



# SMS Log and Status Report Results

**Communicate**

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# Introduction

This document will help you interpret the SMS delivery result and customer SMS opt-in statuses when generating SMS Log and Status reports.

## SMS Log Report - Results

To generate an SMS Log report, click the **Reports** tab. The **Reports** sub-tab will already be selected. Select **SMS Log** under Broadcasts and Date Range.

When you generate the report, you'll see any of the below delivery results. Use the table below to interpret what these results may mean.

Delivery Stage	Delivery Results	Meaning
Sending	Not Sent Yet	The request to send the SMS hasn't been made yet.
	Sending	The message is being dispatched to the nearest carrier in the network.
Sent	Sent	The nearest carrier has accepted the message for delivery.
Undelivered	Ineligible to Send	<p>Could be any of the below reasons:</p> <ul style="list-style-type: none"> <li>The contact hasn't opted-in or the number is on a block list.</li> <li>The contact has denied consent for SMS or consent is still pending.</li> <li>There are no active SMS #'s for contact.</li> <li>The contact number reached is a duplicate, therefore not sent.</li> <li>The contact has no numbers with SMS.β</li> </ul>
	Failed to Send	<p>Could be any of the below reasons:</p> <ul style="list-style-type: none"> <li>The carrier is experiencing technical issues, errors, overflow, and failures.</li> <li>The carrier is reporting the contact as blocked or objectionable.</li> <li>The contact's account is suspended, invalid, or no longer exists.</li> <li>The contact's phone doesn't have SMS capability or is turned off.</li> </ul>

## SMS Status

This report is different from the delivery statuses in that it provides an overview of your account's contacts' SMS opt-in status.

To generate an SMS Status report, click the **Reports** tab. The **Reports** sub-tab will already be selected. Select **SMS Status** under Other.

When you generate the report, you can either look up the opt-in status of 1 number, see a the total amount of contacts per status, or download/view all status data for all contacts. Use the table below to interpret what these results may mean.

SMS Status	Meaning
<b>Pending Opt-In</b>	the customer has not yet confirmed they would like to receive SMS messages
<b>Opted In</b>	the customer has confirmed that they would like to receive SMS messages
<b>Opted Out</b>	the customer has chosen not to receive SMS messages for that number

## I would like to send a reminder to those who are “Pending Opt-In” status.

In this case, you can use one of our SMS Opt-In Flyers available on [Resource Central](#) (under Communicate Guides). They provide the short code of your school and the instructions on how they can confirm their consent to receive SMS messages.

You can email these flyers to the contacts who are still pending confirmation as a reminder to opt-in.



**SCHOOLMESSENGER®**

*The Trusted Platform  
for School Community Engagement*

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### Parents and Guardians

**You can take advantage of our Text Messaging Service**

Our school utilizes the SchoolMessenger system to deliver text messages, straight to your mobile phone with important information about events, school closings, safety alerts and more.

You can participate in this free service\* just by sending a text message of “Y” or “Yes” to our school’s short code number.



## Questions?

If you have any questions, please contact your SchoolMessenger Project Manager or Customer Solutions Engineer prior to proceeding.

### SchoolMessenger Support Number

800-920-3897

**Chat live with a support rep here:**

[www.schoolmessenger.com/support](http://www.schoolmessenger.com/support)