

# Unmatched Message

Last Updated: Friday, September 6, 2019

## Overview

An Unmatched Message is an SMS message that has been sent from a mobile device to our platform that has not matched any campaign or system keyword.

System keywords include all Help keywords, Stop keywords, and Stop phrases.

## Unmatched Message Callback Received

This callback event is triggered when a message originating from a consumer does not match any campaign or system keyword.

## Callback Body

The event includes the information on the Participant and the source code.

```
{
  "event_id": "d4e1a58a-047f-483c-a66a-f0c769e8b8d0",
  "event_type": "unmatched_message_received",
  "event_date": "2019-06-04T20:05:47Z",
  "participant": {
    "mdn": "+13123454567",
    "carrier_id": "104"
  },
  "source_code": {
    "company_key": "vibes123",
    "code": "52623",
    "country_code": "44",
    "code_type": "SC",
    "default_response": "This is the default response message. Thanks",
    "response_sent": true
  },
  "message": "Hello, this is my message!",
  "message_id": "9815e089-7f4c-4f98-9bfb-6e2b6e8e8e96",
  "txn_id": "cfee05ea-fa82-4ee9-8d9c-704718822f38",
  "receipt_date": "2019-06-04T22:29:51+00:00"
}
```

## Elements

Data Element	Type	Description
event_id	String	Vibes alpha-numeric unique identifier for each callback event
event_type	String	Vibes type for callback event
event_date	Timestamp	Datetime of when the event occurred
participant		Identifying information of the message origin <ul style="list-style-type: none"><li>• mdn – sending phone number</li><li>• carrier_id – sending carrier</li></ul>
source_code		Identifying information of the receiving source code <ul style="list-style-type: none"><li>• company_key – Vibes identifier of company associated with the code</li><li>• code – actual value of code</li><li>• country_code – country associated with code</li><li>• code_type – Type of source code. SC or ANC</li><li>• default_response – Response configured in Vibes platform for unmatched messages</li><li>• response_sent – Did Vibes respond to unmatched message. True or False</li></ul>
message	String	Content of unmatched message

message_id	String	Vibes alpha numeric identifier of unmatched message
txn_id	String	Vibes alpha numeric identifier of transaction.
receipt_date	Timestamp	When MO message was received

## Registering the callback

Using the Create a Callback method.

[Callback Configuration](#)

## Request Body

```
{
  "event_type": "unmatched_message_received",
  "unmatched_message_received": {
    "source_code": "52623",
    "country_code": "1"
  },
  "destination": {
    "url": "https://en03wjpqr2r86d.x.customerdestination.net/",
    "method": "POST",
    "content_type": "application/json"
  },
  "start_date": "2019-06-05T19:49:16Z",
  "end_date": "2021-01-01T00:00:00Z"
}
```