

# Contact History

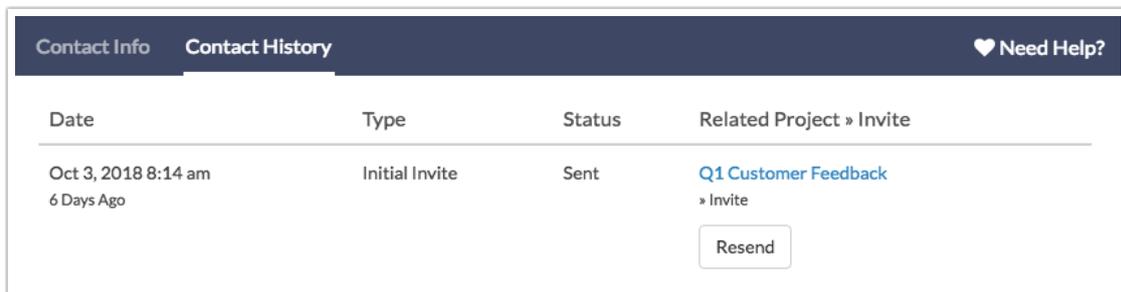
Whether you use Contact Lists to manage contacts within your email/sms campaigns or add contacts directly to your Email Campaigns or SMS Campaigns, you have access to a **Contact History** for each contact.

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.

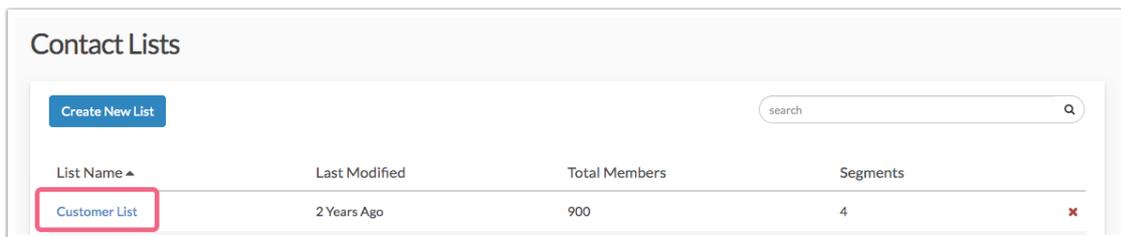


The screenshot shows a user interface with two tabs: "Contact Info" and "Contact History". The "Contact History" tab is active. In the top right corner, there is a "Need Help?" link with a heart icon. Below the tabs is a table with the following columns: "Date", "Type", "Status", and "Related Project » Invite". A single row of data is visible, showing a message sent on "Oct 3, 2018 8:14 am" (6 Days Ago) with the type "Initial Invite" and status "Sent". The "Related Project" is "Q1 Customer Feedback", with a sub-link "» Invite" and a "Resend" button below it.

Date	Type	Status	Related Project » Invite
Oct 3, 2018 8:14 am 6 Days Ago	Initial Invite	Sent	<a href="#">Q1 Customer Feedback</a> » Invite <button>Resend</button>

## Access Contact History in Contact Lists

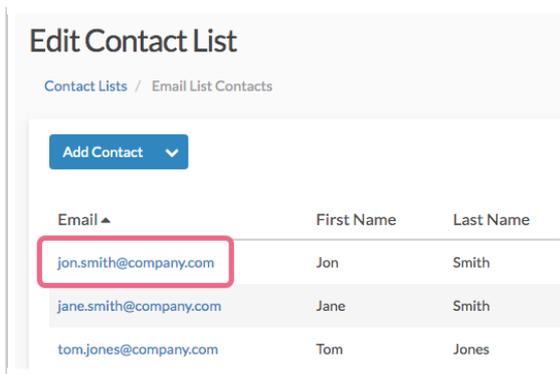
1. Access your **Contact Lists** via **Account > Libraries > Contact Lists**.
2. Select the Contact List that contains the contact whose Contact History you would like to check.



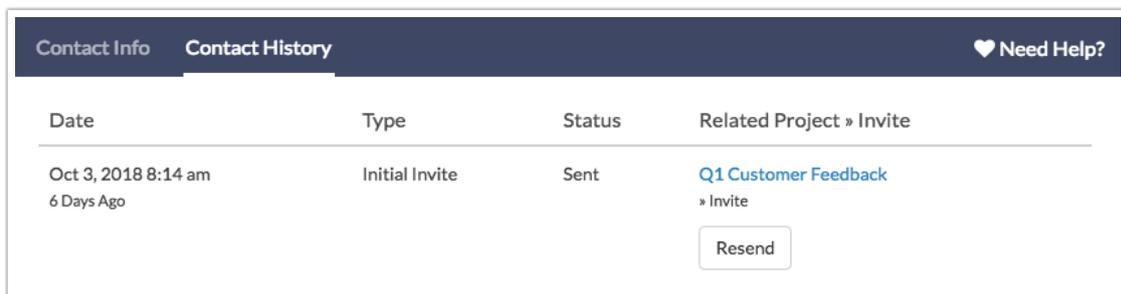
The screenshot shows a "Contact Lists" interface. At the top left is a "Create New List" button. To the right is a search bar with the placeholder text "search" and a magnifying glass icon. Below these is a table with the following columns: "List Name", "Last Modified", "Total Members", and "Segments". A single row of data is visible, showing "Customer List" (highlighted with a red box), "2 Years Ago", "900", and "4". There is a small red "x" icon at the end of the row.

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.



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



## 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.

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