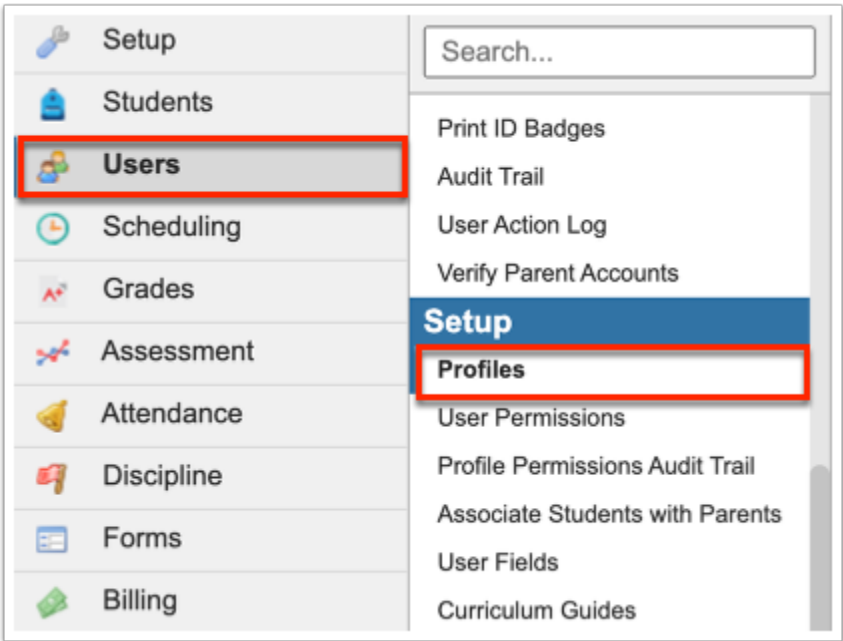# Communication Reports

The Communication Reports screen displays a log of all sent messages including the Date the message was sent, Type of message, Message preview, Source, From, To, Regarding Student, and more.

ℹ️ The report includes information about SMS, Text-to-Speech, and Phone Call, if the district has purchased and enabled the Call Out System. For more information on purchasing the Call Out System add-on module, contact your district's representative to set up a demonstration.

Setting Profile Permissions for Administrative Users

1. In the **Users** menu, click **Profiles**.

2. From the Permissions tab, select **Menu** from the **Permission Type** pull-down. Select **Admin** from the **Role** pull-down. Select the applicable **Profiles** from the corresponding pull-down.

3. Click **Submit**.

4. Click the **Students** tab.

5. In the Communication section, select the applicable check boxes for the Communication Reports permissions.

Communication Reports:

Select the **View** check box to grant the profile users permission to the Communication Reports screen.
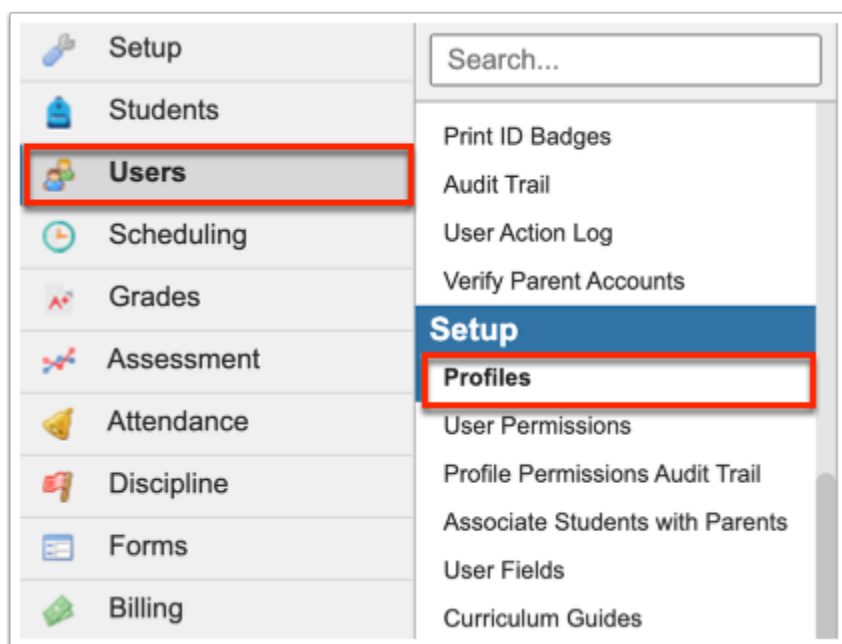
View All Users:

