

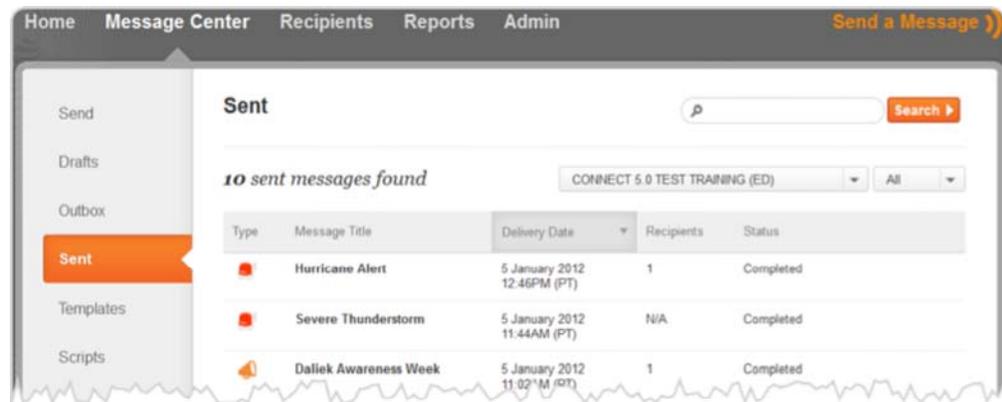
Viewing and exporting Delivery Results for Sent Messages in Connect 5

Overview Once your message has been sent, the message will be moved to the Sent folder in the Message Center and will be stored there for up to 13 months.

Additionally, starting with Blackboard Connect 5.1, if your institution has upgraded to Connect 5 from Connect Classic (version 4) you will be able to access and view the messages that were sent from Connect 4.

The Sent Folder will display message titles, delivery date and times, and delivery modes.

In addition, the SENT FOLDER also allows you to **view Delivery Result logs** for each message and resend the message to new Recipients.



Details

Viewing Delivery Results for Sent Messages

You can view the delivery statistics for any sent Message in Connect 5 by accessing the

Sent Folder and clicking on the  icon that appears when you mouse over the message entry.

When viewing the delivery results, you will be able to see delivery results for each delivery mode as well the successful and failed deliveries.

To view the delivery results for a specific message:

1. Open the Message Center and click SENT on the Left Navigation Bar.

2. Mouse over the message you would like to resend and click the  icon located on the right side of the message listing.

Type	Message Title	Delivery Date	Recipients	Status
	Hurricane Alert	5 January 2012 12:46PM (PT)	1	Completed
	Severe Thunderstorm	5 January 2012 11:44AM (PT)	N/A	Completed

The Delivery Results will open and will display an easy to read summary of the message details (the title, message type, etc) and the device delivery status bars.

Delivery Results [Back to Sent](#) | [Print](#)

Title Hurricane Alert
Message Type Emergency
Site CONNECT 5.0 TEST TRAINING (ED)
Scheduled By Aric West
Send Time 5 January 2012 12:46PM (PT)
Voice Completed 5 January 2012 12:52PM (PT) (First attempt completed at 5 January 2012 12:48PM (PT))
Text Completed 5 January 2012 12:46PM (PT)
Email Completed 5 January 2012 12:46PM (PT)
Selected Contacts 1
 Successfully reached 1 (100%)
Languages English*

DEVICE DELIVERIES

 100% (1) 1

Phones were called one time only

 100% (1) 1

 100% (1) 1

[View Detailed Results](#)

If you would like more detailed information, click the [View Detailed Results](#) link located in the bottom right corner.

When you click the [View Detailed Results](#) link, the page will expand, showing you detailed delivery results for each delivery mode and will illustrate the successful delivery versus failed deliveries.



In the image below, you can see that a Hurricane Message has been successfully sent to the selected Recipients and the phone message was delivered to an answering machine.

Exporting Delivery Results

If you need a soft copy of the delivery results, you can export the statistics for Connect 5 messages and a Microsoft Excel document (.xls). This document will contain information about the recipients you have sent the message to as well as the result of the delivery in the RESULT column in the spreadsheet.

To export this report:

1. Open the Message Center and click SENT on the Left Navigation Bar.
2. Mouse over the message you would like to resend and click the  icon located on the right side of the message listing.

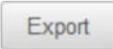
Type	Message Title	Delivery Date	Recipients	Status
	Hurricane Alert	5 January 2012 12:46PM (PT)	1	Completed  
	Severe Thunderstorm	5 January 2012 11:44AM (PT)	N/A	Completed

3. Click the [View Detailed Results](#) link in the bottom right corner of the screen to expand the detailed results.
4. Use the checkboxes to individually select which delivery mode you want your report to

be based on. For example, if you would like to export information for Recipients who received the phone message, check the checkbox next to Voice.

Additionally, you can click the [Select all](#) (below the section title) to select all delivery modes and delivery results (answering machine, sent, failed, etc).



5. Once you have selected the delivery modes and results for export, click the  button located in the bottom right corner of the window.

A download dialog box will open. Save the file to your computer and open the file with a spreadsheet application that supports Microsoft Excel files (.xls).