

BUSINESS MESSAGING MADE EASY

Reporting dashboard



eTXT



For more information about effective SMS messaging solution call **0800 482 290** or email us at corporate servicedesk@spark.co.nz or contact your Spark account manager.

Reporting dashboard

Spark's eTXT portal allows customers to effortlessly view the activity in messages in any format: search messages by user, search all users, search all messages for a specific period, search sent messages only, search replies only, search by delivery status or by error type. Whatever your need is, eTXT customers are able to make sense of internal communications to staff as well as external communications between them and customers with visual rich interactive summaries, or easy CSV exports to run pivot tables or import into business intelligence or visualisation tools.

Features

- Interactive visual display
- Hover over display for details
- Easy CSV export for BI & visualisation

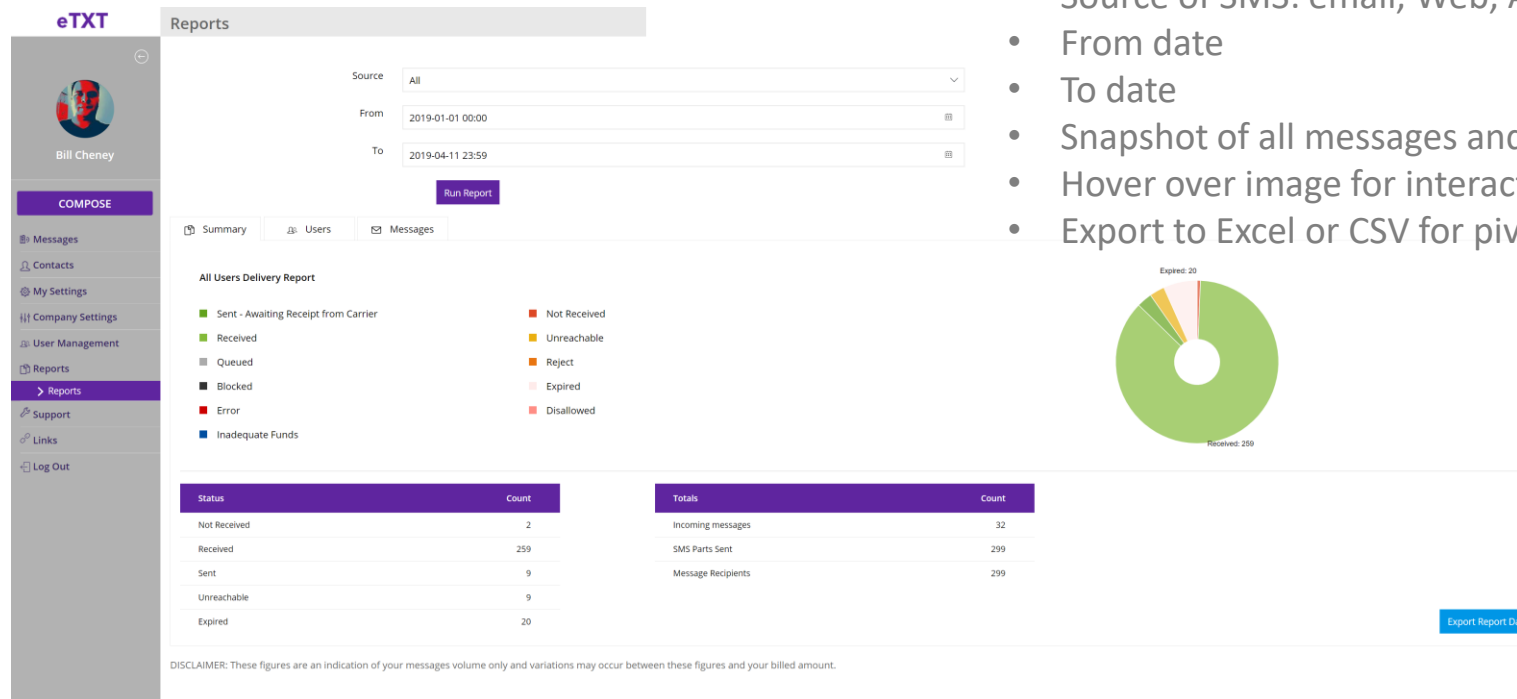
Searches

- 11 different real time message status'
- Date range searches
- Time based searches, in date ranges
- User searches
- Email2SMS searches
- WebPortal searches
- API searches
- Summary view
- User view

Main Dashboard view

What you see

- Source of SMS: email, Web, API or “All”
- From date
- To date
- Snapshot of all messages and status
- Hover over image for interactive feedback
- Export to Excel or CSV for pivot tables, BI or visualisation



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Search by source

Source: All

From: All

To: OMS, Web, Forwarded, Mobile, Mobile Web, API

Messages

Dates: from & to

From: 2019-01-01 00:00

< January 2019 >

Sun	Mon	Tue	Wed	Thu	Fri	Sat
30	31	01	02	03	04	05
06	07	08	09	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	01	02
03	04	05	06	07	08	09

