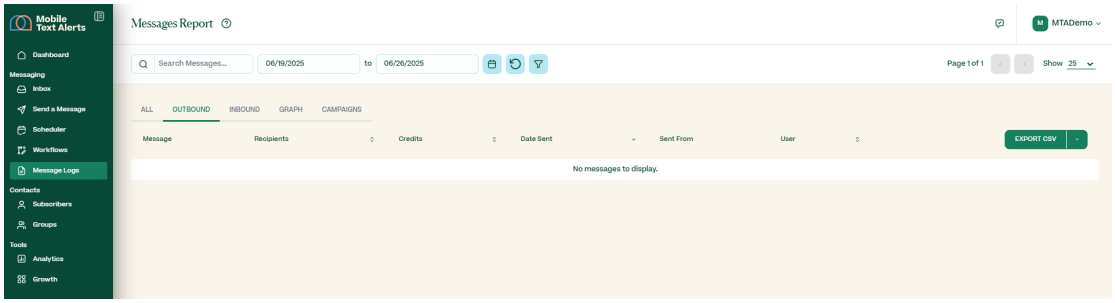
Message Logs

Sam Pelton - 2025-11-07 - Comments (0) - Platform Basics

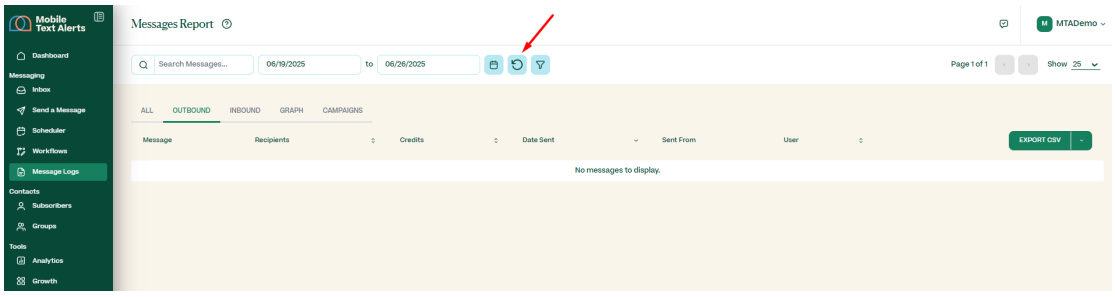
Your Message Logs allow you to view all of the messages you have sent from your account. This tutorial will walk you through how to navigate this report.



This report can show you a list of all messages you have sent or received in a specified time period.

You can select to view only outbound messages (that you have sent), only inbound messages (that you have received), or all messages.

You can filter the messages by searching for specific message content, by selecting a date range, or by clicking "Advanced Filters":



Click the "Arrow" icon just above the table of messages to refresh the report.

The data points in the table are explained below.

Message

This column shows you the content of the message that was sent.

From (Only for Inbound Messages)

This column shows you the phone number that sent in the message.

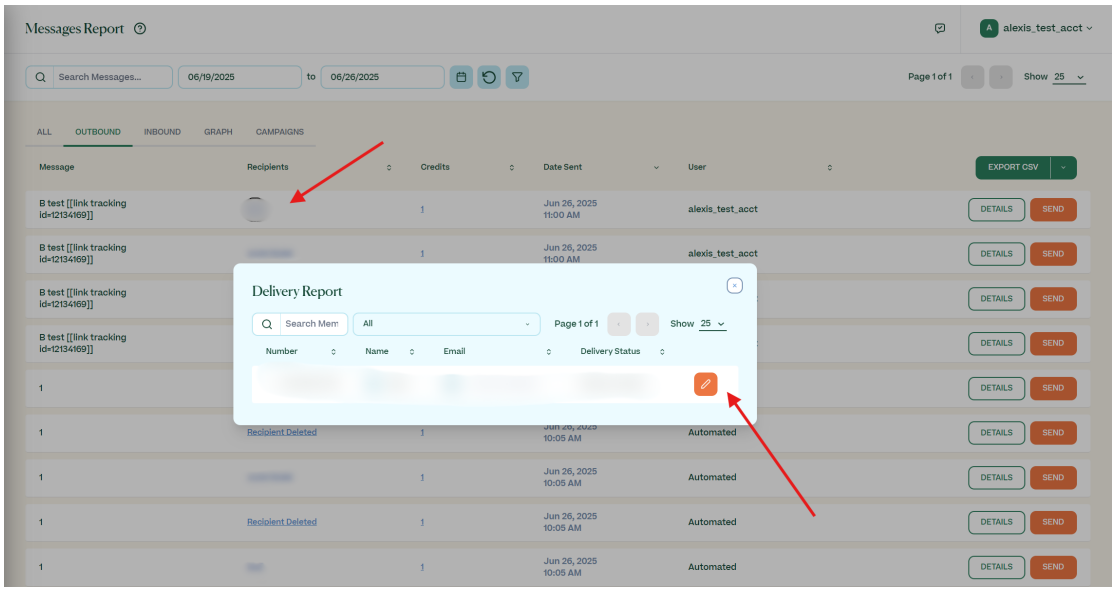
To (Only for Inbound Messages)

