

Contact History

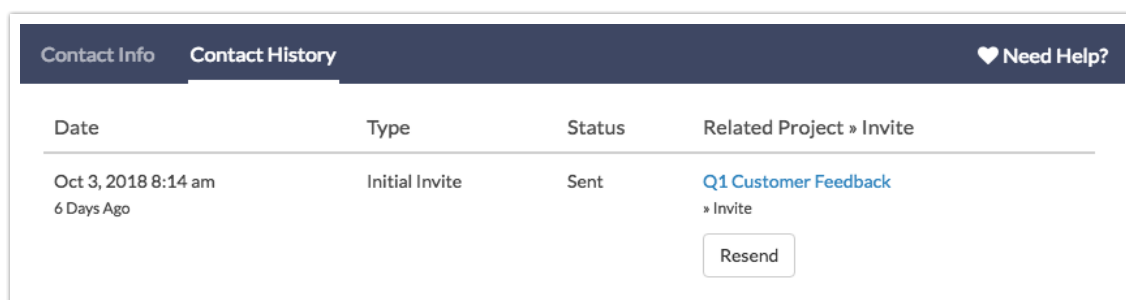
Whether you use [Contact Lists](#) to manage contacts within your email/sms campaigns or add contacts directly to your [Email Campaigns](#) or [SMS Campaigns](#), you have access to a **Contact History** for each contact.

The Contact History allows you to do the following:

- Within **Email/SMS Campaigns**, see all of the emails/text messages that have been sent to a specific contact from that campaign.
- Within **Contact Lists**, see all of the emails/text messages that have been sent to a specific contact across surveys that they have been added to.
- Use the Contact History to [Resend](#) specific messages that have already been sent to them.

Access Contact History in Email/SMS Campaigns

1. Within a Campaign (Email or SMS), click **Contacts**.
2. Next, click on a specific contact's email address or phone number to access the contact details.
3. Click on **Contact History** tab to view the details.



Date	Type	Status	Related Project » Invite
Oct 3, 2018 8:14 am 6 Days Ago	Initial Invite	Sent	Q1 Customer Feedback » Invite

Resend

Access Contact History in Contact Lists

1. Access your **Contact Lists** via **Account > Libraries > Contact Lists**.
2. Select the Contact List that contains the contact whose Contact History you

would like to check.

List Name ▲	Last Modified	Total Members	Segments
Customer List	2 Years Ago	900	4

3. Next, click on a specific contact's email address or phone number to access the contact details.

Email ▲	First Name	Last Name
jon.smith@company.com	Jon	Smith
jane.smith@company.com	Jane	Smith
tom.jones@company.com	Tom	Jones

4. Click on **Contact History** to view the details.

Date	Type	Status	Related Project » Invite
Oct 3, 2018 8:14 am 6 Days Ago	Initial Invite	Sent	Q1 Customer Feedback » Invite

Resend

Contact History Definitions

The Contact History view will contain the following information.

- **Date** and time the message was sent to the specific contact (according to the Date/Time specified in your Account Settings).

- **Type** of message that was sent. This will read either **Initial Invite, Reminder, or Thank You**.
- **Status** of the message. This will display whether the message was **Sent** or **Bounced**.
- **Related Project > Invite** will display the name of the survey (in blue) that the send was associated with.

Resend Message

Sometimes people accidentally delete messages or have a hard time finding a specific email/sms if they have a cluttered inbox. The Contact History view allows you to **Resend** a specific message to a contact if for any reason they lost track of your original email.

Click [here](#) to learn more about the Resend feature.

Related Articles