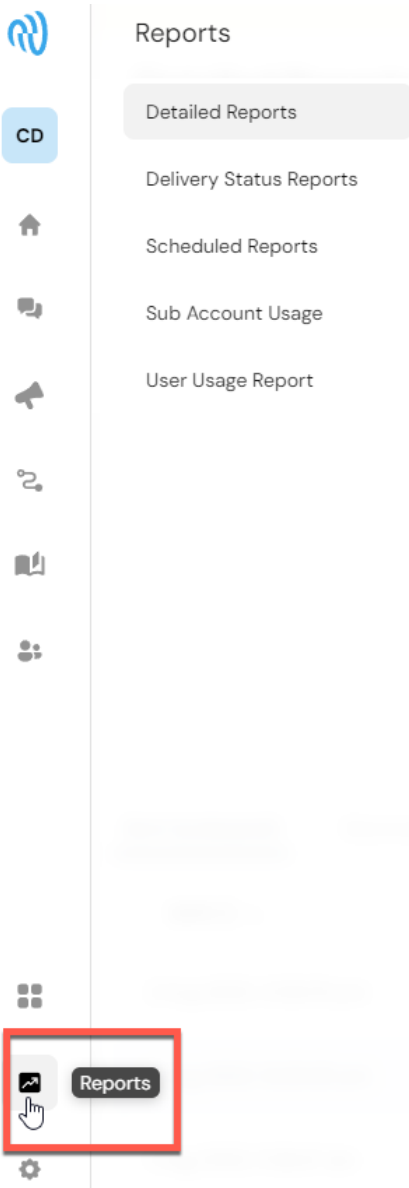


Introduction

There are several types of reports available in your MessageMedia account. These reports allow for detailed analysis of your SMS traffic. This guide will go over the primary reports that you can run from your MessageMedia account.

Reports can be accessed by hovering over the “**Reports**” icon in the bottom left sidebar menu.



Top 5 Reports to Run

- Detailed Reports** provide detailed graphs regarding **Sent** and Received messages, and all messages sent within a specific time. The reports can be sorted by status, date range, contacts, and more.

Detailed Reports

Date range: 27-Jul-2023 → 02-Aug-2023 | Accounts: Crexendo Demo | Status: Please select. | Contact: Phone number or contact

Buttons: Schedule report, Email report, Apply filters, Clear filters

Filter by Date, Account, Status, or Contact Name

Each SMS message sent/received during date range will be listed here.

Graphs of Sent/Received Messages during Date Range

- Sent messages (outbound): 6
- Sent message parts (billing units): 5
- Received messages (inbound): 6

DATE	FROM	TO	FORMAT	MESSAGE	STATUS	UNITS
2 Aug 2023, 2:08:05 pm	+18448388046	Archer Cell	SMS	If you would like to leave a review, ple...	Submitted	1
2 Aug 2023, 12:20:25 pm		Archer Cell	SMS	If you would like to leave a review, ple...	Failed	1
1 Aug 2023, 11:26:47 am	+18448388046	Archer Cell	SMS	Hello, Archer! Thank you for subscri...	Delivered	1
1 Aug 2023, 9:38:09 am	+18448388046	Archer Cell	SMS	Hello! Welcome to Crexendo! ❤️	Delivered	1

- Delivery Status Reports** are used to show the number of **Failed** or **Undelivered** messages within the domain.

Delivery Status

Date range: 04-Jul-2023 → 02-Aug-2023 | Date Range for Report

Buttons: Apply filters, Reset

Failure rate

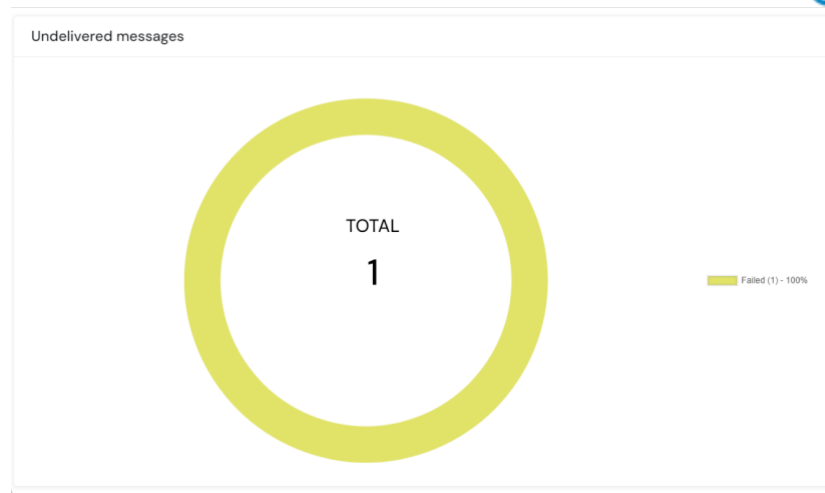
Percentage of Calls that Failed to Deliver

Using this report

This report gives an overview of messages that were not delivered and shows the number of failed messages and the reasons for failure.

Learn more about undelivered messages at the [Sinch MessageMedia Developer Portal](#).

