

Overview

A clean tabular representation for all your messages. Track your incoming and outgoing messages in the **Campaign > Message History** or **SMS Reports > Message History**

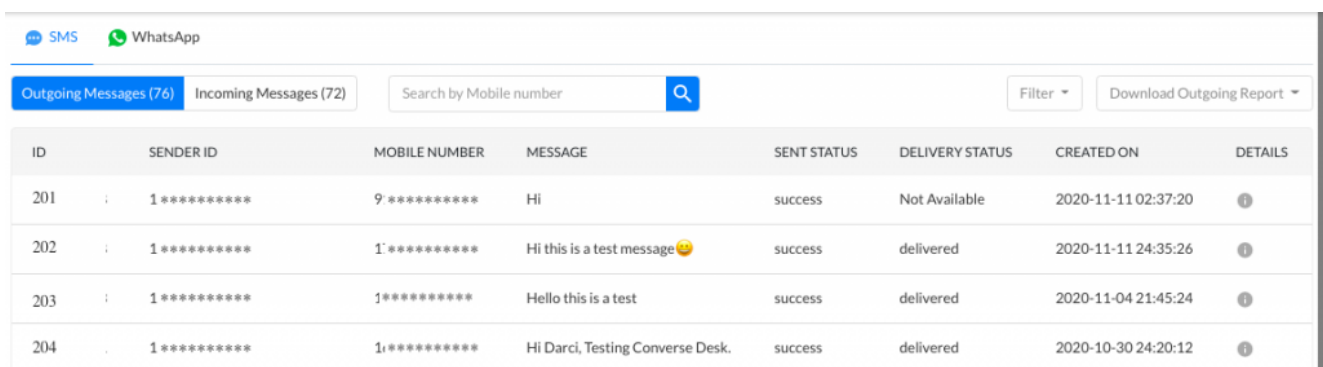
drop-down with ease. We have added a few other tweaks to it too!

- This feature will be unavailable for usage if you opt-in for HIPAA Compliance. For more information contact care@sms-magic.com
- 6 months of previous Message History can be viewed and filtered. For archived data please get in touch with care@screen-magic.com.

You can view the Incoming and Outgoing Messages Report under the respective tabs for SMS and WhatsApp channel.

You can see more details for each outgoing and incoming record in the Report, by clicking on the Info icon in the Details column.

SMS History



ID	SENDER ID	MOBILE NUMBER	MESSAGE	SENT STATUS	DELIVERY STATUS	CREATED ON	DETAILS
201	1*****	9*****	Hi	success	Not Available	2020-11-11 02:37:20	ⓘ
202	1*****	1*****	Hi this is a test message 😊	success	delivered	2020-11-11 24:35:26	ⓘ
203	1*****	1*****	Hello this is a test	success	delivered	2020-11-04 21:45:24	ⓘ
204	1*****	1*****	Hi Darci, Testing Converse Desk.	success	delivered	2020-10-30 24:20:12	ⓘ

Few details available for Outgoing SMS Messages are –

Id	Outgoing Message Identifier
Mobile Number	Recipient's Mobile Number

Sender Id	Sender ID used to send this message
CreatedOn	The date and time the message was sent
Text	Text of the Message sent
MMS Media	View the Media file in the sent message if the message type is MMS
Sent Status	Sent status of the message from SMS-Magic Platform
Delivery Status	Delivery status of the message as received from the Message Provider
Credits	Number of Message Credits consumed in sending this message
Push Status	The status of message sync with the connected CRM.

The screenshot shows an interface for managing SMS messages. At the top, there are tabs for 'SMS' and 'WhatsApp'. Below the tabs, there are buttons for 'Outgoing Messages (76)' and 'Incoming Messages (72)'. A search bar labeled 'Search by Mobile number' is present, along with a 'Filter' dropdown and a 'Download Incoming Report' button. The main content is a table with the following columns: ID, SHORTCODE, MOBILE NUMBER, MESSAGE, CREATED ON, PUSH STATUS, SF RECORD ID, and DETAILS. The table contains five rows of data representing incoming SMS messages.

