Message History Report

About Message History Reports:

Message History Reports display general information in a list view. From the message details view you can use the *Resend* or *Follow Up* functions to resend the original or edited message blasts to all or select email recipients.

Viewing Message History Reports:

1. Click on Control Panel > Reports > Message History Report



 A Message History List is displayed with the general information: Created Date, Subject, Send Date, Sender, or Status. Click on one of the headers to reorder the list according to your selection so that you can easily locate specific messages.

| Message His | story | | | | |
|-----------------------|-------------|-----------------------|---------------|-----------|----------|
| Created Date | Subject | Send Date | Sender | Status | |
| 12/27/2010 9:43:48 AM | Parking | 12/31/2010 9:43:00 AM | Daisy Caster | Cancelled | Viev |
| 12/21/2010 3:18:26 PM | 123 | 12/21/2010 3:18:26 PM | Daisy Caster | Completed | View |
| 12/16/2010 7:45:55 PM | arv | 12/16/2010 7:45:54 PM | Disabled User | Completed | View |
| 6/29/2010 11:33:49 AM | for review | 6/29/2010 11:33:49 AM | Daisy Caster | Completed | View |
| 6/28/2010 1:23:16 PM | Information | 6/28/2010 1:23:16 PM | Daisy Caster | Completed | View |
| 6/25/2010 9:54:58 AM | calendar | 6/25/2010 9:54:58 AM | Daisy Caster | Completed | View |
| 6/18/2010 10:10:13 AM | training | 6/18/2010 10:10:14 AM | Daisy Caster | Completed | Viev |
| 6/17/2010 5:33:50 PM | test | 6/17/2010 5:33:49 PM | Daisy Caster | Completed | Viev |
| 6/17/2010 5:31:06 PM | test | 6/17/2010 5:31:06 PM | Daisy Caster | Completed | Viev |
| | | | | | May/Terr |

 Click View to display more message details including: Message Statistics, Recipient Views, and Blocked Emails. The pie chart is a visual display of how many of the recipients opened the email and can be used to analyze messages' effectiveness.

| lessage Subject | New Years Eve Luncheon | • | | | |
|--|---------------------------|--------------------|----------|---------------------|-------------------|
| lessage Status | Completed | | | | |
| Sent By | Daisy Caster | noty | newed (| 30) | |
| Sent Date | 12/31/2010 9:42:00 AM | | | viewed (| 2) |
| | View Message | | | | |
| essage Statistics | | | | | |
| | Total | | | | |
| Total Recipients | 32 | | | | |
| Total Readers | 2 (6.25% |) | | | |
| cipient List; | | | | | Resend / Follow U |
| Email | | Send Status | Opened | Most Recent Viewing | Followed Up |
| And a second | | Success | No | n/a | No |
| adam.miedemaFA | KE2@gmail | | | | |
| adam.miedemaFA | xE2@gmail yahoo.com | Success | No | n/a | No |
| adam.miedemaFA amercado4600@ arm@arm.com | KE2@gmail yahoo.com | Success Success | No No | n/a n/a | No No |

4. Select desired recipient emails from the Recipient List with a check mark, and click Resend or Follow Up.

Notes:

- Resend: Sends the original message blast/ email to all or select recipients.
- Follow Up: Takes you back to the message blaster where you can edit or append a message to the original. A "Yes" is marked in the Follow Up column if this function is used. Refer to <u>Create New Message Blast</u> for more information on using the Message Blaster system.

| Message De | tail | | |
|-----------------|---------------------------|-----------------|------------|
| Message Subject | New Years Eve Luncheon | | |
| Message Status | Completed | | |
| Sent By | Daisy Caster | not viewed (30) | |
| | 12/31/2010 | | viewed (2) |

| | 9:42:00 AM | | | in and i | -, |
|--|---|---------------------------------------|--------------------------|-----------------------------------|--|
| ana Statistica | View Message | | | | |
| age Statistics | | | | | |
| | Total | | | | |
| Total Recipients | 32 | | | | |
| Total Readers | 2 (6.25%) | | | | |
| and link. | | | | | Renerad / Follo |
| ient List: | Se | end Status | Opened | Most Recent Viewing | Resend / Follo |
| ient List: Email adam.miedemaFA | Se KE2@gmail Sur | end Status | Opened No | Most Recent Viewing | Resend / Follow |
| ient List: Email adam.miedemaFA amercado4800@ | Se KE2@gmail Sur yahoo.com Sur | end Status Iccess | Opened No No | Most Recent Viewing n/a n/a | Resend / Follow Followed Up No No |
| ient List: Email adam miedemaFA amercado4600@ arm@arm.com | Se KE2@gmail Sur yahoo.com Sur Sur | end Status ccess ccess ccess | Opened No No No | Most Recent Viewing n/a n/a | Resend / Follow Followed Up No No No |