

# **Using Sent Message Log 2.0**

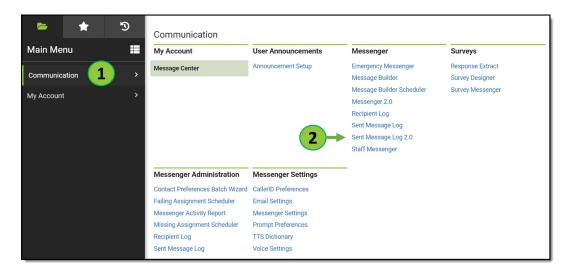
Last Modified on 11/24/2025 3:55 pm CS7

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.

**Note:** Messages are not canceled in Sent Message Log 2.0. Messenger 2.0 messages can be <u>canceled</u> under the In-Progress tab of the Upcoming Messages card on the Messenger 2.0 home screen

#### **Accessing Sent Message Log 2.0**

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

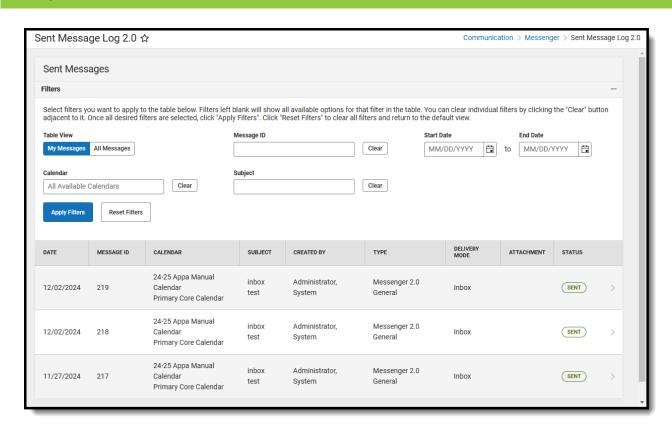


- 1. Click Communication.
- 2. Click **Sent Message Log 2.0**.

### 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.





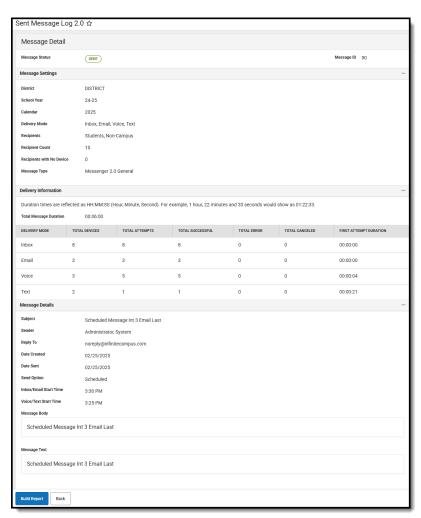
Field	Description
My Messages	A filter that shows only the messages created by the user. This is the default view for users with both "All Messages" and "My Messages" Tool Rights.
All Messages	A filter that shows the messages a user created and messages that were sent by other users.
Message ID	The unique 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.



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.



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:
  - o PDF
  - o 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
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.
Completed	<ul> <li>Call was connected to the recipient and has now ended.</li> <li>The Cloud Messaging System in AWS upon receiving a Completed status from Voxology can re-map the status as follows:         <ul> <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>
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 - contact support.
No Status	Statuses are unavailable for this email/inbox - contact support.
Opt-Out	Message could not be sent because recipient Opted-out by replying STOP to a text.
OPT in	<ul> <li>Recipient texted START to the Shortcode and has opted back into messages.</li> <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>
<b>Error Statuses</b>	Description
Failed	Call was attempted but never connected due to a failure at the PSTN.



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 contact support.
- Vendor Error: Vendor Error caused call to fail (500 Code). Additional context may need to be provided by Voxology contact support.

Canceled Statuses	Description
Canceled	Call was stopped.