Pro tip
HLR availability lookup can give more details on why a message was undelivered.
[Learn more about HLR availability lookup.](#)



3. **Scheduled Reports** allow you to periodically receive emailed reports tailored to your specific needs. The “**Scheduled Reports**” page will show all your currently scheduled reports and their **Frequency** and **Next Run Time**.

Scheduled Reports

REPORT NAME	REPORT TYPE	FREQUENCY	MESSAGE DIRECTION	NEXT RUN	REPORT RECIPIENT(S)
No Data					

[Schedule report](#)

- To schedule a report, select “**Schedule Report**” on the right side of the screen. The pop-up window that appears allows you to customize the report, add additional recipients, and choose the contacts to add to the report. All Scheduled Reports are sent via email as a .CSV file.

Schedule report ×

Schedule report name

Report type

Date range

Status ⊙

Message direction

Report will be sent on the 1st day of each month with the previous month's data.

Accounts

Report recipient(s)

Advanced ^

Fields to include in CSV file

Time zone times within report

What time of day would you like to receive this report?

- Report types available for Scheduled Reports include the **Detailed Report**, **User Usage Report**, and **Sub Account Usage Report**. You can also change the Date Range to be a range of intervals starting from Current Day to Monthly.

Report type

Detailed report

Detailed report

User usage report

Sub account usage report

Date range

Monthly

Current day

Yesterday

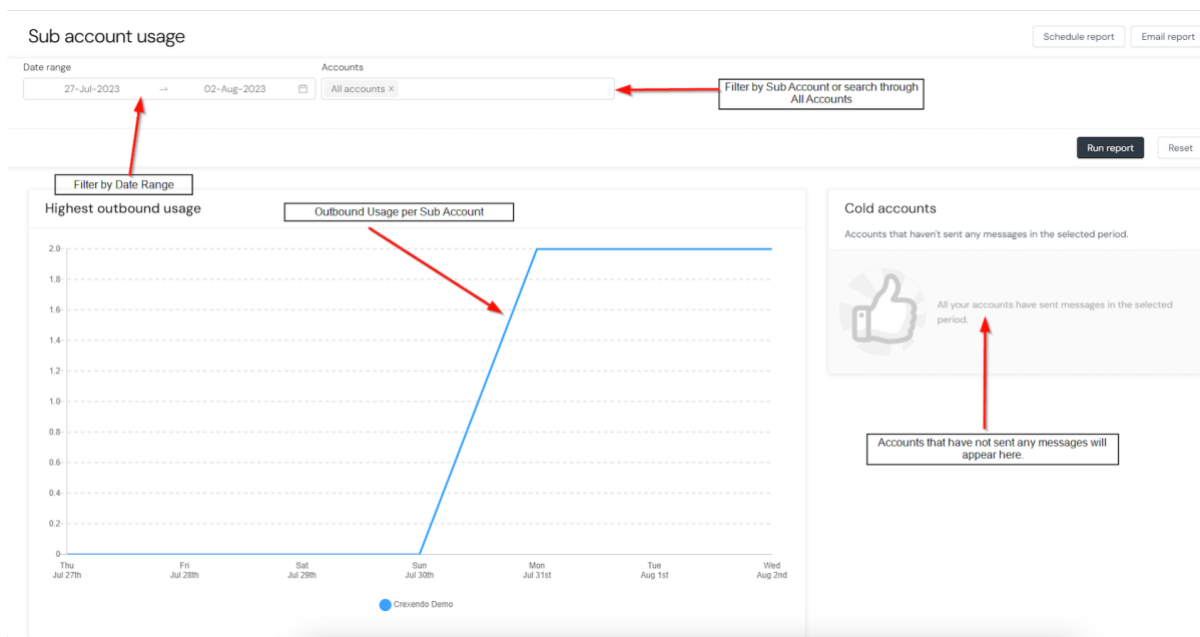
Weekly (Monday - Sunday)

Weekly (Weekdays only)

Monthly

- Once you have finished configuring your report, select “Schedule Report” in the bottom right side of the screen to save your changes. You will also see a green success message if the report has been saved.

4. **Sub Account Usage Reports** can be used to see an overview of all sub account usage for reseller and admin accounts.



Usage by account

ACCOUNT NAME	ACCOUNT ID	OUTBOUND	INBOUND	UNITS
Crexendo Demo	CrexendoReseller_PTR_0004	6	6	5

10 items per page

1-1 of 1 items

5. **The User Usage Report** shows the usage of internal users. You can filter this by *email usage, web usage, and by date.*

User usage report Schedule report Email report

Date range: 03-Jul-2023 → 02-Aug-2023 Accounts: Crexendo Demo Filter by: Web user

Filter by Date Range Filter by Sub Account Filter by Email User or Web User

Run report Reset

Usage by Web User

USER NAME	OUTBOUND	INBOUND	UNITS
archer nicholson <anicholson@crexendo.com>	2	3	2

Usage report will appear here...

Using this report

This report gives an overview of messages sent by Web Users or by individual sending email address.