Select the **View** check box to allow profile users to view records of messages sent by other users. The messages viewable is limited to the school(s) in which the profile users have access.
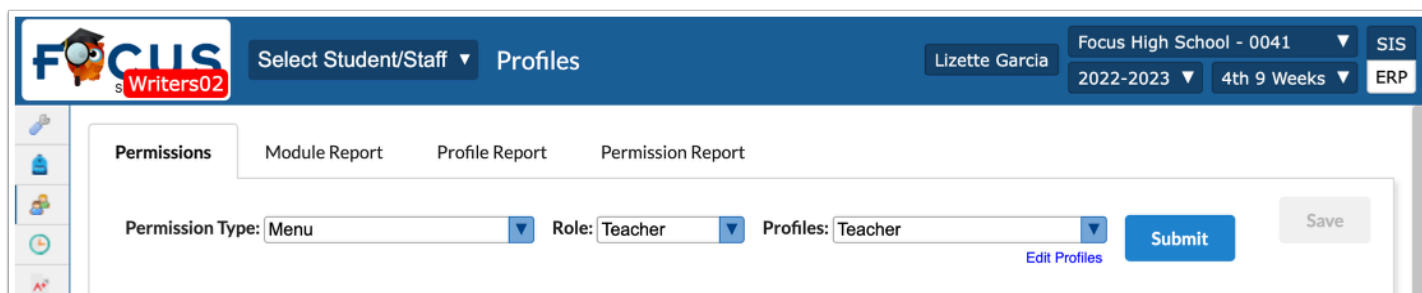
Flag Messages:

Select the **View** check box to allow profile users the ability to Flag messages from the report. Once flagged, users can create referrals, as needed.
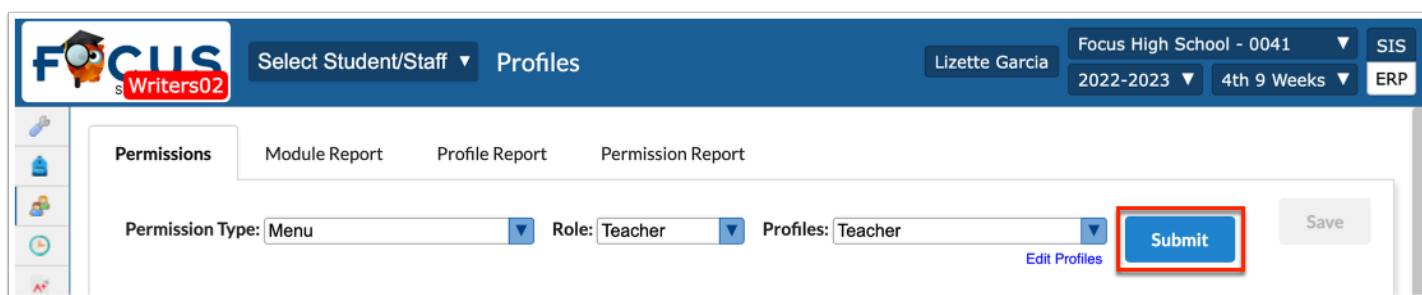
Setting Profile Permissions for Teachers

1. In the **Users** menu, click **Profiles**.

2. From the Permissions tab, select **Menu** from the **Permission Type** pull-down. Select **Teacher** from the **Role** pull-down. Select the applicable **Profiles** from the corresponding pull-down.