ID	SHORTCODE	MOBILE NUMBER	MESSAGE	CREATED ON	PUSH STATUS	SF RECORD ID	DETAILS
301	TestDemo2(4 *****)	9 *****	SMS Demo1	2020-11-12 14:09:04			
302	1*****	1*****	Hello!	2020-11-11 24:35:44			
303	TestDemo2(4 *****)	9 *****	Hello	2020-11-09 11:03:53			
304	TestDemo2(4 *****)	9 *****	New Desk13	2020-11-09 11:03:50			
301	1*****	1*****	Hello	2020-11-04 21:45:34			

Few details available for Incoming SMS Messages are –

Id	Incoming Message Identifier
Mobile Number	Recipient's Mobile Number
Shortcode	Sender ID / Incoming Number on which the message is received.
Message	Text of the Message received
CreatedOn	The date and time the message was received
Push Salesforce Status	The status of message sync with the connected CRM.
MMS Detail	View the Media file in the received message if the message type is MMS

WhatsApp History

The screenshot shows the WhatsApp History interface with the 'Outgoing Messages (40)' tab selected. A search bar is present with the text 'Search by Mobile number'. Below the search bar is a table with the following data:

ID	SENDER ID	MOBILE NUMBER	MESSAGE	CREATED ON	DELIVERY STATUS	DETAILS
501	TestDemo2(4-*****)	5*****	Hi Testing Whatsapp SMS magic	2020-10-27 01:45:49	read	ⓘ
502	TestDemo2(4-*****)	5*****	Your nearest airport is here.	2020-10-27 01:44:34	read	ⓘ
503	TestDemo2(4-*****)	9*****	hello testing whatsapp through portal	2020-10-20 19:11:16	read	ⓘ
504	TestDemo2(4-*****)	9*****	Your nearest airport is here.	2020-10-20 19:07:30	read	ⓘ

Few details available for Outgoing WhatsApp Messages are –

Id	Outgoing Message Identifier
Mobile Number	Recipient's Mobile Number
Sender Id	Sender ID used to send this message
CreatedOn	The date and time the message was sent
Message / Caption	Text of the Message sent
Attachment	View the Media file in the sent message
Sent Status	Sent status of the message from SMS-Magic Platform
Delivery Status	Delivery status of the message as received from the Message Provider

The screenshot shows the WhatsApp History interface with the 'Incoming Messages (35)' tab selected. A search bar is present with the text 'Search by Mobile number'. Below the search bar is a table with the following data:

ID	SENDER ID	MOBILE NUMBER	MESSAGE	CREATED ON	DETAILS
401	TestDemo2(4-*****)	91*****	SMS Demo1	2020-11-12 14:09:04	ⓘ
402	TestDemo2(4-*****)	91*****	Hello	2020-11-09 11:03:53	ⓘ
403	TestDemo2(4-*****)	91*****	New Desk13	2020-11-09 11:03:50	ⓘ
401	TestDemo2(4-*****)	50*****	yes	2020-10-27 01:45:49	ⓘ

Few details available for Incoming WhatsApp Messages are –

Id	Incoming Message Identifier
Mobile Number	Recipient's Mobile Number
Sender ID	Sender ID / Incoming Number on which the message is received.

Message	Text of the Message received
Attachment	View the Media file in the received message
CreatedOn	The date and time the message was received

Filter Messages

You can filter Outgoing / Incoming SMS Messages Report based on-

- Start and End Date
- Mobile Number
- SMS/MMS



You can filter Outgoing / Incoming WhatsApp Messages Report based on-

- Start and End Date
- Sender ID
- Mobile Number

Search Messages

You can search the Outgoing / Incoming SMS and WhatsApp Messages Report using the Mobile Number of Recipient. Enter 8

or more digits to search. Click Enter or click on the search icon, to begin the search.

Note: Currently, you can only download SMS and Facebook History reports.