

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](#)



2. 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.

| 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 | View |
| 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 | View |
| 6/17/2010 5:33:50 PM | test | 6/17/2010 5:33:49 PM | Daisy Caster | Completed | View |
| 6/17/2010 5:31:06 PM | test | 6/17/2010 5:31:06 PM | Daisy Caster | Completed | View |
| 6/9/2010 2:56:38 PM | invite | 6/9/2010 2:56:39 PM | Daisy Caster | Completed | View |

3. 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.

Message Detail

Message Subject: New Years Eve Luncheon
Message Status: Completed
Sent By: Daisy Caster
Sent Date: 12/31/2010 9:42:00 AM
[View Message](#)

not viewed (30) **viewed (2)**

Message Statistics

| Total | |
|------------------|-----------|
| Total Recipients | 32 |
| Total Readers | 2 (6.25%) |

Recipient List: [Resend](#) / [Follow Up](#)

| <input type="checkbox"/> Email | Send Status | Opened | Most Recent Viewing | Followed Up |
|--|-------------|--------|---------------------|-------------|
| <input type="checkbox"/> adam.miedemaFAKE2@gmail | Success | No | n/a | No |
| <input type="checkbox"/> amercado4600@yahoo.com | Success | No | n/a | No |
| <input type="checkbox"/> arm@arm.com | Success | No | n/a | No |
| <input type="checkbox"/> amptaar@yahoo.com | Success | No | n/a | 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 [Create New Message Blast](#) for more information on using the Message Blaster system.

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Recipient List:

[Resend / Follow Up](#)

| <input type="checkbox"/> Email | Send Status | Opened | Most Recent Viewing | Followed Up |
|---|-------------|--------|---------------------|-------------|
| <input type="checkbox"/> adam.medemaFAKE2@gmail | Success | No | n/a | No |
| <input type="checkbox"/> amercado4800@yahoo.com | Success | No | n/a | No |
| <input type="checkbox"/> arm@arm.com | Success | No | n/a | No |
| <input type="checkbox"/> armptasr@yahoo.com | Success | No | n/a | No |