3. Click **Submit**.

4. Click the **Students** tab.

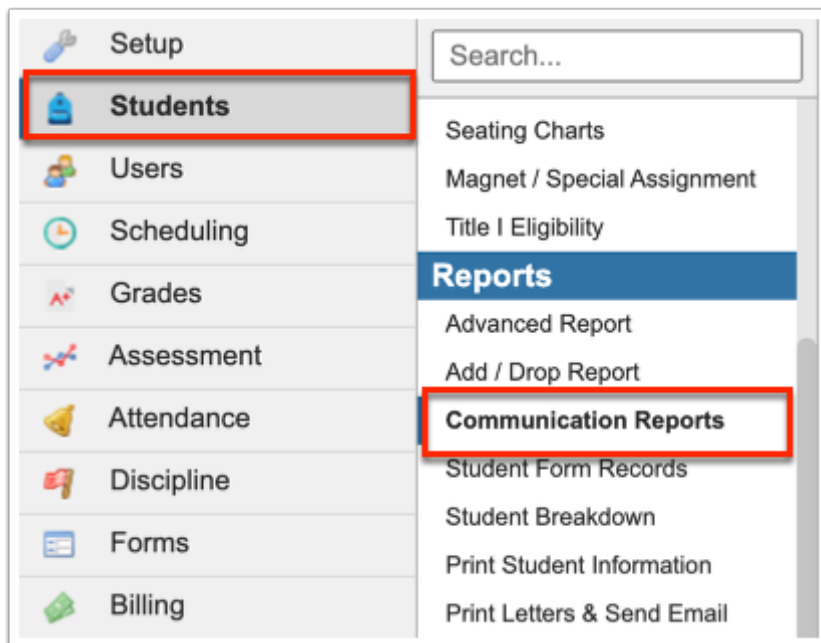**5.** In the Communication Reports section, select the applicable check boxes for permission.

Communication Reports:

Select the **View** check box to grant the profile users permission to view the Communication Reports screen.

Communication Reports

1. In the **Students** menu, click **Communication Reports**.

2. To run the report based on specific criteria, enter and select the applicable filters including:

a. Select a **Type** of message from the pull-down to filter the report to display the type of messages selected; options include All, Email, SMS, TTS (Text-to-Speech), Recorded (Phone Calls), Push Notifications. You can select one or multiple.

b. Select the **Schools** from the pull-down to determine which data should be pulled into the report; the pull-down defaults to All schools.

c. Enter a **Start Date** and an **End Date** to filter the report based on messages sent over the specific time frame. You can also enter just a Start Date or just an End Date to filter the report.

d. Select the **Secure** check box to display sent messages that have been marked as secure either by a teacher or by an administrative user.

e. Select the **Emergency** check box to display messages that were sent as an emergency call (Phone Call or Text-to-Speech) from the Call tab of the Communication screen.

f. Select the **Flagged** check box to display sent messages that have been flagged either by a teacher or by an administrative user. Selecting this check box displays all messages Flagged and Admin Flagged.

g. Select the **Include Attendance** check box to display attendance messages in the report.

h. Select the **View All Users** check box to view all messages sent by all users in the school or district depending on your accessibility.

3. Click **Search**.

The Communication History tab displays a log of all sent messages including the Date the message was sent, the Type of message, the Message, Source, From, To, Regarding Student, Total, Sent, Pending, Expired, Errors, Attendance, Secure, Emergency, Flagged, Admin Flagged, and Referral.

If the message was created and sent as "Send as District," the message displays in the report where the **Source** displays **District**.

The **District** source displays as a **School** source if the school as been excluded from communication via Setup >School Info> Exclude from Communication. See Did You Know? for additional info on the impacts of the exclusion.

If a message was sent with an attached Text-to-Speech message, SMS, or Phone Call, each sent message and attachment displays as a separate entry in the table. In the example displayed, an Email was sent out with an attached SMS and Text-to-Speech.

The Total, Sent, Pending, Expired, and Errors columns are driven by the Communication Queue scheduled job.

