

# CommCare Messaging Reports



This feature requires a CommCare Software Plan

This feature (CommCare Messaging) is only available to CommCare users with a **Standard Plan** or higher. For more details, see the [CommCare Software Plan page](#).

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## Report: Message Log

### Overview

The Message Log is a cumulative list of messages sent and received. This is the history of all SMS-interactions.

Go to **Reports**, and find the Messaging section to access the Message Log.

There are many Types of SMS messages captured in the log.

- Broadcast - outgoing message content
- Reminder - scheduled messages
- Survey - collects data from incoming messages
- Keyword - a word or letter that triggers an action in HQ including opening a form, sends a reply, escalates an alert.
- Other - messages from an unrecognized source

A single message can be tagged as multiple types. For example, a survey that is submitted as a structured keyword will be tagged as survey and keyword.

Report Filters

Date Range: 2016-12-15 to 2017-07-24 This report's timezone is US/Pacific.

Message Type:

Location Filter:

| Timestamp           | User Name | Phone Number | Direction | Message  | Type             |
|---------------------|-----------|--------------|-----------|--|------------------|
| 2017-07-20 12:08:28 | contact   | +1112223333  | Outgoing  | Thank you for completing your weekly survey! You have earned \$1.  | reminder, survey |
| 2017-07-20 12:08:26 | contact   | +1112223333  | Incoming  | 9  | reminder, survey |
| 2017-07-20 12:08:20 | contact   | +1112223333  | Outgoing  | How many days did you miss taking medications in the past 7 days? Reply 0-7 or 9 if not taking meds (7/7)    | reminder, survey |
| 2017-07-20 12:08:19 | contact   | +1112223333  | Incoming  | 0  | reminder, survey |
| 2017-07-20 12:08:11 | contact   | +1112223333  | Outgoing  | How many days did you not have a place to sleep and/or not enough to eat in the past 7 days? Reply 0-7 (6/7) | reminder, survey |

### Filtering the Report

The report will let you filter to view a specific set of messages. You can filter by:

- Date range of the message
- Type of message (Broadcast message, keyword, reminder, survey, etc.)
- Location

Message Log includes:

- Timestamp - date/time from the server (shown in the project's [timezone](#).)
- User Name - name of the contact, a case or user
- Phone Number - phone number of the phone involved in the interaction
- Direction - incoming or outgoing message
- Message - the actual text sent out or received in the message
- Type of message

After applying the filter you can choose "export to Excel" if you'd like more complex analysis.

### Use of the Feature

- When investigating Messaging questions, start here.

### Notes and Limitations

- You cannot delete messages from the message log.

## Report: Message History

### Overview

The Messaging History report allows you to view all of the messaging related activity for a project - it will list any successful and attempted messages to help you troubleshoot and understand your messaging project.

If there was an error in sending the message, the report will show the reason for failure (missing phone number, duplicate phone number, etc.).

To access it, go to the Reports Tab, and go to Messaging, then select Messaging History

Or navigate directly using [https://www.commcarehq.org/a/project/reports/messaging\\_events/](https://www.commcarehq.org/a/project/reports/messaging_events/)

#### Report Filters

**Date Range**  This report's timezone is US/Pacific.

**Communication Type**

**Status**

**Phone Number**   
Enter a full or partial phone number to filter results

#### Messaging History

| Date                | Content                    | Type                  | Recipient               | Status    | Detail                       |
|---------------------|----------------------------|-----------------------|-------------------------|-----------|------------------------------|
| 2017-07-18 21:00:39 | <a href="#">sms survey</a> | Reminder   SMS Survey | <a href="#">contact</a> | Completed | <a href="#">View Details</a> |
| 2017-07-18 20:00:31 | <a href="#">sms survey</a> | Reminder   SMS Survey | <a href="#">contact</a> | Completed | <a href="#">View Details</a> |
| 2017-07-18 19:00:23 | <a href="#">sms survey</a> | Reminder   SMS Survey | <a href="#">contact</a> | Completed | <a href="#">View Details</a> |

### Filtering the Report

The report will let you filter to view a specific set of messages. You can filter by:

- Date range of the message
- Type of message (Broadcast message, keyword, reminder, survey, etc.)
- Status - Completed, In Progress (for two way surveys), Error
- Phone Number for Message

## View Message Details

The report will list individual messaging events - an event could contain multiple messages (ex. an SMS survey will contain many messages between CommCareHQ and the participant, but will only be listed once).