Today Time Close Cancel

To: 2019-04-11 23:59

Run Report

Time: from & to

From: 2019-01-01 03:28

03 : 28

Now Date Close Cancel

To: 2019-04-11 23:59

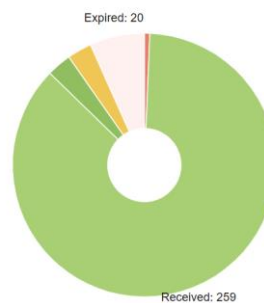
Run Report

11 Delivery status key

All Users Delivery Report

- Sent - Awaiting Receipt from Carrier
- Received
- Queued
- Blocked
- Error
- Inadequate Funds
- Not Received
- Unreachable
- Reject
- Expired
- Disallowed

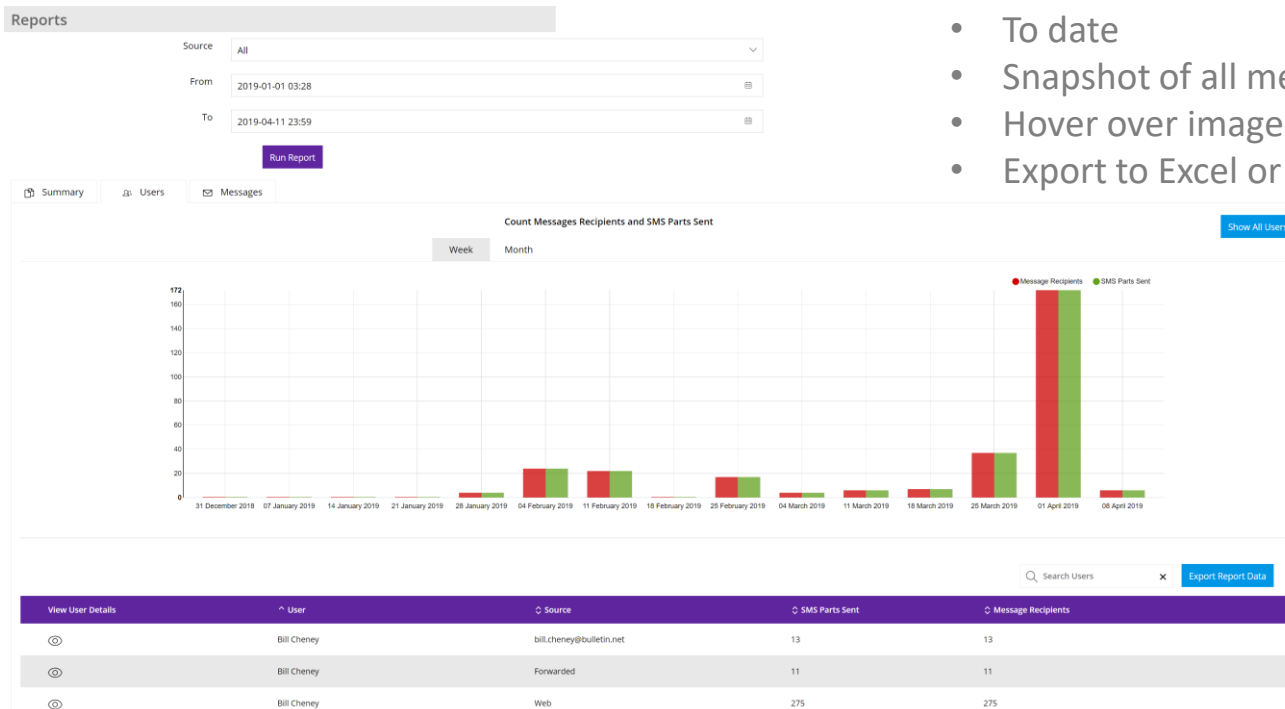
Interactive hover



Per User Dashboard view

What you see broken down per user

- Source of SMS: email, Web, API or “All”
- From date
- To date
- Snapshot of all messages and status
- Hover over image for interactive feedback
- Export to Excel or CSV for pivot tables, BI or visualisation