- The **Total** represents the total sent from the Communication screen.
- The **Sent** represents the number of messages received by the recipients.
- The **Pending** represents the number of messages waiting to be sent in the communication queue.
- The **Expired** represents the number of messages that were waiting to be sent and were never completed, which are now marked as expired.
- The **Errors** represents the number of messages not received by recipients due to an invalid phone number or email address.

> ℹ️ See Scheduled Jobs and/or Communication for details on the Communication Queue scheduled job.

The **Attendance** check mark displays if the message was sent as an attendance-based message created in Communication > Settings > Attendance section.

The **Emergency** check mark displays if the message was sent as an emergency call (Phone Call or Text-to-Speech) from the [Call](#) tab of the [Communication](#) screen. Note: In order for users to send emergency calls, they must have the applicable profile permission.

The **Flagged** message check mark displays if the message was flagged from the [Communication](#) screen by a teacher.

The **Admin Flagged** message check mark displays if the message was flagged from the Communication screen by an administrative user and a referral was added. Once a referral is added, the admin flag is locked and cannot be changed. However, if a message was flagged from this report, the **Admin Flagged** check box displays as selected until a referral is added.

4. Click the **From** name to view User Info or Student Info.

5. Click **To** to view all recipients' information in a pop-up window; this is helpful when there are multiple recipients so you can view each recipients that received the message.

The Recipients pop-up window displays Last Update, Status, Type, Name, Destination, Regarding Student, Message, Expiration, and Error.

The **Status** displays as **Duplicate** if "Once Per Family" was selected from the recipient type pull-down to duplicate messages based on the recipient's contact details, such as email or phone number. Although queue records will still be generated for duplicate entries, they won't result in actual email/call transmissions.

a. Click the **Name** to view User Info or Student Info.

b. Click the **Message** to view the entire message in a message content pop-up window.

i. Click the white **X** to close the message content pop-up window.

c. Click the **modal** icon to view the row of data in a pop-up.

i. Click the arrows to navigate to the previous and next entries in the table.

ii. Click **Close** to close the pop-up window.

d. Click the white **X** to close the pop-up window.

6a. Click the **Message** to view the entire message in a message content pop-up window.

Communication History

	Date ▲▼	Type ▲▼	Message ▲▼	Source ▲▼	From ▲▼	To ▲▼	Regarding Student ▲▼	Total ▲▼	Sent ▲▼	Pending ▲▼	Expired ▲▼	Errors ▲▼	Attendance ▲▼	Secure ▲▼
⟦⟧	08/18/23 02:13 pm	Email	Test	User	Roxy, Fridda	91 Recipients		91			91			
⟦⟧	08/11/23 11:34 am	Email	Hello. Please remember to sign your stud...	User	Garcia, Lizette	2 Recipients		2	2					
⟦⟧	08/11/23 10:22 am	Email	Sure. No problem. You're really putting...	Student	Abe, Charlie	Fridda Roxy	Abe Charlie	1	1					
⟦⟧	08/11/23 09:56 am	Email	This message is for parents and students...	User	Garcia, Lizette	3 Recipients		3	3					
⟦⟧	08/07/23 10:28 am	Email	First Day of School	User	Roxy, Fridda	2 Recipients		2	1			1		
⟦⟧	08/07/23 08:52 am	Recorded		User	Garcia, Lizette	3 Recipients		3			3	3		
⟦⟧	08/03/23 08:21 am	Email	Hi, Charlie and Kenna. Please be sure to...	User	Garcia, Lizette	2 Recipients		2				2		
⟦⟧	07/31/23 04:14 pm	Email	Hi, Ms. Roxy. I grabbed the sign out of...	Student	Abe, Charlie	Fridda Roxy	Abe Charlie	1	1					
⟦⟧	07/31/23 04:12 pm	Email	Can you stop by and check on th	User	Garcia, Lizette	Fridda Roxy		1	1					
⟦⟧	07/05/23 10:04 am	TTS	Emergency Faculty Meeting at 2pm today!...	User	Garcia, Lizette	3 Recipients		3	3					
							On Page:	109	12	0	94	6		
							Total:	109	12	0	94	6		

a. Click the white **X** to close the message content pop-up window.

