

PRINTING DETAILED REPORTS TO EXCEL

The screenshot shows the Blackboard Connect home page with the following sections:

- Announcements:** We continually add features and fix issues to improve the Blackboard Connect experience. For the **December 2017** updates, we are moving Blackboard Connect to Amazon Web Services (AWS), full details are available [here](#). Please take time to review this information to understand how this may impact you. For our newest features, [click here](#).
Download the [Connect Support Winter 2017 Newsletter](#).
Download Blackboard Connect for [iOS](#) or [Android](#).
Have an idea for a great new feature? Sign in to [Behind the Blackboard](#) and submit it in the Ideas section or [send us an email](#). We want to hear from you.
- Support:** Need Help? Contact:
Customer Success Advocate
Connect Support
ConnectSupport@blackboard.com
866-360-2155
Chat support is currently unavailable, please call for support.
NEW [View Blackboard Connect Service Status](#)
[Request online training](#). We will contact you via e-mail to schedule a training session.
Activate Safe Mode to practice creating and scheduling a message, without it being sent.
[Activate Safe Mode](#)
- January Quick Stats:**

Messages Sent	People Reached
12	24,652
Bad Numbers	Successful Deliveries
3 %	33,268
- Favorite Templates:** You don't have any templates in your favorite list. Mark templates that you use the most often and they will appear here on your Home page for a quick send.
[Create a template](#)
[Mark your favorites](#) ★
- My Recent Activity:**

MLK Day District Closure Jan 15	Completed
Created by Cintron, Ileana	14 January 2018 5:05PM (ET) - 5,465 Total Contacts
Three Kings 2018 Reminder	Completed
Created by Cintron, Ileana	13 January 2018 9:30AM (ET) - 544 Total Contacts
1-12-18 Holyoke Update	Completed
Created by Taylor, Judy	12 January 2018 2:57PM (ET) - 6,525 Total Contacts

A blue arrow points to the [Completed](#) link in the 'My Recent Activity' section.

Click Completed for the item that you would like to view report results.

ACFrOgDd9so5DyRsp5... x Microsoft Word - Quick... x Message Center > Resu... x Bb Training Videos | Blackl... x Connect 5 Advanced Tr... x CSBasicTraining - YouT... x

https://connect.blackboardconnect.com/DeliveryResult/DeliverySummary/44060319

oke Public Schools create a graph Calendar - HPS Goes G 12 Holyoke Public Schools My Account New Tab peck generation teach Inclement Weather Not

Send

Drafts

Outbox

Sent







Templates

Scripts


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

Title	MLK Day District Closure Jan 15
Message Type	Outreach
Site	HOLYOKE SCHOOL DISTRICT
Scheduled By	Ileana Cintron
Send Time	14 January 2018 5:05PM (ET)
Voice Completed	14 January 2018 5:44PM (ET) (First attempt completed at 14 January 2018 5:06PM (ET))
Text Completed	14 January 2018 5:11PM (ET)
Email Completed	14 January 2018 5:05PM (ET)
Selected Contacts	5,465 Successfully reached 5,057 (92%)
Languages	English*

DEVICE DELIVERIES

 71% (3,569)		5,010
View each attempt		
 85% (1,195)		1,406
 77% (2,462)		3,192

[View Detailed Results](#)



Click View Detailed Results

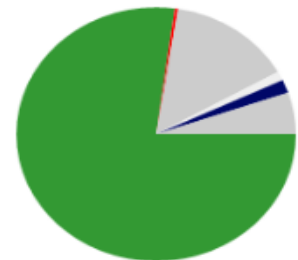
Voice

<input type="checkbox"/> Hangup	460
<input type="checkbox"/> Opted-Out	145
<input type="checkbox"/> Bad Phone Number	137
<input type="checkbox"/> Deactivated	304
<input type="checkbox"/> Live Delivery	1,044
<input type="checkbox"/> Answering Machine	2,525
<input type="checkbox"/> Busy	7
<input type="checkbox"/> No Answer	368
<input type="checkbox"/> Undeliverable	20



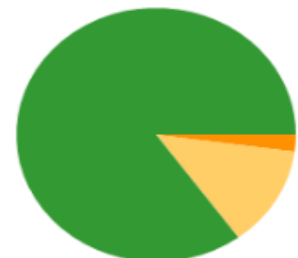
Text

<input type="checkbox"/> Text Sent See More	2,462
<input type="checkbox"/> Text Not Sent	12
<input type="checkbox"/> Text Opted-Out	457
<input type="checkbox"/> Text Pending Opt-In	37
<input type="checkbox"/> Invalid Text Phone	54
<input type="checkbox"/> Deactivated	170



Email *

<input type="checkbox"/> Email Opted-Out	30
<input type="checkbox"/> Invalid Email Address	181
<input type="checkbox"/> Email Delivered	1,195



* Email Delivery Statuses will change over time as we receive updates from recipients' servers.

Click Export

The screenshot shows a web browser window displaying a delivery summary for ID 44060319. The page is divided into three sections: Call, Text, and Email, each with a list of delivery statuses and a corresponding pie chart. The taskbar at the bottom shows a file named 'CallDetailsExport (1).csv' with a blue arrow pointing to it.

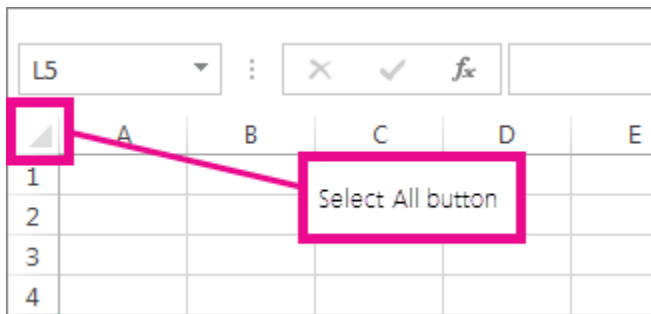
Category	Status	Count
Call	Opted-Out	143
	Bad Phone Number	137
	Deactivated	304
	Live Delivery	1,044
	Answering Machine	2,525
	Busy	7
	No Answer	368
	Undeliverable	20
Text	Text Sent	2,462
	Text Not Sent	12
	Text Opted-Out	457
	Text Pending Opt-In	37
	Invalid Text Phone	54
	Deactivated	170
Email	Email Opted-Out	30
	Invalid Email Address	181
	Email Delivered	1,195

** Email Delivery Statuses will change over time as we receive updates from recipients' servers.*

Click on CallDetailsExport and you will be brought to the exported Excel file

To AutoFit column width:

1. To change the width of all columns on the worksheet, **click the Select All** button.



2. Position the mouse over the **column line** in any **column heading** so the **white cross**  becomes a **double arrow**  and **double-click**.

The screenshot shows a portion of an Excel worksheet. The active cell is H18. The formula bar contains a clear (X), confirm (checkmark), and function (fx) button. The grid shows columns A, B, and C, and rows 1 through 4. The column line between columns A and B is highlighted with a double arrow cursor, indicating the AutoFit process. The data in the worksheet is as follows:

	A	B	C
1	First Na	Last Name	
2	Amand	Ryan	
3	Tricia	Matthews	
4	Josefin	Woodard	