

Use Sent Message Log 2.0

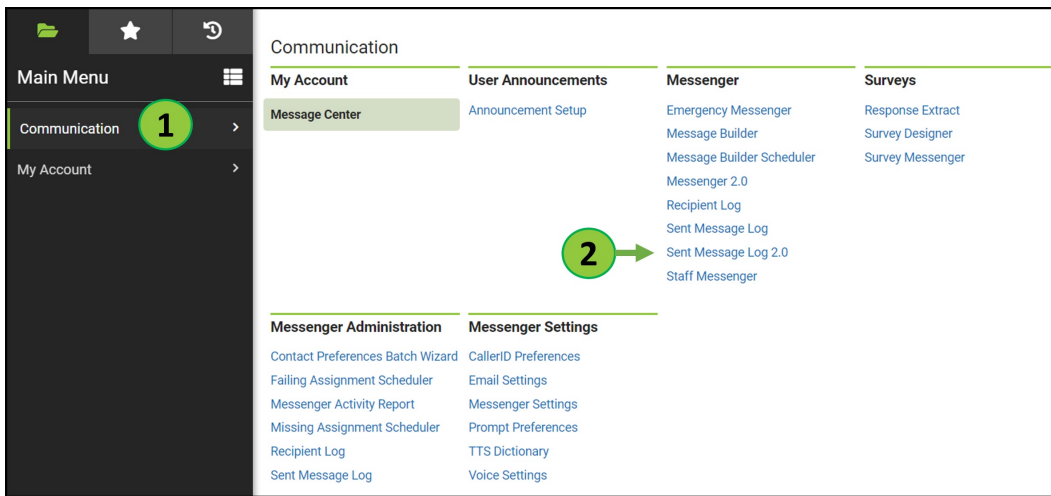
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This guide provides a clear overview of Sent Message Log 2.0, including its key functions and the types of data it reports. You'll learn how it tracks messages and campaigns sent through Messenger 2.0, helping you understand and manage your communication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

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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

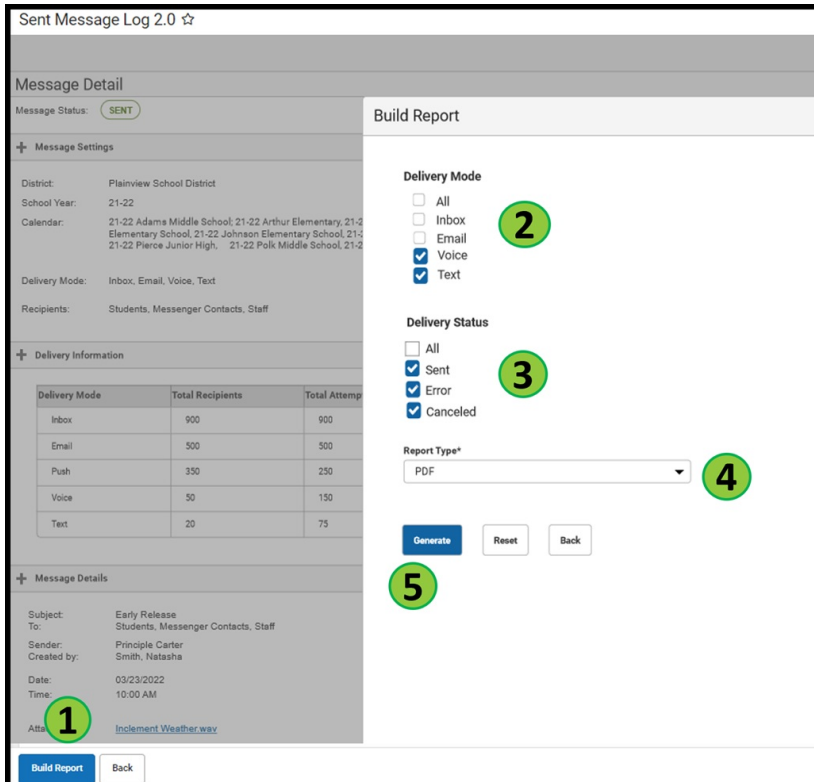
Field	Description
Message Status	Overall message status. This shows the status of the message as a whole. Individual recipient status is only visible by running a report.
Message Settings	Shows the selections that were made.

