

Downloading messages and exporting metadata with Message Vault

Customers who have the [Message Vault](#) premium feature enabled can download selected messages via the management console. Admins can also export metadata which is useful for Zello usage analytics. To access the messages in your Message Vault, simply navigate to the History tab of your management console.

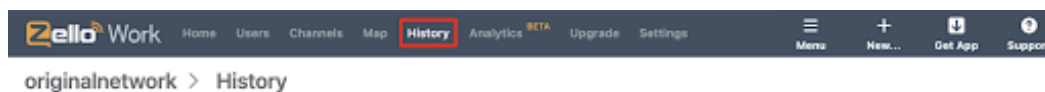


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Part One: Downloading messages

You can download one or multiple messages at one time. To download a **single message**, simply click the down arrow to the right of the play icon.

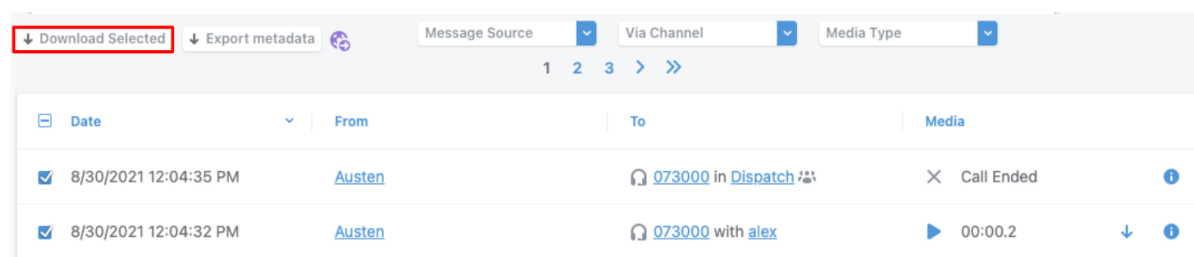


If you want to download **multiple messages** at one time:

1. Click the checkboxes on of the messages you are interested in.



2. Click the Download selected button.



The **Download selected** option creates a ZIP file that includes:

- MP3 files for voice messages
- Text files for text alert messages
- JPEG files for images
- A TSV sheet that includes a summary of the messages you downloaded:
 1. Timestamps in UNIX format (Here's instructions for [convert UNIX timestamps to standard format](#))
 2. Message type
 3. Sender, recipient, and recipient type information
 4. Message duration in milliseconds
 5. Image source information

You can download all messages on the screen at once. If you want to download more than that, you will have to go to the next page. You can also filter messages[link] before downloading if you are interested in a specific subset of the messages on your network.

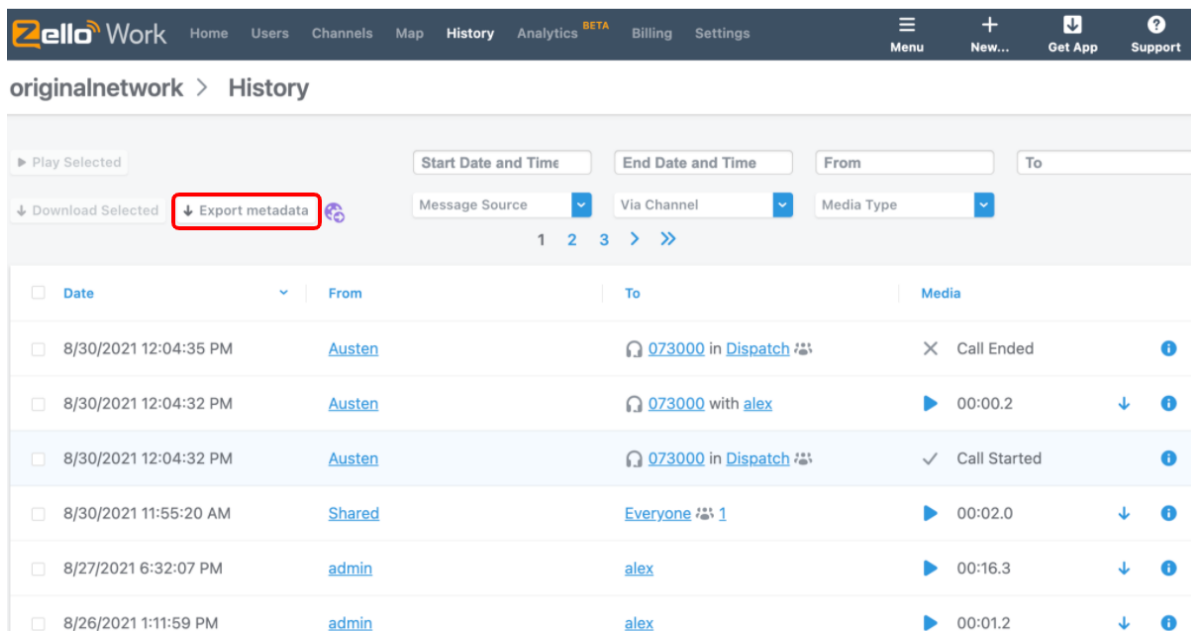
Part Two: Exporting Metadata

You can also **Export Metadata** which gives you an overview of the messages being sent in your network but does not download the messages themselves. The **Export metadata** option provides a CSV sheet containing:

- Timestamps
- Message type
- Sender, recipient, and recipient type information
- Message duration
- Image source information

Export metadata exports up to 1,000,000 messages. If your search results in more than 1,000,000 messages, then the option to export metadata will be greyed out, and you will need to further narrow down your results before exporting.

1. Click on **Export metadata** to download the metadata for the most recent 10,000 messages. You can filter [link] before downloading if you are looking for metadata for a specific subset of your network activity.



