CORES® Quick Reference Guide

Sent Message Containers

Overview

The **Sent Messages Reporting by Containers** functionality provides statistical information regarding the delivery of and response to messages. Containers are collections of recipients, categorized as individuals, administrators, groups, organizations, search results, external recipients, mailing lists (ANS), or roles (HAN).

Containers enable you to aggregate sent message data by container to better analyze it. For each sent message, container statistics are stored and available for reporting purposes.

Recipient Containers

After sending a message, containers are listed in alphabetical order to help you identify and review message delivery and response statistics for message recipients.

▼ Recipient Statistics: By Containers

◆ Note: data is representative of the recipients in the sent message at the time it was sent, not the current container membership.

7 rows displayed

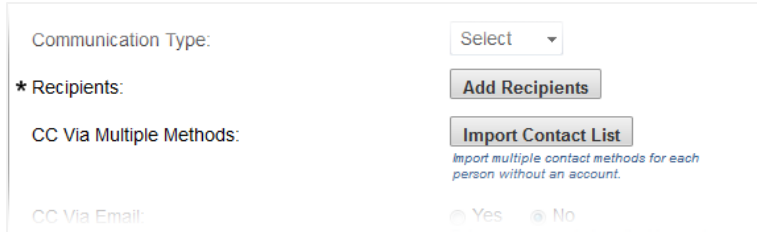| Recipient Containers ⇕	Recipient Count ⇕	Delivered ⇕	Responded ⇕	No Response ⇕	Failed ⇕	Not Contacted ⇕
Animal Cont…	110	110	1	109	View values	0
Behavioral H…	104	104	0	104	View values	0
Clinic	0	0	0	0	View values	0
group102	53	53	0	53	View values	0
Chief Epide…	52	52	0	52	View values	0
Hospital	22	22	2	20	View values	0
Individuals	4	2	0	2	View values	2

For example, the **Hospitals** organization has a **Recipient Count** of 22, meaning there are 22 individuals in the container. The **Delivered** column indicates the message was delivered to all 22 individuals, which indicates their contact details are accurate. The **Responded** column shows that 2 individuals responded to the message and the **No Response** column indicates 20 did not respond.

When you add a role (HAN), its name appears in the list, such as **Behavioral Health Director**.

When you add a mailing list (ANS), its name appears in the recipient list.

External Recipients

External recipients are people who do not have accounts in your system. They can be added as message recipients using the **CC Via Email** option and entering their email addresses, or if configured in your system, using the import feature available to you via **CC Via Multiple Methods** and **Import Contact List**. External recipients are treated as a unique container.
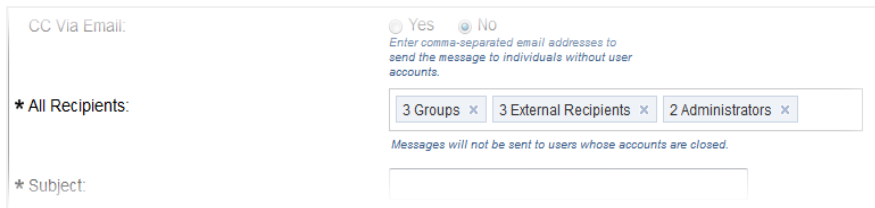

Mapping Recipients to Containers

When creating a message, the recipients you add are counted and grouped in the **All Recipients** field, which shows them grouped in containers based on like traits or affiliations.

The following table identifies how individuals and entities added to messages appear on the *Message Composition* page, in the **All Recipients** field, and on sent message reports.

