How do I enable logging for outgoing email?
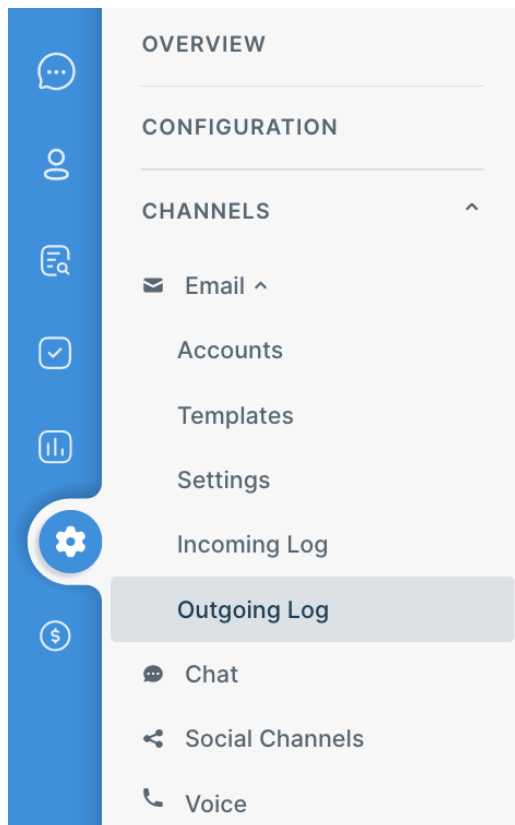
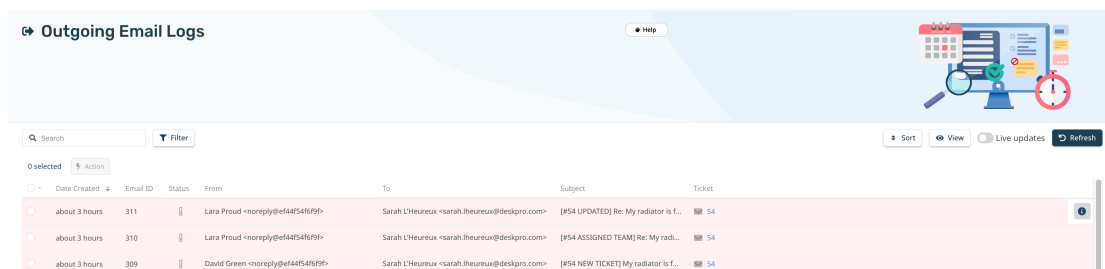Christopher Nadeau - 2023-09-07 - Comments (0) - Channels

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**.

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

Outgoing Email: 311

✕

Information   Source   Log

Reference

1644487315-KTHUUFKNYGAKQKVWEWJYPJJTHZX6BQGP8KWNIf

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

Related Content

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