Communication History

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Go to **Reports** and select the ***Communication History*** report.

The **Communication History** report lets you view all our platform's emails and SMS messages to your customers. By selecting an individual record, you can view the message detail. By default, the report will display results for the current day. You can change the time filter to fit your needs or add additional filters to narrow the results.

The **Communication History** report offers a view of the following fields for each record.

Field	Description
Timestamp	The date and time the notification was sent.
Source	Defines whether the email client or SMS client initiated the notification.
Category	Defines whether the notification is categorized as Transaction Receipt; Invoice; Invoice Reminder Notice; Merchant Summary; Report Notification; Underwriting Decision; New User; Password Reset; Top Watching; and Reminder Note.
Recipient Address	The recipient's email address that the notification was sent.
Node ID	We support a reporting hierarchy for you and your merchants. The hierarchy node is a number assigned to the application and appears in the Application Overview of the Application Detail.
DBA Name	The business name is also known as the DBA (Doing Business As). The DBA will be used when processing transactions and appear on the cardholder statement.
User	The user's name is shown here if a notification is sent to a user on our platform.
Sent	Yes indicates the notification was delivered successfully, whereas no represents failure.

Message Detail offers a summary section, a view of the email sent, and the response received from the notification client.