

# Use Sent Message Log 2.0

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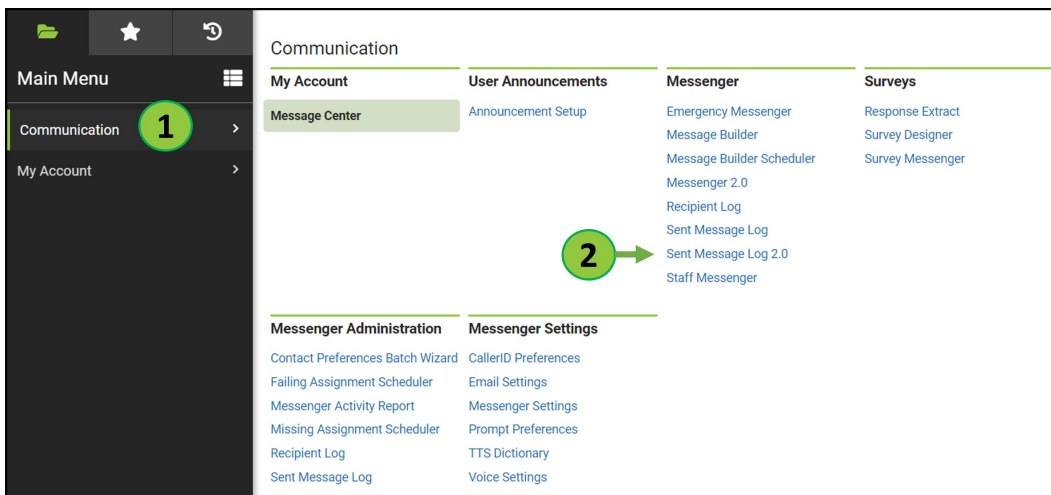
This guide provides an overview of Sent Message Log 2.0, including its key functions and the types of data it reports. You will learn how it tracks messages and campaigns sent through Messenger 2.0, helping you understand and manage your communication activity effectively. Messages sent through Messenger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

### 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**

My Messages All Messages

**Message ID**

 Clear

**Start Date**

 📅 to  📅

**Calendar**

 Clear

**Subject**

 Clear

**Created By**

 Clear

**Message Type**

 Clear

**Delivery Mode (show only selected)**

Inbox

Email

Voice

Text

**Attachment**

All Messages

With Attachment

No Attachment

Apply Filters
Reset Filters

DATE	MESSAGE ID	CALENDAR	SUBJECT	CREATED BY	MESSAGE TYPE	DELIVERY MODE	ATTACHMENT	STATUS
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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>Created By</b>	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.
<b>Message Type</b>	Allows for messages to be filter based on their type. The filter contains the following based on the user's Tool Rights: <ul style="list-style-type: none"> <li>Messenger 2.0 - General</li> <li>Messenger 2.0 - Priority</li> <li>Messenger 2.0 - Emergency</li> <li>Text Opt In</li> <li>Text Opt Out</li> </ul>

<b>Delivery Mode</b>	A filter that shows messages based on the selected Delivery Modes (Inbox, Email, Voice, and Text).
<b>Attachment</b>	A filter that shows messages based on whether or not an attachment was included in the message: <ul style="list-style-type: none"> <li>• All Messages - Shows all messages, regardless of attachment presence.</li> <li>• With Attachment - Shows only messages that contain an attachment.</li> <li>• No Attachment - Shows only messages without an attachment.</li> </ul>
<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, 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.

**Message Detail**

Message Status SENT Message ID 1106

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**General Filter Criteria**

Details below reflect Filter Criteria that are consistent across all messenger types. Information reflects selections at the time of the message send.

District	Plainview Schools
Calendar	25-26 Harrison High
Message Type	Messenger 2.0 General
Delivery Mode	Inbox, Email, Text
Recipients	Students
Total Recipient Count	1114
Recipients with No Device	613
Preferred Language	N/A

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**Tool Specific Filter Criteria**

Details below reflect Filter Criteria that is specific to individual Messenger Tools. Information reflects selections at the time of the message send.

School Year	25-26
Active Students Only	Yes

Field	Description
<b>Message Status</b>	<p>Overall message status. This shows the status of the message as a whole. Individual recipient status is only visible by running a report.</p> <ul style="list-style-type: none"> <li>• SENT - Successfully sent to vendor.</li> <li>• CANCELED - Canceled pre-dispatch or during message dispatch.</li> <li>• ERROR - Total failure of at least one handoff to vendor (email/voice or text).</li> <li>• 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).</li> </ul>
<b>General Filter Criteria</b>	Displays filter criteria that are consistent across all Messenger tools in Infinite Campus.
<b>District</b>	The school district from which the message was sent.
<b>Calendar</b>	The school's calendar year was selected.
<b>Message Type</b>	The Message Type that was selected when the message was sent.
<b>Delivery Mode</b>	The Inbox, Email, Voice, or Text mode selected.
<b>Recipients</b>	Which groups of people the message included.
<b>Total Recipient Count</b>	<p>The number of unique people to whom the message was sent.</p> <p><b>Note:</b> 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.</p>
<b>Recipients with No Device</b>	<p>The number of unique people included in the recipient list who had no device available to be contacted.</p> <p><b>Note:</b> 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.</p>
<b>Preferred Language</b>	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.
<b>Tool Specific Filter Criteria</b>	Displays the filter criteria selected for that message, specific to a particular Messenger tool.
<b>School Year</b>	The school year in which the message was sent.
<b>Active Students Only</b>	If only active students were sent the message.

Field	Description
<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 Error</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.
<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.

### Build Report

**Delivery Device (Required)**

All  
 Inbox  
 Email  
 Text

**Delivery Status (Required)**

All  
 Sent  
 Error  
 Canceled  
 No Device

**Report Type (Required)**

PDF

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.

