error Statuses	**Description**
Failed	Call was attempted but never connected due to a failure in the public switched telephone network (PSTN), which is the physical landline system.
Undelivered	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.
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: • Error: Call was not attempted because of a user or system error (400 code). Additional context may need to be provided by Voxology. • Vendor Error: Vendor Error caused call to fail (500 Code). Additional context may need to be provided by Voxology.	
Canceled Statuses	**Description**
Canceled	Call was stopped.