



[?Using Deskpro](#) > [How long are outgoing emails retained for in cloud accounts](#) < [قاعدة المعلومات](#)

How long are outgoing emails retained for in cloud accounts?

[Using Deskpro](#) - [تعليقات \(.\)](#) - Benedict Sycamore - 2022-02-10

In order to keep Deskpro running smoothly and securely across cloud accounts, we have rules for how long we retain outgoing email logs

Outgoing email logs can be viewed in **Admin > Channels > Email > Outgoing Log**

The screenshot shows the 'Outgoing Email Logs' page in the Deskpro Admin interface. The table lists outgoing emails with columns for Date Created, Email ID, Status, From, To, Subject, and Ticket. The logs are sorted by Date Created in descending order. The table shows various email statuses and subjects, including updates, assigned tickets, and chat transcripts.

Date Created	Email ID	Status	From	To	Subject	Ticket
about 3 hours	311	✓	Lara Proud <no-reply@444548f9f>	Sarah L'Heureux <sarah.theureau@deskpro.com>	[#54 UPDATED] Re: My radiator is f...	54
about 3 hours	310	✓	Lara Proud <no-reply@444548f9f>	Sarah L'Heureux <sarah.theureau@deskpro.com>	[#54 ASSIGNED TEAM] Re: My radi...	54
about 3 hours	309	✓	David Green <no-reply@444548f9f>	Sarah L'Heureux <sarah.theureau@deskpro.com>	[#54 NEW TICKET] My radiator is f...	54
1 day	308	✓	2218 Energy Helpdesk <no-reply@444548f9f>	Hannah Scott <hannah.scott@deskpro.com>	Updated Community Topic	
9 days	307	✓	Lara Proud <no-reply@444548f9f>	Sarah L'Heureux <sarah.theureau@deskpro.com>	[#47 UPDATED] Re: My boiler is br...	47
23 days	306	✓	2218 Energy Helpdesk <no-reply@444548f9f>	Kyle Matthews <k.matthews@rest.com>	Chat Transcript	
23 days	305	✓	2218 Energy Helpdesk <no-reply@444548f9f>	Kyle Matthews <k.matthews@rest.com>	Chat Transcript	
23 days	304	✓	Lara Proud <no-reply@444548f9f>	Sarah L'Heureux <sarah.theureau@deskpro.com>	[#53 UPDATED] Re: Kyle Matthews ...	53
23 days	303	✓	Lara Proud <no-reply@444548f9f>	Sarah L'Heureux <sarah.theureau@deskpro.com>	[#52 UPDATED] Re: Kyle Matthews ...	52
23 days	302	✓	Lara Proud <no-reply@444548f9f>	Sarah L'Heureux <sarah.theureau@deskpro.com>	[#51 UPDATED] Re: Kyle Matthews ...	51
23 days	301	✓	2218 Energy Helpdesk <no-reply@444548f9f>	Julie Andrews <j.andrews@example.com>	Chat Transcript	
23 days	300	✓	Lara Proud <no-reply@444548f9f>	Sarah L'Heureux <sarah.theureau@deskpro.com>	[#50 UPDATED] Re: Julie Andrews <...	50
24 days	298	✓	Lara Proud <no-reply@444548f9f>	Sarah L'Heureux <sarah.theureau@deskpro.com>	[#47 AGENT REPLY] Re: My boiler L...	47
24 days	299	✓	Lara Proud <no-reply@444548f9f>	Dora Planter <dora.planter@example.com>	RE: My boiler is broken	47
27 days	297	✓	2218 Energy Helpdesk <no-reply@444548f9f>	Hannah Scott <hannah.scott@deskpro.com>	Chat Transcript	
27 days	296	✓	Hannah Scott <no-reply@444548f9f>	Sarah L'Heureux <sarah.theureau@deskpro.com>	[#49 AWAITING AGENT] Re: Hanna...	49

.Delivered outgoing emails are retained in the log for 60 days

.Outgoing emails with errors are retained in the log for 180 days

.Outgoing emails that are rejected are retained in the log for 15 days

.For more information on email, [check out our guide](#)

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[?How do I enable logging for outgoing email](#) •