SchoolMessenger®

SMS Log and Status Report Results

Contents

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**	Could be any of the reasons below: • The contact hasn't opted-in or the number is on a block list. • The contact has denied consent for SMS or consent is still pending. • There are no active SMS #s for the contact. • The contact number reached is a duplicate, therefore the message is not sent.
	Failed to Send	Could be any of the below reasons: • The carrier is experiencing technical issues, errors, overflow and failures. • The contact's account is suspended, invalid or no longer exists. • The contact's phone doesn't have SMS capability, or the capability is turned off.

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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 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
Pending Opt-In	The customer has not yet confirmed they would like to receive SMS messages.
Opted In	The customer has confirmed that they would like to receive SMS messages.
Opted Out	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.