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CSV Export example

FileHomeInsertDrawPage LayoutFormulasDataReviewViewHelpTell me what you want to do																		
Normal		Page Break Preview	Page Layout Views	Custom Views	☒ Ruler ☒ Formula Bar	☒ Gridlines ☒ Headings	Zoom	100%	Zoom to Selection	New Window	Arrange All	Freeze Panes -	☒ Split ☒ Hide	View Side by Side	Synchronous Scrolling	Reset Window Position	Switch Windows -	Macros -
Workbook Views				Show		Zoom			Window									
E14																		
Peter																		
	A	B	C	D	E	F	G	H	I	J	K							
1	Date	User	Message ID	Source	Recipient	Mobile	Status	Type	Parts	Message Body	Channel							
2	2019-02-01T09:57:45.199+13:00	Bill Cheney	181580273	Web	Bill	64221620715	RCV	out	1	(Contact support for details)	SMS							
3	2019-02-01T09:59:35.300+13:00	Bill Cheney	181580423	Web	Ebba Larsen	6421562859	RCV	out	1	(Contact support for details)	SMS							
4	2019-02-01T10:01:23.473+13:00	Bill Cheney	181580637	Web	Ebba Larsen	6421562859	RCV	out	1	(Contact support for details)	SMS							
5	2019-02-01T13:36:20.084+13:00	Bill Cheney	181602185	Reply	Ebba Larsen	6421562859	RCV	reply	1	(Contact support for details)	SMS							
6	2019-02-01T13:36:20.242+13:00	Bill Cheney	181602186	Forwarded	Bill Cheney	64221620715	RCV	out	1	(Contact support for details)	SMS							
7	2019-02-04T10:11:09.267+13:00	Bill Cheney	181673860	Web	4.4734E+11	4.4734E+11	RCV	out	1	(Contact support for details)	SMS							
8	2019-02-04T10:11:09.267+13:00	Bill Cheney	181673860	Web	Bill	64221620715	RCV	out	1	(Contact support for details)	SMS							
9	2019-02-04T10:12:12.019+13:00	Bill Cheney	181673966	Web	4.4734E+11	4.4734E+11	RCV	out	1	(Contact support for details)	SMS							
10	2019-02-04T10:12:12.019+13:00	Bill Cheney	181673966	Web	Bill	64221620715	RCV	out	1	(Contact support for details)	SMS							
11	2019-02-07T08:31:30.793+13:00	Bill Cheney	181805945	Web	Bill	64221620715	RCV	out	1	(Contact support for details)	SMS							
12	2019-02-07T10:45:00.119+13:00	Bill Cheney	181819106	Web	Bill	64221620715	SNT	out	1	(Contact support for details)	SMS							
13	2019-02-07T10:45:00.119+13:00	Bill Cheney	181819106	Web	Daniel Zhu	64275479973	EXP	out	1	(Contact support for details)	SMS							
14	2019-02-07T10:45:00.119+13:00	Bill Cheney	181819106	Web	Peter	64212769127	RCV	out	1	(Contact support for details)	SMS							
15	2019-02-07T12:25:39.334+13:00	Bill Cheney	181830005	Web	6.42108E+11	6.42108E+11	RCV	out	1	(Contact support for details)	SMS							
16	2019-02-07T12:25:39.334+13:00	Bill Cheney	181830005	Web	6421523838	6421523838	RCV	out	1	(Contact support for details)	SMS							
17	2019-02-07T12:25:39.334+13:00	Bill Cheney	181830005	Web	64274584732	64274584732	RCV	out	1	(Contact support for details)	SMS							
18	2019-02-07T12:25:59.830+13:00	Bill Cheney	181830035	Reply	6421523838	6421523838	RCV	reply	1	(Contact support for details)	SMS							
19	2019-02-07T12:25:59.887+13:00	Bill Cheney	181830036	Forwarded	Bill Cheney	64221620715	RCV	out	1	(Contact support for details)	SMS							
20	2019-02-07T12:26:00.435+13:00	Bill Cheney	181830039	Reply	02108320269@etxt.co.nz	6.42108E+11	RCV	reply	1	(Contact support for details)	SMS							
21	2019-02-07T12:26:00.596+13:00	Bill Cheney	181830040	Forwarded	Bill Cheney	64221620715	RCV	out	1	(Contact support for details)	SMS							
22	2019-02-07T12:26:01.452+13:00	Bill Cheney	181830043	Reply	64274584732	64274584732	RCV	reply	1	(Contact support for details)	SMS							
23	2019-02-07T12:26:01.505+13:00	Bill Cheney	181830044	Forwarded	Bill Cheney	64221620715	RCV	out	1	(Contact support for details)	SMS							
24	2019-02-08T10:45:00.091+13:00	Bill Cheney	181880629	Web	Bill	64221620715	RCV	out	1	(Contact support for details)	SMS							
25	2019-02-08T10:45:00.091+13:00	Bill Cheney	181880629	Web	Daniel Zhu	64275479973	NRCV	out	1	(Contact support for details)	SMS							
26	2019-02-08T10:45:00.091+13:00	Bill Cheney	181880629	Web	Peter	64212769127	RCV	out	1	(Contact support for details)	SMS							
27	2019-02-08T16:35:29.686+13:00	Bill Cheney	181913429	Web	Bill	64221620715	RCV	out	1	(Contact support for details)	SMS							
28	2019-02-09T10:45:00.098+13:00	Bill Cheney	181925708	Web	Bill	64221620715	RCV	out	1	(Contact support for details)	SMS							
29	2019-02-09T10:45:00.098+13:00	Bill Cheney	181925708	Web	Daniel Zhu	64275479973	EXP	out	1	(Contact support for details)	SMS							

What you see

- Source of SMS: email, Web, API or “All”
- From date
- To date
- Recipient: number for bulk SMS, name for saved contacts
- Message ID: unique for each message
- Sorted by user
- Which channel
(Facebook Messenger as well as a Mobile App are available to Spark and can be switched on)
- Type: outward message, reply
- Message status (11 types)
- Body of message

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