Error sending Qualtrics Message

Summary

Qualtrics allows the ability to send out messages inviting people to participate in a survey. The SOM instance of Qualtrics offers 1000 outgoing messages. If a user exceeds the allowed amount of outgoing messages, they will receive an error message.

Information

Qualtrics allows the ability to send out messages inviting people to participate in a survey. The SOM instance of Qualtrics offers 1000 outgoing messages.

If a user exceeds the allowed amount of outgoing messages, they will receive an error message stating 0 messages have been sent, especially when sending outgoing mail to a mailing list within Qualtrics that would take the user over the 1000 message allotment.

This limit cannot be changed. A workaround is to send the link directly to end users of the survey outside of the Qualtrics system if possible.

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