6b. Click **Play Audio** to listen to the Phone Call sent out.

Communication History

	Date ▲▼	Type ▲▼	Message ▲▼	Source ▲▼	From ▲▼	To ▲▼	Regarding Student ▲▼	Total ▲▼	Sent ▲▼	Pending ▲▼	Expired ▲▼	Errors ▲▼	Attendance ▲▼	Secure ▲▼	Eme
⟦⟧	09/05/23 11:32 am	Email	New School Year: Volunteers Needed	User	Roxy, Fridda	91 Recipients		91	8			83			
⟦⟧	09/05/23 11:30 am	Recorded	▶ Play Audio	User	Garcia, Lizette	Charlie Abe	Abe Charlie	1				1			
⟦⟧	09/05/23 11:30 am	Email	Safety Patrol	User	Garcia, Lizette	Charlie Abe	Abe Charlie	1	1						
							On Page:	93	9	0	0	84			
							Total:	93	9	0	0	84			

The message starts playing automatically.

a. Click **Pause** and **Play** to start and stop the message.

b. Click the **Volume** button to change the level of the volume.

c. Click the three dots for additional options, including **Download** to download the message to your computer and **Playback speed**, which allows you to alter to speed at which the message is played.

d. Click the white **X** to close the Message Audio pop-up window.

7. Select the **Admin Flagged** check box to flag the message upon reviewing the message from this report. All other messages already flagged from this report by you or other administrative users display as selected. If the message was already flagged and a referral was already added, a check mark displays that cannot be removed.

If a message is flagged by a teacher, administrative users cannot flag the message; i.e. the Admin Flagged check box doesn't display.

If you select the **Admin Flagged** check box, the check box is automatically selected for all entries of the same message. For example, if you select the Admin Flagged check box for the Email, the attached SMS, Text-to-Speech, and Phone Call check boxes are automatically selected, as well since they are all a part of the same message.

8. If a message was flagged by a teacher, but a referral was not added, you can click **+ Add** to add a referral. If you or another administrative user selected the Admin Flagged check box, you can also click **+ Add** to add a referral.

> ℹ️ The **+ Add** button only displays when a message from a student is flagged. All messages from different types of users can be flagged as well, but the + Add button doesn't display because a referral is not applicable.

    a. In the pop-up window, select the applicable options and follow the steps for adding a referral to complete the process. Then, click **Save**. See Add Referral for details.

Add Referral

Student	Abe, Charlie Noel	* Reporter	Garcia, Lizette	
* Incident Date	06/29/2023	Bus Number		
Submission Date	06/29/2023	Reviewed By Admin	☐	
Closed	✖	Minor Infraction - No administrative...	☐	
Teacher Code				
* Time of Day Incident Occurred				

Action Record(s)

Export Filter: OFF

	Days Completed ▲▼	Resultant Action ▲▼	Date Decided ▲▼	Date Begins ▲▼	Date Ends ▲▼	Length of Action ▲▼	Attendance Code ▲▼	Administere
⤢		▼					▼	

Zero-Tolerance:Expulsion	The student was not expelled.[Z]	▼
School-Related Arrests	No, the student was not arrested [N]	▼
* Primary Discipline Code		▼
Other Discipline Code(s)		▼
?	Involved in Bullying ○N/A ●No ○Yes	

Save

❌ Primary Discipline code must not be blank.

❌ Others Involved

❌ Parent Contact

❌ Primary Discipline Code

❌ Time of Day Incident Occurred

❌ Location

❌ Incident Description

❌ Teacher Action/Intervention

9. If a referral was created as a result of being flagged, click **View** to review the referral from the Referrals screen.