- View Details: Link to individual event will show the specific messages that are part of that event (and the status of each).
- Recipient name: Link to a case data page.
- Content: Link to the reminder set-up that triggered the message.

| Message Event Detail |                        |  |                |           |         |        |
|----------------------|------------------------|--|----------------|-----------|---------|--------|
| Processed Date       | 2017-07-31 16:01:00    |  |                |           |         |        |
| Event                | Reminder   SMS Message |  |                |           |         |        |
| ▼ Date               | Recipient              | Content                                    | Phone Number   | Direction | Gateway | Status |
| 2017-07-31 16:01:01  | contact                | Don't leave taking your meds up to chance! | +... 123456789 | Outgoing  | TEST    | Sent   |

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### Notes and Limitations

For unsuccessful messages, the report will show the reason for failure (missing phone number, duplicate phone number, etc.).

## Report: SMS Usage Report

### Overview

*Use this report to check the activity of mobile workers in your project. This is similar to the standard worker monitoring report.*

Report Filters

Group:

Date Range:  This report's timezone is US/Pacific.

#### Notice

This report will only show data for users whose phone numbers have been verified. Phone numbers can be verified from the Settings and Users tab.

#### SMS Usage

| ▼ User Name | Number of Messages Received | Number of Messages Sent | Number of Phone Numbers Used |
|-------------|-----------------------------|-------------------------|------------------------------|
|             | 40                          | 2                       | 1                            |
|             | 0                           | 0                       | 0                            |

## Filtering the Report

The report will let you filter to view a specific set of messages. You can filter by:

- Reporting group
- Date range of the message

## Use the Report

The report provides a high level summary for each user, with three columns

1. Messages received
2. Messages sent
3. Phone Numbers used

### Notes and Limitations

If the mobile worker has never used a phone number, they are also inactive.

Only contacts with verified accounts are included in this report.

## Report: SMS Opt Out Report

### Overview

Use this report to check if a contact has opted out of receiving SMS messages.

If a contact has opted out, they will no longer receive SMS messages under any condition.

Report Filters

Apply Favorites Save...

Hide Filter Options Export to Excel

| SMS Opt Out Report |                 |                        |                       |
|--------------------|-----------------|------------------------|-----------------------|
| Phone Number       | Can Receive SMS | Last Opt Out Timestamp | Last Opt In Timestamp |
| 12345678900        | No              | 2017-09-03 14:01:20    | -                     |
| contact            | Yes             | -                      | 2017-08-18 11:03:02   |
| contact            | Yes             | -                      | 2017-09-02 08:42:46   |
| contact            | No              | 2017-08-26 12:38:47    | -                     |
| contact            | No              | 2017-09-09 15:38:36    | -                     |
| contact            | No              | 2017-08-29 07:12:28    | -                     |

### Filtering the Report

The report will show Phone Numbers who have used the opt-out workflow, across the life of the project.

The report can be exported to Excel where the data can be manipulated more easily.

The report does not link to other pages on CommCareHQ.

### Use the Report

The report identifies contacts in a project space who have used the opt-out workflow.

The list of contacts shows the timestamp of their last action and if a contact has accepted to receive SMS.

- No, cannot receive SMS.** The row will show a time stamp for Last Opt Out Timestamp  
To opt out, a contact must text in the word "Stop"
- Yes, can receive SMS.** The row will show a time stamp for Last Opt In Timestamp.  
To opt in, a contact must text in the word "Yes"  
The user will receive a message,  
"You have opted-in to receive messages from CommCareHQ. To opt-out, reply to this number with STOP"

### Notes and Limitations

You can not filter this report based on standard parameters.