CommCare Messaging Reports

m

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 e Software Plan page.

- Report: Message Log
 - Overview
 - Filtering the Report
- Report: Message History
 - Overview
 - Filtering the Report
 - View Message Details
- Report: SMS Usage Report
 - Overview
 - Filtering the Report
 - Use the Report
- · Report: SMS Opt Out Report
 - Overview
 - Filtering the Report
 - Use the Report

Report: Message Log

Overview

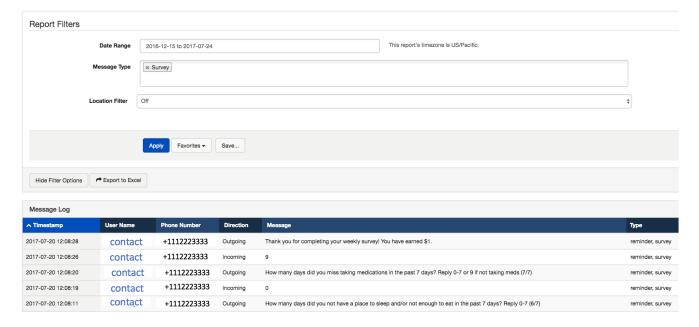
The Message Log is a cumulative list of messages sent and received. This is the history of all SMS-interactions.

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.



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

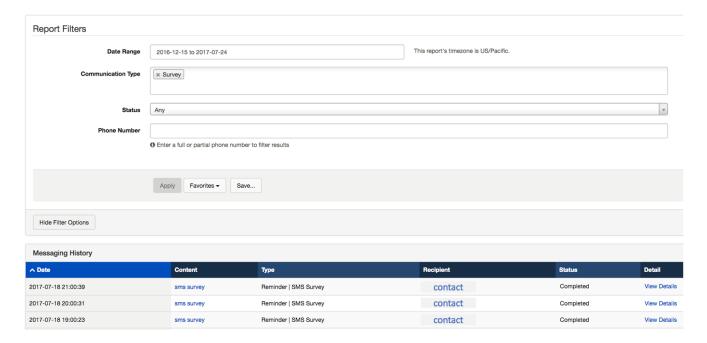
Overview

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/



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, Delivered (for email only)
- 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.



Notes and Limitations

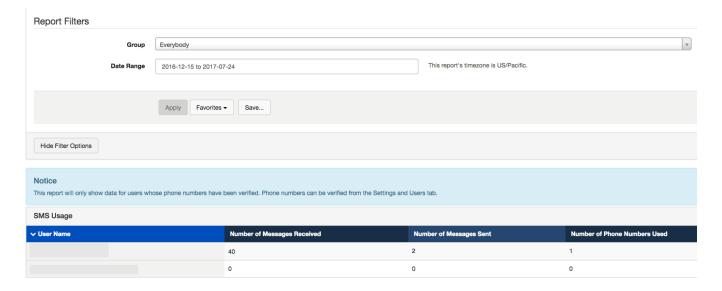
For unsuccessful messages, the report will show the reason for failure (missing phone number, duplicate phone number, email bounced etc.).

For email messages, the message detail report will show if the message was bounced, sent (i.e. the message has left our mail provider), or delivered (the recipient's mail server said the message was delivered).

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.



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.

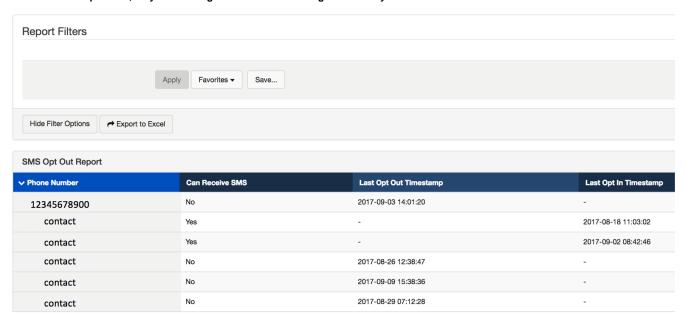
Only contacts with verified accounts are included in this report.

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.



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 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"
- 2. 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.