clouddialogs

SMS Data Export

clouddialogs

Cloud Dialogs
2nd Floor
145-157 St John Street
London
EC1 4PY

www.clouddialogs.com

Overview
Key topics
Accessing the Service desk
Viewing sent SMS Messages
Exporting the Data

Overview

This document provides an overview for extracting sent SMS data from the Cloud Dialogs service desk. Following the process outlined will enable you to produce monthly reports on the amount of text messages sent out to your customers.

Key topics

The main topics discussed in this document are:

- Accessing the Service Desk
- Viewing Sent SMS Messages
- Exporting Data

Accessing the Service desk

The service desk can be accessed from the following Url: https://logon.clouddialogs.com/

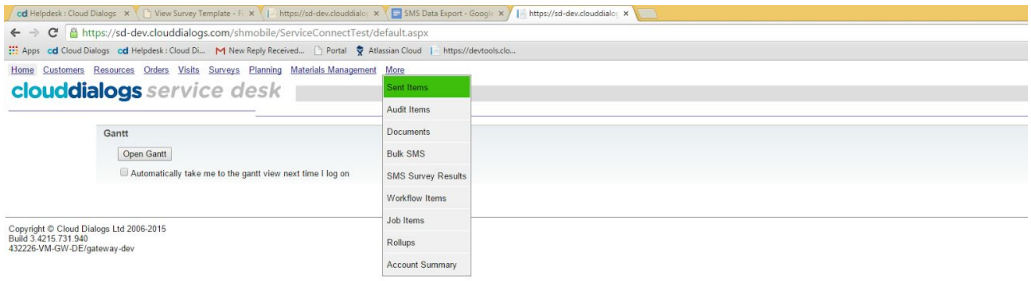
To login to your account you will be asked to supply the following information:

1. Account name
2. Username
3. Password

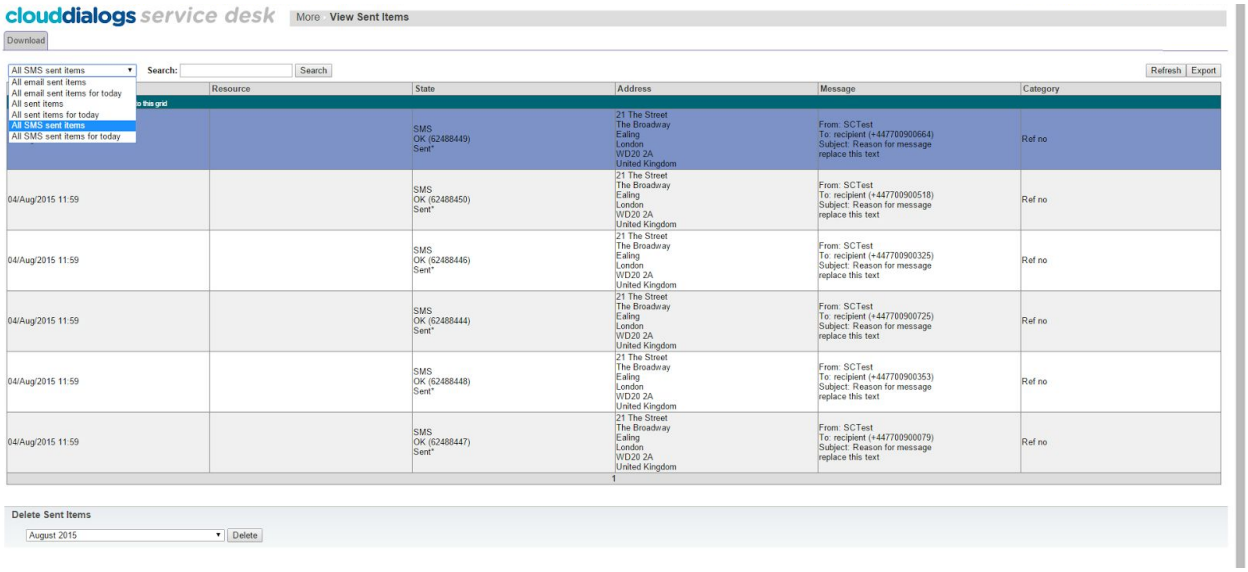
If you are not aware of the correct details please raise a ticket with the support team.

Viewing sent SMS Messages

Once logged into the service desk from the main navigation select more and then sent items.



You will now see a datagrid with a dropdown list on the left. From this list select all SMS sent items and this will then populate the grid with the correct data.



Exporting the Data

To export the data from the service desk you have two options. The first option is to simply press the export button to the right of the screen and export all the SMS messages that have been sent and then do any filters within your spreadsheet software.

Alternatively you can filter down the results to a date range by selecting the plus icon in the green bar beneath the column headings and the under date time select the link and enter a data range. You will then need to press the export button.