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How long are outgoing emails retained for in cloud accounts?

Benedict Sycamore - 2022-02-10 - [Comments \(0\)](#) - [Using Deskpro](#)

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 Deskpro Admin interface with the 'Outgoing Email Logs' table. The table has columns for Date Created, Email ID, Status, From, To, Subject, and Ticket. The data is filtered to show 10 rows. The table is sorted by Date Created in descending order. The status of the emails varies, with some being 'Delivered' and others 'Rejected'.

Date Created	Email ID	Status	From	To	Subject	Ticket
about 3 hours	311	Delivered	Lara Proud <no-reply@44548f9f>	Sarah L'Heureux <sarah.theureau@deskpro.com>	[#54 UPDATED] Re: My radiator is f...	54
about 3 hours	310	Delivered	Lara Proud <no-reply@44548f9f>	Sarah L'Heureux <sarah.theureau@deskpro.com>	[#54 ASSIGNED TEAM] Re: My radi...	54
about 3 hours	309	Delivered	David Green <no-reply@44548f9f>	Sarah L'Heureux <sarah.theureau@deskpro.com>	[#54 NEW TICKET] My radiator is f...	54
1 day	308	Delivered	2218 Energy Helpdesk <no-reply@44548f9f>	Hannah Scott <hannah.scott@deskpro.com>	Updated Community Topic	
9 days	307	Delivered	Lara Proud <no-reply@44548f9f>	Sarah L'Heureux <sarah.theureau@deskpro.com>	[#47 UPDATED] Re: My boiler is br...	47
23 days	306	Delivered	2218 Energy Helpdesk <no-reply@44548f9f>	Kyle Matthews <k.matthews@deskpro.com>	Chat Transcript	
23 days	305	Delivered	2218 Energy Helpdesk <no-reply@44548f9f>	Kyle Matthews <k.matthews@deskpro.com>	Chat Transcript	
23 days	304	Delivered	Lara Proud <no-reply@44548f9f>	Sarah L'Heureux <sarah.theureau@deskpro.com>	[#53 UPDATED] Re: Kyle Matthews ...	53
23 days	303	Delivered	Lara Proud <no-reply@44548f9f>	Sarah L'Heureux <sarah.theureau@deskpro.com>	[#52 UPDATED] Re: Kyle Matthews ...	52
23 days	302	Delivered	Lara Proud <no-reply@44548f9f>	Sarah L'Heureux <sarah.theureau@deskpro.com>	[#51 UPDATED] Re: Kyle Matthews ...	51
23 days	301	Rejected	2218 Energy Helpdesk <no-reply@44548f9f>	Julie Andrews <j.andrews@example.com>	Chat Transcript	
23 days	300	Delivered	Lara Proud <no-reply@44548f9f>	Sarah L'Heureux <sarah.theureau@deskpro.com>	[#50 UPDATED] Re: Julie Andrews <...	50
24 days	298	Delivered	Lara Proud <no-reply@44548f9f>	Sarah L'Heureux <sarah.theureau@deskpro.com>	[#47 AGENT REPLY] Re: My boiler L...	47
24 days	299	Rejected	Lara Proud <no-reply@44548f9f>	Dora Planter <dora.planter@example.com>	RE: My boiler is broken	47
27 days	297	Delivered	2218 Energy Helpdesk <no-reply@44548f9f>	Hannah Scott <hannah.scott@deskpro.com>	Chat Transcript	
27 days	296	Delivered	Hannah Scott <no-reply@44548f9f>	Sarah L'Heureux <sarah.theureau@deskpro.com>	[#49 AWAITING AGENT] Re: Hamma...	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](#).

Related Content

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