The screenshot shows the Zello Work interface. At the top, there is a navigation bar with the Zello Work logo and various menu items: Home, Users, Channels, Map, History, Analytics (with a BETA badge), Billing, and Settings. On the right side of the navigation bar, there are icons for Menu, New..., Get App, and Support. Below the navigation bar, the page title is 'originalnetwork > History'. The main content area features a search and filter section with fields for 'Start Date and Time', 'End Date and Time', 'From', and 'To'. Below these fields are dropdown menus for 'Message Source', 'Via Channel', and 'Media Type'. A 'Download Selected' button is visible, and the 'Export metadata' button is highlighted with a red box. Below the filter section is a table with columns for 'Date', 'From', 'To', and 'Media'. The table contains several rows of call history data, including timestamps, sender names, recipient names, and media types like 'Call Ended', 'Call Started', and audio files.

Date	From	To	Media
8/30/2021 12:04:35 PM	Austen	073000 in Dispatch	Call Ended
8/30/2021 12:04:32 PM	Austen	073000 with alex	00:00.2
8/30/2021 12:04:32 PM	Austen	073000 in Dispatch	Call Started
8/30/2021 11:55:20 AM	Shared	Everyone 1	00:02.0
8/27/2021 6:32:07 PM	admin	alex	00:16.3
8/26/2021 1:11:59 PM	admin	alex	00:01.2

Part Three: Filtering messages for download

In most cases, you are not looking to download the most recent activity on your network. You can therefore filter by one or many parameters before downloading


messages. Note that for each parameter, you can only enter one search term at a time.

Start Date and Time	End Date and Time	From	To
Message Source	Via Channel	Media Type	

You can filter on the following parameters:

1. **Start Date and Time** and **End Date and Time** - allows you to filter for messages based on when they were sent. This option populates a calendar and a clock:

September, 2021							<	>
SU	MO	TU	WE	TH	FR	SA		
			1	2	3	4		
5	6	7	8	9	10	11		
12	13	14	15	16	17	18		
19	20	21	22	23	24	25		
26	27	28	29	30				

 :

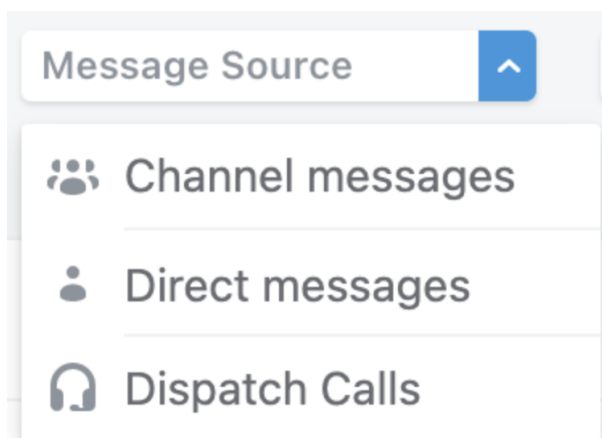
2. Who the message is **From**.

- This requires an exact match of the Username. For example, searching “use” will not populate messages from “User 1.”

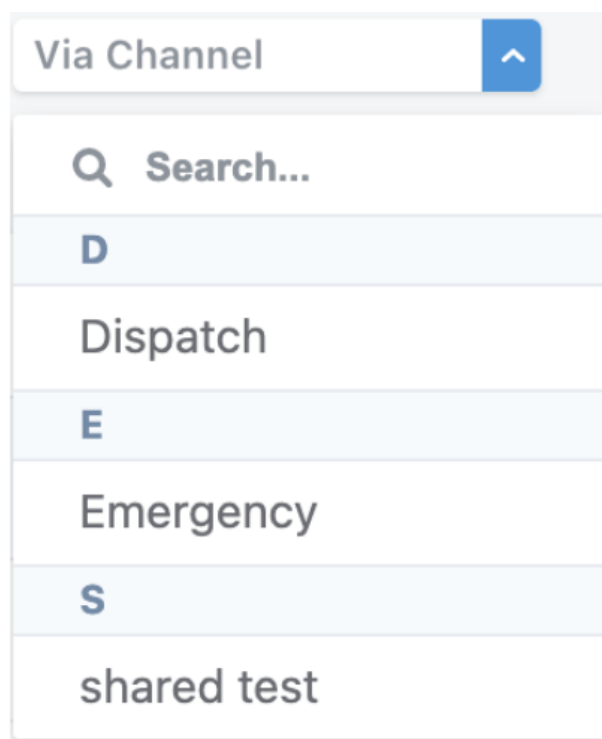
3. Who the message is **To**.

- This requires an exact match of the Username. For example, searching “use” will not populate messages to “User 1.”
- Also returns messages that the user received in a channel

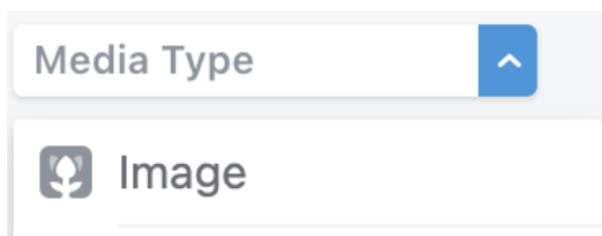
4. **Message Source** - opens a drop-down menu that lets you filter by whether the message was sent in a Channel, as a direct message, or as a dispatch call.












5. **Via Channel** - opens a drop-down menu that lets you select any of the channels in your network, along with a Search option.



6. **Media Type** - opens a drop-down menu that lets you filter for all voice messages, texts, images, etc. You can only select one Media type at a time.



	Voice
	Call Alert
	Text Message
	Shared Location
	Emergency Started
	Emergency Ended
	Call Started
	Call Ended
	Call Accepted

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