

# SMS Reports

Last Modified on 02/06/2020 1:58 pm EST

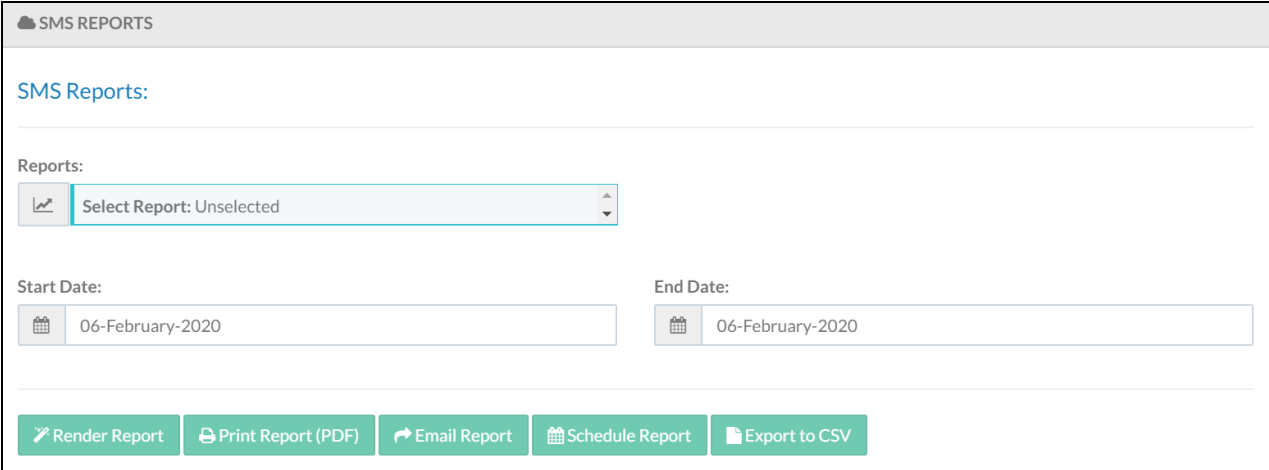
Navigate to **Reporting > SMS**.

SMS reports allow insights into SMS interactions through two separate reports:

- **Report 1: User SMS** Includes all interactions from a user to or from a DID Number.
- **Report 2: SMS Flows** Interactions from an SMS Flow and excludes all interactions to or from a DID Number.

Refer to the appropriate section below to create each type of SMS Report.

## Main Menu:





The screenshot shows the 'SMS REPORTS' main menu. At the top, there is a header 'SMS REPORTS'. Below it, the text 'SMS Reports:' is displayed. Underneath, there is a 'Reports:' section with a dropdown menu currently showing 'Select Report: Unselected'. Below the dropdown, there are two date selection fields: 'Start Date:' and 'End Date:', both set to '06-February-2020'. At the bottom of the interface, there is a row of five action buttons: 'Render Report', 'Print Report (PDF)', 'Email Report', 'Schedule Report', and 'Export to CSV'.


## Create User SMS Report (Report #1)

This report displays all interactions from a user to or from a DID Number. The date, time stamp, and SMS content are all visible. Use this report to view individual interactions sent out on behalf of the organization.


To run this report, select User SMS (Report #1) from **Reports**. Next select desired **Numbers** and Direction (All, Inbound, or Outbound).


Reports:  
 Select Report: #1

Numbers:  
 Select Numbers: All

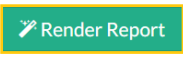
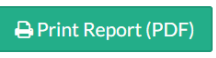
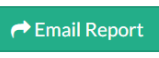
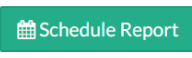
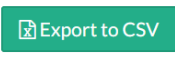
Direction:  
 All

Populate a **Start Date** and **End Date** for the report.

Start Date:  22-January-2020

End Date:  22-January-2020

Click Render Report once search criteria is populated.

Report results are displayed on screen. Outbound calls display in blue, while inbound calls display in red.


Total Messages: 108


Date/Time	Direction	From	To
2020-01-31 03:08:15	Inbound	0000000000 (External)	0000000000 (Internal)
2020-01-31 03:23:17	Inbound	0000000000 (External)	0000000000 (Internal)
2020-01-31 07:55:48	Outbound	0000000000 (External)	0000000000 (Internal)
2020-01-31 08:19:42	Outbound	0000000000 (External)	0000000000 (Internal)


## Create SMS Flows (Report #2)

This report displays all interactions from an SMS Flow and excludes all interactions to or from a DID Number.

To run this report, select SMS Flow (Report #2) from **Reports**. Next select desired **Source/From** number and **SMS Flow Number**.

Reports:  
 Select Report: #2

Source/From:  
 2125551212

SMS Flow Number:  
 Select Number:

Populate a **Start Date** and **End Date** for the report.

Start Date:  22-January-2020

End Date:  22-January-2020

Click Render Report once search criteria is populated.

Render Report Print Report (PDF) Email Report Schedule Report Export to CSV

Report results are displayed on screen.

SMS Flows: 8

↕ Date/Time	↕ From/Source	↕ SMS Flow Number
2020-01-31 08:08:15	0000000000	0000000000
2020-01-31 10:16:52	0000000000	0000000000
2020-02-02 13:21:18	0000000000	0000000000