

Unmatched Message

Last Updated: Thursday, October 28, 2021

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",
  "callback_type": "unmatched_message_received",
  "event_type": "unmatched_message_received", //deprecated
  "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
callback_type	String	Vibes type for callback. Replacement for event_type which had multiple meanings within the system.
event_type (Deprecated)	String	Vibes type for callback event (Deprecated)
event_date	Timestamp	Datetime of when the event occurred
participant		Identifying information of the message origin <ul style="list-style-type: none">mdn – sending phone numbercarrier_id – sending carrier

source_code		Identifying information of the receiving source code <ul style="list-style-type: none"> • company_key – Vibes identifier of company associated with the code • code – actual value of code • country_code – country associated with code • code_type – Type of source code. SC or ANC • default_response – Response configured in Vibes platform for unmatched messages • response_sent – Did Vibes respond to unmatched message. True or False
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

```
{
  "callback_type": "unmatched_message_received",
  "event_type": "unmatched_message_received", //deprecated
  "unmatched_message_received": {
    "source_code": "52623",
    "country_code": "1"
  },
  "destination": {
    "url": "https://en03wjpr2r86d.x.customerdestination.net/",
    "method": "POST",
    "content_type": "application/json"
  },
  "start_date": "2019-06-05T19:49:16Z",
  "end_date": "2021-01-01T00:00:00Z"
}
```