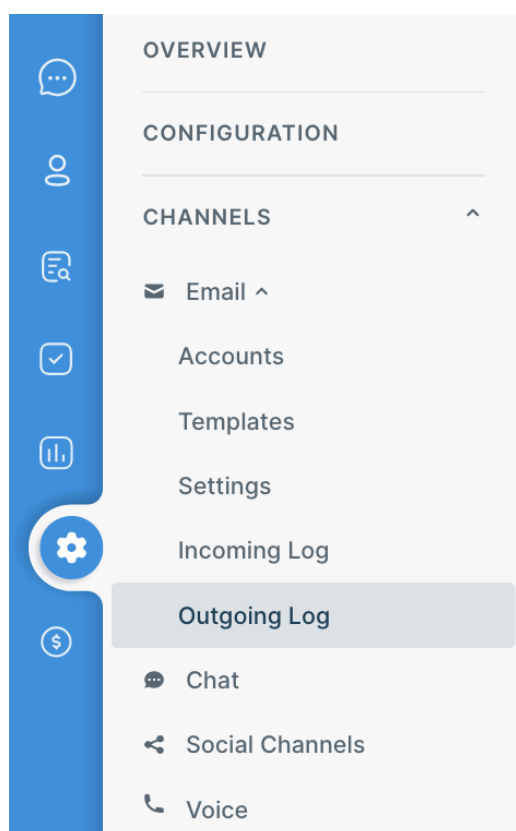


How do I enable logging for outgoing email?

Christopher Nadeau - 2023-09-07 - Comments (0) - Channels

All your outgoing mail is automatically logged and saved in your helpdesk, these logs are helpful for you to be able to view for any troubleshooting problems.

To view the outgoing mail log, go to **Admin > Channels > Email > Outgoing Log**.



Please note that email processing **does not** happen instantly, there may be a slight delay as Deskpro queues up and sends outgoing mail in batches.

You can view the details of an email in the log by clicking on it in the list or by hovering over the end of the row and clicking the **information icon**.

Outgoing Email Logs

Filter
Sort
View
Toggle updates
Refresh

0 selected Action

	Date Created	Email ID	Status	From	To	Subject	Ticket
<input type="checkbox"/>	about 3 hours	311	❌	Lara Proud <noreply@ef445f46f9f>	Sarah L'Heureux <sarah.lheureux@deskpro.com>	[#54 UPDATED] Re: My radiator is f...	#54
<input type="checkbox"/>	about 3 hours	310	❌	Lara Proud <noreply@ef445f46f9f>	Sarah L'Heureux <sarah.lheureux@deskpro.com>	[#54 ASSIGNED TEAM] Re: My radi...	#54
<input type="checkbox"/>	about 3 hours	309	✅	David Green <noreply@ef445f46f9f>	Sarah L'Heureux <sarah.lheureux@deskpro.com>	[#54 NEW TICKET] My radiator is f...	#54

This will open a drawer that will give you the details of the email:

✕

id: 311

Outgoing Email: 311

InformationSourceLog

Reference

1644487315-KTHUUFKNYGAKQKVWEWJYPJJTHZX6BQGP8KWNII

Date

Thursday, 10 Feb 2022 10:01 AM

Status

Error (Thursday, 10 Feb 2022 10:02 AM)

Attempts

1

From

Lara Proud <noreply@ef44f54f6f9f>

To

Sarah L'Heureux <sarah.lheureux@deskpro.com>

Subject

[#54 UPDATED] Re: My radiator is faulty

Tags

email

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