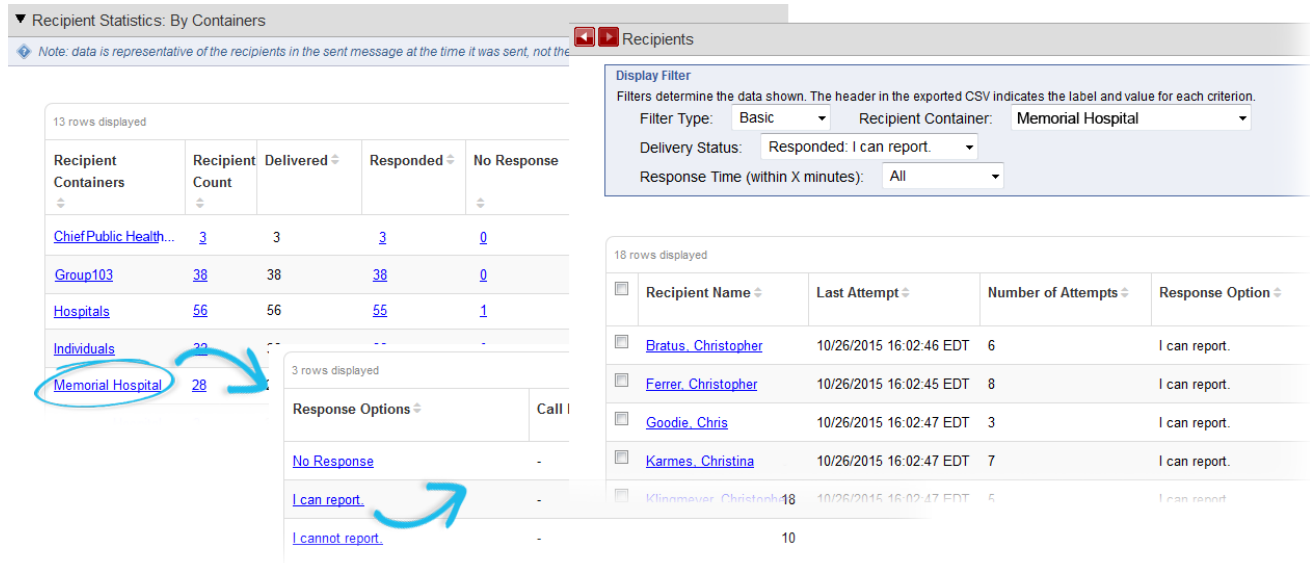| Recipients added as…	Appear in *All Recipients* as…	Are identified in *Sent Message Reports* as containers such as…
Administrators	*n* Administrators	Administrators
External Recipients	*n* External Recipients	External Recipients
Individuals	*n* Individuals	Individuals
Groups	*n* Groups	Executive Sponsors Local Strike Team Region 1 Region 2
Mailing Lists (ANS)	*n* Mailing Lists	Finance Committee Parking Update
Organizations	*n* Organizations	Associations Department of Health

Recipients added as…	Appear in *All Recipients* as…	Are identified in *Sent Message Reports* as containers such as…
		CDC Mercy Hospital
Roles (HANS)	*n* Roles	Chief Epidemiologist Chief Public Health Veterinarian Veterinarian
Search Results	*n* <Selected Type of Search>	Individuals
Note: *n* represents the number of selected individuals or entities in that container.		

Recipient Statistics: By Containers

The *Recipient Statistics: By Containers* table in the section above presents a summary of message delivery and response data for each container. Container names act as links, each of which takes you to a page with details for that specific container.

Numbers in other columns, such as the **Recipient Count**, **Responded**, and **Not Contacted**, provide an overview of the delivery and response statistics for that container. These numbers are also links to pages with more details about the information represented in the data.

For example, if you click the name of a container, **Memorial Hospital** in the following example, the response details for that container opens. Then, you can click a **Response Option**, like **I can report**, which opens the *Recipients: Display Filter* page. This page lists the names of individual recipients within that container who selected the **I can report** response.

The *Recipients: Display Filter* page opens from **any** link on the *Message Summary* page and any numeric link in the **Recipient Statistics: By Containers** table.

Other tables showing container statistics are:

- Delivery Status
- Response Options
- Responses Over Time
- Responses by Delivery Method

Pending Messages

When composing a message, response options and statistics are linked so that you can access related details. However, there are two situations in which these links are not available in the **Recipient Statistics: By Containers** table, including when a message:

- Is scheduled for a future date or time using the **Delivery Delay** option.
- Includes a large number of recipients and sending it takes a few minutes to complete.

Select an Action Menu

The **Select an Action** menu on sent messages can have standard or customized options, such as **Update**, **Resend**, or **Cancel**, that allow you to quickly address message recipients. These options affect all recipients on a message; thereafter, message recipients are all placed in a single container entitled **Individuals**. This process discards previous containers to ensure each recipient who received the original message receives this one as well.

Container Data Retention

In accordance with the CORES data retention policy, sent message data is never deleted. Eighteen (18) months after a message is sent, links in the **Recipient Statistics: By Containers** table and individual container detail pages are removed. However, this information about specific containers can still be accessed through the *Recipients: Display Filter* page.

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