This column shows you which of your account's phone numbers the message was sent to.

Recipients (Delivery Report - Only for Outbound Messages)

This column shows you how many recipients there were for your message. Clicking on the links under this column will pull up an individual delivery report showing individual phone numbers, names, email addresses, and delivery statuses for each recipient

The "Edit" icon will allow you to edit contact information for your recipient.



Credits (Only for Outbound Messages)

This column shows you how many message credits your message used up.

Date Sent

This column shows you the date and time that each message was sent.

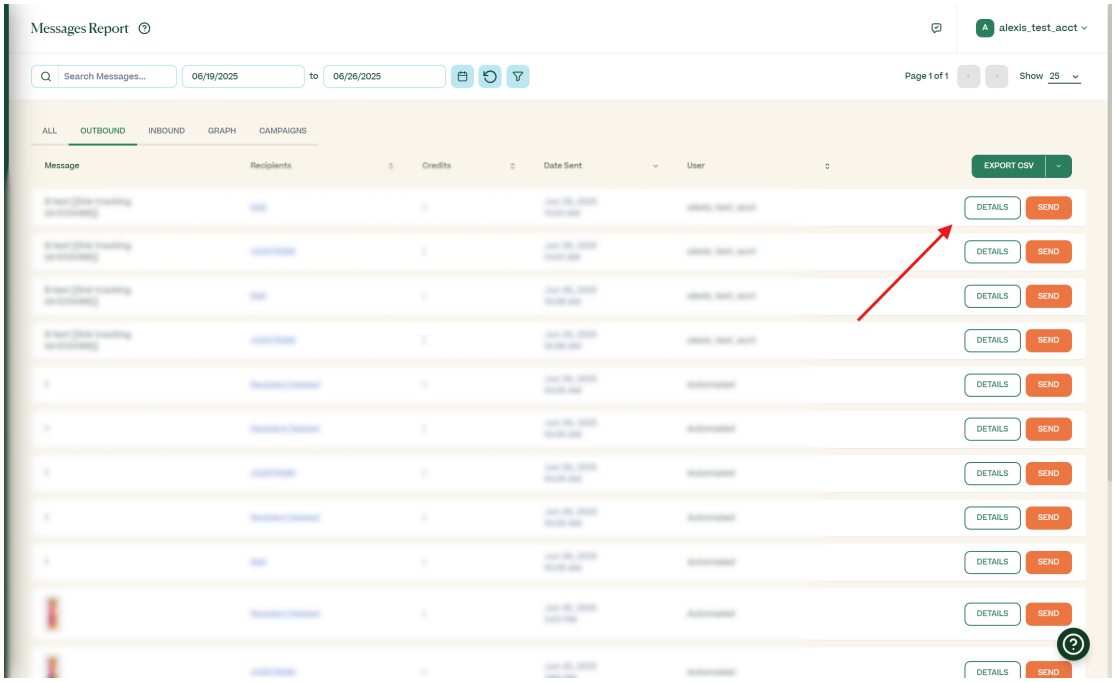
Open (Only for Inbound Messages)

Clicking "Open" will open the message in your account Inbox.

Details (Only for Outbound Messages)

Clicking "Details" will show you a report letting you know how many people were sent the message, how many responses you received, and how many people opted out in response to the message. You can also see how many

recipients were flagged as an "invalid number" or "rejected by carrier":



Send (Only for Outbound Messages)

Clicking the “Send" button will take you to the Send a Message page and will automatically copy and paste the content of that message into the text box and select the recipients, so that you don’t have to set up the message again.