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

Build Reports

Use the Build Report panel to generate a detailed report to view the complete status of all recipients.



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Message Detail

Message Status: **SENT**

Message Settings

District: Plainview School District

School Year: 21-22

Calendar: 21-22 Adams Middle School, 21-22 Arthur Elementary, 21-22 Elementary School, 21-22 Johnson Elementary School, 21-22 Pierce Junior High, 21-22 Polk Middle School, 21-22

Delivery Mode: Inbox, Email, Voice, Text

Recipients: Students, Messenger Contacts, Staff

Delivery Information

Delivery Mode	Total Recipients	Total Attempts
Inbox	900	900
Email	500	500
Push	350	250
Voice	50	150
Text	20	75

Message Details

Subject: Early Release

To: Students, Messenger Contacts, Staff

Sender: Principle Carter

Created by: Smith, Natasha

Date: 03/23/2022

Time: 10:00 AM

Attachments: [Inclement Weather.wav](#)

Build Report

Build Report

Delivery Mode

☐ All

☐ Inbox

☐ Email

☒ Voice

☒ Text

Delivery Status

☐ All

☒ Sent

☒ Error

☒ Canceled

Report Type*

PDF

Generate Reset Back

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.

Delivery Summary Fields in the Report

Refer to the following table for a description of the fields used in the report.

Field Name	Calculation Logic	Notes
Total Recipients	Number of unique People included in the recipient list	<p>If two users shared the same phone number, they would each be included in this count.</p> <p>This doesn't necessarily mean each of these people were ultimately contacted, just that they were pulled into the recipient list of the message</p>
Total No Device	Number of unique People included in the recipient list who had no device available to be contacted.	This only reports when <i>No Device</i> 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.
Total Inbox	Number of unique Inboxes the message was delivered to	The details of which inboxes were contacted only report if the inbox delivery option is selected prior to printing the sent message log.
Total Emails	Number of unique Email Addresses in the recipient list	<p>If two users shared the same email address, the email address would only be counted once.</p> <p>This includes all status types (i.e. failed, etc).</p>
Total Voice	Number of unique Phone Numbers in the recipient list	<p>If two users shared the same phone number, the phone number would only be counted once.</p> <p>This includes all status types (i.e. failed, cancelled, completed, etc.).</p>
Total Text	Number of unique Phone Numbers in the recipient list	<p>If two users shared the same phone number, the phone number would only be counted once.</p> <p>This includes all status types (i.e. failed, cancelled, completed, opted out, etc).</p>
Total Voice Attempted:	Number of unique Phone Numbers the message was attempting to reach.	<p>If two users shared the same phone number, the phone number would only be counted once.</p> <p>This does NOT include status types of Cancelled.</p>
Total Text Messages Attempted	Number of unique Phone Numbers the message was attempting to reach	<p>If two users shared the same phone number, the phone number would only be counted once.</p> <p>This does NOT include status types of Cancelled or opted out (Blank status).</p>

Field Name	Calculation Logic	Notes
Recipients contacted successfully by phone	Number of unique People who successfully received the text, or voice, calls.	<p>If two users shared the same phone number, each user would be included in this count</p> <p>This only includes people who had at least one successfully completed statuses to at least one of their devices (Completed, Live Voice, etc).</p>
Recipients not contacted by phone	Number of unique People who did not receive a call, or text, to one of their devices	<p>If two users shared the same phone number, each user would be included in this count</p> <p>This only includes users who did not have at least one successfully completed status to at least one of their devices. (i.e. non-complete statuses = failed, cancelled, opted out, etc).</p>

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	<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>
Completed	<p>Call was connected to the recipient and has now ended.</p> <ul style="list-style-type: none"> 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"> 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	<p>Recipient texted START to the Shortcode and has opted back into messages.</p> <ul style="list-style-type: none"> • 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.