Scheduled/Sent Notifications

Communication>Notification>Actions>
Scheduled/Sent Notifications

Permission: *Reports And Update Notification Results*

Scheduled/Sent Notifications allows the district to analyze the success of a notification by importing the notification results. *Notification results may take up to 20 minutes to display from the time the message is sent.* Notification results must be imported manually. After importing, the user can view individual recipient results and view a statistics graphic.

1. **Navigating the Notification List**
   a. **Tip:** Click Customer Support Information to view details for contacting Realtime Support.
   b. The list will display the last 100 Notifications.
   c. The list of notifications can be sorted by clicking any column heading.
   d. Search for specific notifications by typing a portion of the **Name** into the search box.
   e. Enter a Date in the **Date/Time Sent** search box to list notifications sent on that date.
   f. Select a username from the **Sent By** drop-down list to list notifications sent by a specific user.
   g. Scheduled jobs that have not been processed, will display a delete icon to allow the user to delete it if needed.

2. **Managing Notification Results**
   a. **Import** - Click the Import icon to import the most recent notification results. Wait for the import to complete processing before viewing the results.
   b. **Results** - After importing, click the Results icon to view individual recipient results for each Message Type: EMAIL, SMS, and VOICE.

| Student/Staff	ID	Name	Message Type	Recipient	Result	Date Time
--ALL--			--ALL--		--ALL--	
Student	110026	Abbatiellox, Brandon	EMAIL	JConnor@gmail.com	Failed	02/05/2025 3:43 PM
Student	110050	Abbott, Caryn	EMAIL	asiciliano@realitinc.com	Sent	02/05/2025 3:43 PM
Student	910789	Abrams, Marcus	EMAIL	esignrealtime+father@gmail.com	Sent	02/05/2025 3:43 PM
Student	910789	Abrams, Marcus	EMAIL	esignrealtime+mother@gmail.com	Sent	02/05/2025 3:43 PM
Student	910046	Acciardi, Darius	EMAIL	JConnor@gmail.com	Failed	02/05/2025 3:43 PM

   i. If the notification results were not imported on the Notifications List page, click **Import Results** to generate the results.
   ii. The results list can be sorted by clicking any column heading.
   iii. Search for specific students by typing in the **ID** or **Name** search boxes.

     iv. To list only a specific **Message Type**, select it from the drop-down list.
     v. Search for a specific **Recipient** by typing all or a portion of a phone number or email address.
     vi. Click the Export link at the end of the list to generate a CSV file of the results.

  c. **Results per Message Type:**
     i. **Email**
       1. Sent - Delivered to the email provider.
       2. Failed - Hover over to display the details.
     ii. **SMS**
       1. Sent to Carrier - Wireless carrier confirmed receiving the SMS. (In some cased this may be a final state since not all carriers provide Delivered results.)
       2. Delivered - Device confirmed receiving the SMS.
       3. Failed - Failed to reach the recipient.
     iii. **Voice**
       1. Called, Voice Mail, No Answer - Results returned from the carrier.
       2. No Connect - Possible reasons include blocked numbers, invalid numbers, inactive phone, etc.

  d. **Statistics** - Click the 📊 icon.
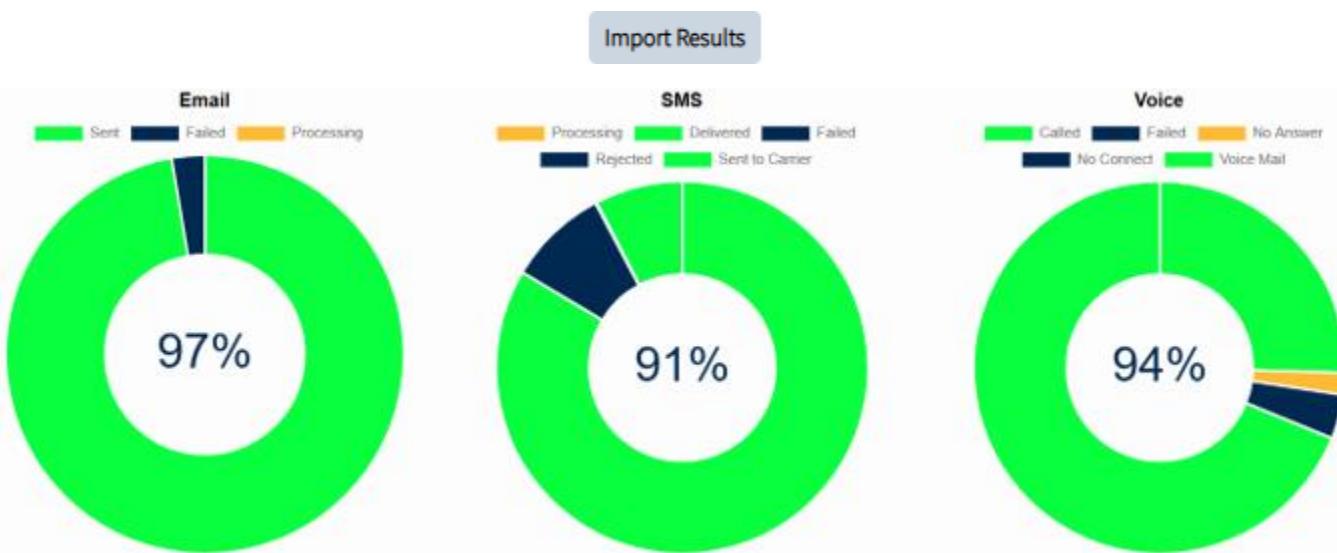
     i. If the notification results were not imported on the Notifications List page, click **Import Results** to generate the results.
     ii. The graphics will display the success of each Message Type used in the notification.

3. **Copy Notification**
  a. Click the 📄Copy icon to create a new notification from a previously sent notification. The user will be directed to Step 1 of Notification Creation.
  b. The notification *Title, Recipient List*, and *Message* will be copied from the previous Notification.
    Note: The *Recipient List* and *Message* content will reflect any changes that may have been made in the Maintenance tables since the last time this Notification was sent.
  c. When copying a Notification, the *Title, Recipients* and *Message* content can be edited as needed.
  d. If the notification was created from a Realtime report, the copy 📄 option will not be available, and the notification name will default with a date/time stamp.