Communication History

Type	Schools		Start Date	End Date	Secure	Emergency	Flagged	Include Attendance	View All Users	
All	All		02/01/2023		☐	☐	☑	☐	☑	Search

12 Records   Export   Filter: OFF   Toggle Columns   Page Size: 20

	Source ▲▼	From ▲▼	To ▲▼	Regarding Student ▲▼	Total ▲▼	Sent ▲▼	Pending ▲▼	Expired ▲▼	Errors ▲▼	Attendance ▲▼	Secure ▲▼	Emergency ▲▼	Flagged ▲▼	Admin Flagged ▲▼	Referral ▲▼
⤢ really putting...	Student	Abe, Charlie	Fridda Roxy	Abe Charlie	1	1							✔		+ Add
⤢ k on the	User	Garcia, Lizette	Fridda Roxy		1	1							✔		
⤢	Student	Abe, Charlie	1 Recipients	Abe Charlie	1	1							✔		View
⤢ e homework in...	Student	Abe, Charlie	1 Recipients	Abe Charlie	1	1								✔	View
⤢ at time yesterday...	Student	Abe, Charlie	1 Recipients	Abe Charlie	1	1							✔	✔	View
⤢ grades are d...	User	Garcia, Lizette	8 Recipients		8	8								☑	
⤢ grades are d...	User	Garcia, Lizette	8 Recipients		8	8								☑	
⤢ grades are d...	User	Garcia, Lizette	8 Recipients		8	8								☑	
⤢ bad words.Real...	Student	Acevedo, Diem	1 Recipients	Acevedo Diem	1	1							✔		+ Add
⤢ ntains some inap...	Student	Acevedo, Diem	1 Recipients	Acevedo Diem	1	1								☑	+ Add
⤢ oxy.	Student	Abe, Charlie	1 Recipients	Abe Charlie	1	1							✔		+ Add
⤢ r is regarding?	User	Roxy, Fridda	1 Recipients		1	1							✔		
				On Page:	33	33	0	0	0						
				Total:	33	33	0	0	0						

Additional Features

If multiple pages of records are displayed in the report, click the **Prev** and **Next** buttons to navigate between pages. You can also type the page number in the **Page** text area to jump to a specific page.

	Date ⬍	Type ⬍	Message ⬍	Source ⬍	From ⬍	To ⬍	Regarding Student ⬍	Total ⬍	Sent ⬍	Pending ⬍	Expired ⬍	Errors ⬍	Attendance ⬍	Secure
⬚	05/23/23 10:07 am	Email	May I ask what the matter is regarding?	User	Roxy, Fridda	1 Recipients		1	1					
⬚	05/23/23 11:23 am	Email	Will do! Thank you, Ms. Roxy.	Student	Abe, Charlie	1 Recipients	Abe Charlie	1	1					
⬚	05/25/23 09:17 am	Email	Hi, Ms. Roxy. My poem contains some inap...	Student	Acevedo, Diem	1 Recipients	Acevedo Diem	1	1					
⬚	05/25/23 09:17 am	Email	Dirty WordsLet's vote for bad words.Real...	Student	Acevedo, Diem	1 Recipients	Acevedo Diem	1	1					
⬚	05/31/23 03:09 pm	Email	Thanks for the suggestion about the book...	User	Roxy, Fridda	1 Recipients		1	1					
⬚	05/31/23 03:11 pm	Email	Hi, Lizette. I've been getting a lot of...	User	Abernathy, Nora	1 Recipients		1	1					
⬚	05/31/23 03:26 pm	Email	Please be sure we have a good phone numb...	User	Garcia, Lizette	1 Recipients		1	1					
⬚	05/31/23 03:34 pm	Email	Thank you! We had a great time yesterday...	Student	Abe, Charlie	1 Recipients	Abe Charlie	1	1					
⬚	05/31/23 04:05 pm	Email	Testing	User	Garcia, Lizette	1 Recipients		1	1					
⬚	06/07/23 10:22 am	Email	We look forward to the changes you'll br...	User	Garcia, Lizette	1 Recipients	Abe Charlie	1	1					
							On Page:	10	10	0	0	0		
							Total:	1795	1613	0	94	91		

Click the **Excel** icon in the Export section to export the table of data to an Excel spreadsheet, which can then be saved to your computer.