## Understanding the Delivery Summary Section in the Report

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
Inbox	<ul style="list-style-type: none"> <li>• Inbox Total Devices: Total eligible inboxes included in the message.</li> <li>• Inbox Total Attempts: Total attempts made to deliver to the inbox.</li> <li>• Inbox Total Success: The number of successful attempts made to the inbox.</li> <li>• Inbox Total Failed: The number of failed attempts to send to the inbox.</li> <li>• Inbox Total Canceled: The number of inbox attempts that were canceled by a user.</li> </ul>

Message Type	Field Descriptions
<b>Email</b>	<ul style="list-style-type: none"> <li>• Email Total Devices: Total eligible emails included in the message.</li> <li>• Email Total Attempts: Total attempts made to deliver to eligible emails.</li> <li>• Email Total Success: The number of successful attempts made to eligible emails.</li> <li>• Email Total Failed: The number of failed attempts to send to eligible emails.</li> <li>• Email Total Canceled: The number of email attempts that were canceled by a user.</li> </ul>
<b>Voice</b>	<ul style="list-style-type: none"> <li>• Voice Total Devices: Total eligible voice devices included in the message.</li> <li>• Voice Total Attempts: Total attempts made to deliver to eligible voice devices. This includes redials / retries</li> <li>• Voice Total Success: The number of successful attempts made to eligible voice devices.</li> <li>• Voice Total Failed: The number of failed attempts to send to eligible voice devices. <ul style="list-style-type: none"> <li>◦ <b>Note:</b> 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.</li> </ul> </li> <li>• Voice Total Canceled: The number of voice attempts that were canceled by a user.</li> </ul>
<b>Text</b>	<ul style="list-style-type: none"> <li>• Text Total Devices: Total eligible text devices included in the message</li> <li>• Text Total Attempts: Total attempts made to deliver to eligible text devices.</li> <li>• Text Total Success: The number of successful attempts made to eligible Text devices.</li> <li>• Text Total Failed: The number of failed attempts to send to eligible Text devices.</li> <li>• Text Total Canceled: The number of text attempts that were canceled by a user.</li> </ul>

## Understanding the Message Duration in the Report

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
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<b>Total Message Duration</b>	<p>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.</p>
<b>First Attempt Duration</b>	<p>This is the total time spent contacting eligible recipients for a specific device type at least once.</p> <ul style="list-style-type: none"> <li>• <b>Inbox First Attempt Duration:</b> Time from the start of Message Dispatch to complete contact attempt for eligible Inbox recipients.</li> <li>• <b>Email First Attempt Duration:</b> Time from the start of Message Dispatch to complete contact attempt for eligible Email recipients.</li> <li>• <b>Voice First Attempt Duration:</b> Time from the start of Message Dispatch to complete the first contact attempt for eligible Voice recipients. <ul style="list-style-type: none"> <li>◦ <b>Note:</b> This does not include additional contact attempts, contact attempts made to additional phone numbers for recipients, or redial wait times.</li> </ul> </li> <li>• <b>Text First Attempt Duration:</b> Time from the start of Message Dispatch to complete the first contact attempt for eligible Text recipients. <ul style="list-style-type: none"> <li>◦ <b>Note:</b> This does not include additional contact attempts, contact attempts made to additional phone numbers for recipients, or redial wait times.</li> </ul> </li> </ul>

## Understanding 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
<b>Recipient</b>	The person who received the message.
<b>Student</b>	The student who is enrolled at the school.
<b>Delivery Mode</b>	The Delivery Mode that was selected when the message was created.

<b>Status</b>	<p>The status is specific to the device (portal account, phone number called, texted, or email) contacted.</p> <ul style="list-style-type: none"> <li>• <b>Inbox</b> <ul style="list-style-type: none"> <li>◦ <b>Sent</b> - The message has successfully been sent to the recipients inbox.</li> </ul> </li> <li>• <b>Email</b> <ul style="list-style-type: none"> <li>◦ <b>Sent</b> - 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.</li> <li>◦ 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.</li> <li>◦ <b>In-Progress</b> - The email campaign is being sent from Campus to the third party email relay and/or Shoutpoint system and has not finished processing.</li> </ul> </li> <li>• <b>Phone Number (Voice/Text)</b> <ul style="list-style-type: none"> <li>◦ 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.</li> </ul> </li> </ul>
<b>Status Detail</b>	<p>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.</p>
<b>Time</b>	<p>The time the message was received.</p>

## Recipient Status Definitions

Status	Status Detail	Delivery Mode	When this happens
<b>Confirmed</b>	Live person detected	Voice	Call is answered by a live person who confirmed the call by pressing "0."
<b>Not Confirmed</b>	Live person detected	Voice	Call is answered by a live person, but no confirmation was recorded.
<b>Not Confirmed</b>	Voicemail detected	Voice	Call was picked up by voicemail.
<b>Not Confirmed</b>	Fax detected	Voice	Call was answered by a fax machine.

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

Status	Status Detail	Delivery Mode	When this happens
<b>Undelivered</b>	Carrier or vendor issue	Text	Text error occurred at the vendor or carrier.
<b>Vendor received</b>	Status unknown	Voice/Text	The vendor received the call or text, but campus has not received a status of what happened afterwards.
<b>No Device</b>		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
<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> <div style="background-color: #e1f5fe; padding: 10px; border: 1px solid #cfe2f3;"> <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> </div>
<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.

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

<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>
<b>Error Statuses</b>	<b>Description</b>
<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.

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.

<b>Canceled Statuses</b>	<b>Description</b>
<b>Canceled</b>	Call was stopped.