Message Extract

Last Updated: Wednesday, July 22, 2020

The daily Message extract is used to sync message data between Vibes Mobile Engagement Platform and a Customer Relationship Management (CRM) or Campaign Management system.

File Name

messagesYYYY-MM-DD.txt

Tab Delimited Files

Tab delimited files are standard Comma-Separated Value (CSV) text files. Each of the various columns is separated by a tab.

The Message field is quoted with double quotes. Any double quotes within the message body will be escaped with two double quotes.

File Body

The file body can contain the following fields as data, separated by the delimiter and a header row.

Field Name	Data Type	Field Length	Allows Nulls	Description
person_id	String	255		Unique Vibes-specified GUID representing the Person.
external_person_id	String	255		External system's Person identifier to include in the Subscription List.
mdn	String	20		Mobile phone number added to the Subscription List. The Mobile Directory Number (MDN) must be in E. 164 format. Example: +12295551234.
carrier_code	String	50		The carrier code indicates a specific carrier. See Appendix - Carrier Codes for all valid carriers, and note that new carriers are added frequently.
message_id	String	255		Unique message ID defined by Vibes.
client_message_id	String	255		Message ID defined by the customer.
timestamp	Date/Time	N/A		The Date/Time when the message was generated on our platform or received from the carrier. Format example: "2017-04-15 14:30:00 -0600".
message_status	String	255		SUCCESS means the message was successful. FAILURE values are: • Premium Product Not Found • Premium Preprocess Config Error • Negative Premium Charge • Not Within Delivery Window • Invalid Delivery Window Param • Message Stopped manually or with a tool • Route Not Found • Mdn on blocked list • Not all parts of a MultiPart Message was received • Rejected message from ART • Capped Message • Multipart message waiting for more parts • Duplicate part to a Multipart message • Subscription not found • Shortcode Lease not found
message_type	String	2		Indicates whether the message was sent or received. Mobile Originated (MO) is sent from the device to the short code. Mobile Terminated (MT) is sent from the short code to the device.
response_code	String	Integer		A numeric code indicating whether the message was successfully sent to the Carrier or not. Value of 0 is success, all other codes are failure.For detailed list of error values, see: Error Code Responses
activity_type	String	255		Type of activity the message is associated with. See here for a list of activity types.
activity_id	String	255		ID of the activity the message is associated with.
company_id	String	255		ID representing the customer account at Vibes.
shortcode	String	255		The short code that a message was sent to/from.

message	String	1000		Message body - optional because message can be blank.

List of Activity Types

ACQUISITION	alertsend	Broadcast
Campaigns::Site	Campaigns::Wallet	chat
Contest	DateTriggeredBroadcast	default
EventTriggeredMessage	FileAlertSender	help
INCENTIVE	Info	Last played
MessageApiv2	MessageApiv3	MSG
NONE	onscreen	OSP_CAMPAIGN
ProvisionedKeyword	RecipientListTriggeredBroadcast	Request
Smsc	stop	SUB
Trivia	UNKNOWN	Vote
WebApi		

Example File

messages_2016-XX-XX.txt