Click the **Printer** icon to print the table of data.

Click **Filters** to filter data and apply filter rules.

a. To add more than one filter to a column, click on the **green plus sign**.

b. To delete an added filter, click on the **red minus sign**.

c. Click the **gray arrow** for additional filtering rules.

Click **Toggle Columns** to customize the columns displayed in the report.

a. Clear the selected check boxes to hide the columns from the report. Once the check box is cleared, to add the column back to the report, the check box must be selected again.

⚠️ If a column is hidden from the report, the column will remain hidden until the check box is re-selected from the **Toggle Columns** pop-up window.

The Page Size determines the number of records displayed per page. The default is 20 records. To display more or less records per page, enter the desired number in the **Page Size** text area.

> ℹ️ The number of records displayed (default is set to 20) determines the number of pages in the report.

Click any of the headers to sort data. Click once for ascending results; click twice for descending results.

Click the **modal** icon to view individual records from a data table in a pop-up modal to alleviate having to scroll horizontally on large tables.

Communication History																

Type: All Schools: All Start Date: 12/01/2022 End Date: Secure ☐ Emergency ☐ Flagged ☐ Include Attendance ☐ View All Users ☑ Search

‹ Prev Page: 1 / 3 Next › 55 Records Export 🖾 🖶 Filter: OFF Toggle Columns Page Size: 20

Date	Type	Message	Source	From	To	Regarding Student	Total	Sent	Pending	Expired	Errors	Attendance	Sec
09/05/23 11:													
08/07/23 08:													
08/03/23 08:2													
09/05/23 11:													
09/05/23 11:													
08/07/23 10:2													
08/18/23 02:													
04/25/23 01:													
04/25/23 01:													
05/23/23 09:													
05/23/23 10:0													
05/23/23 11:													
05/25/23 09:													
05/25/23 09:17 am	Email	Dirty WordsLet's vote for bad words.Real...	Student	Acevedo, Diem	1 Recipients	Acevedo Diem	1	1					
05/31/23 03:09 pm	Email	Thanks for the suggestion about the book...	User	Roxy, Fridda	1 Recipients		1	1					

Pop-up detail (first record):

Date	09/05/23 11:32 am	Type	Email
Message	New School Year: Volunteers Needed	Source	User
From	Roxy, Fridda	To	91 Recipients
Total	91	Sent	8
Errors	83	Attendance	☐
Secure	☐	Emergency	☐
Flagged	☐	Admin Flagged	☐

◄ ► Close

Click the white arrows to navigate through the list of records.

Date	08/07/23 08:52 am	Type	Recorded
Source	User	From	Garcia, Lizette
To	3 Recipients	Total	3
Expired	3	Errors	3
Attendance	☐	Secure	☐
Emergency	☐	Flagged	☐
Admin Flagged	☐		

◄ ► Close

Click **Close** to close the pop-up window.

Did You Know?

The system field titled, **Exclude from Communication**, can be enabled via Setup > School Fields and added to School Information. By default, this field is disabled, with no permissions enabled upon installation. To enable from Setup > School Info, you can select the **Exclude from Communication** check box.

Activating this feature has several implications. Primarily, it removes the excluded school from district-wide communication. This means users and students of the excluded school will no longer appear in the recipient pull-down in Communication. Additionally, users associated

with these schools lose access to Callout, SMS, or Attendance Communication Platform expansion features.

For schools marked as excluded, communication is restricted to within the school. Features like SMS and phone calls are disabled, and the **Send as District** option is modified to **Send as School**. This change ensures that any communication sent displays the school's title and logo, rather than the district's.

Furthermore, announcement emails sent from these schools will list the school's title as the **From Name**.

In the Communication Report, these emails will show **School** as the source and the school title under the **From** field.