

# SMS stats

This page contains SMS channel statistics. Information about the delivery status is available for each campaign, both at campaign and recipient level. For failed deliveries, an error code details the reason for failure.

The page lists all messages created for the list. Clicking on the search icon in the upper right, it is possible to perform a search based on:

- subject, content, notes and ID
- tags
- creation date

**Message Statistics**

*i* Please note: the data shown on this page is based on the (UTC+07:00) Bangkok, Hanoi, Jakarta time zone [Edit time zone](#)

Subject	Sent	Last sending date	Mailings
<b>Special in-store event</b> 8 - Inauguration invites	9,429	2015-12-21 10:35 UTC+07:00	

1  10

Click on the "Mailings" button of a message and then "Summary report" to display all the campaigns sent for that message. Send date, target groups and n° of sent messages are shown for each campaign.

**Summary report** | Clicks

Status	SMS subject	Send date	Groups	Sent messages	Detail
	<b>Special in-store event</b>	2015-12-21 10:35 UTC+07:00	all shop	8,436	
	<b>Special in-store event</b>	2015-12-21 10:27 UTC+07:00		1	
	<b>Special in-store event</b>	2015-12-05 08:57 UTC+07:00	old customers	992	

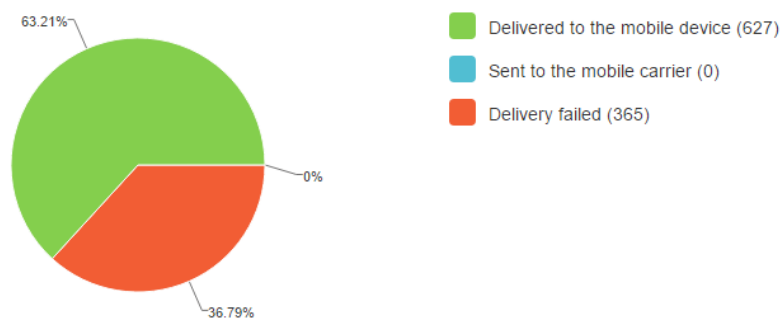
1  10

**Please note:** historicized mailings display fewer statistics. The process of historicizing a mailing consists of removing some recipient-level statistics, which are aggregated at the mailing level. This is done in compliance with privacy regulations including a European Community directive on Privacy and Data Retention (1995/46/CE and 2006/24/CE). The pre-defined period which recipient level statistics are kept is 90 days. To store such data for a longer period of time, you can purchase an extension. Contact your account manager for more information. Note due to privacy regulations, recipient-level data can typically not be kept for longer than 2 years.

Click on the "Detail" button for a specific campaign to access its detailed report.

## Detail

<b>Total:</b>	992
<b>Send Date:</b>	2015-12-05 08:57 UTC+07:00
<b>Included groups:</b>	old customers
<b>Excluded groups:</b>	-
<b>Filters:</b>	-
<b>Sender:</b>	+62000000000













After a summary of the main campaign information, the page displays a graph representing the delivery status of sent messages:



- **Delivered to mobile device:** the message has been delivered to the recipient's device;
- **Sent to the mobile carrier:** the message has been transmitted successfully to the carrier, who's in charge for the delivery;
- **Delivery failed:** message delivery was unsuccessful.

Scrolling down, you can see the status for each recipient of the campaign. Using the drop down menu on the top left, you may filter the list for each delivery state.




Status

Total: !

Status	Recipient	Error code detail	Edit Date
	xxxxxxxxxxx	EXPIRED_IB_0000	2015-12-07 16:57 UTC+07:00
	xxxxxxxxxxx	EXPIRED_IB_0027	2015-12-07 08:58 UTC+07:00
	xxxxxxxxxxx	EXPIRED_IB_0027	2015-12-07 08:58 UTC+07:00
	xxxxxxxxxxx	EXPIRED_IB_0027	2015-12-07 08:58 UTC+07:00
	xxxxxxxxxxx	EXPIRED_IB_0034	2015-12-07 08:57 UTC+07:00
	xxxxxxxxxxx	EXPIRED_IB_0034	2015-12-07 08:57 UTC+07:00
	xxxxxxxxxxx	EXPIRED_IB_0027	2015-12-07 08:57 UTC+07:00
	xxxxxxxxxxx	EXPIRED_IB_0027	2015-12-07 08:57 UTC+07:00
	xxxxxxxxxxx	EXPIRED_IB_0502	2015-12-07 08:57 UTC+07:00
	xxxxxxxxxxx	EXPIRED_IB_0027	2015-12-07 08:57 UTC+07:00

1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 ... 100 >    10

The icons on the left identify each delivery status.

-  Delivered to mobile device
-  Sent to the mobile carrier
-  Delivery failed

In case of delivery failed, an error code details the reason for the failure. Please refer to [this page](#) for an explanation of the codes.

Moreover, you can add or move recipients in the report to an existing group.

**Recipient management**

Move or copy to this group:

The buttons at the bottom allow you to print the screen with the report, export the detailed recipients' report in Excel format or refresh the report.