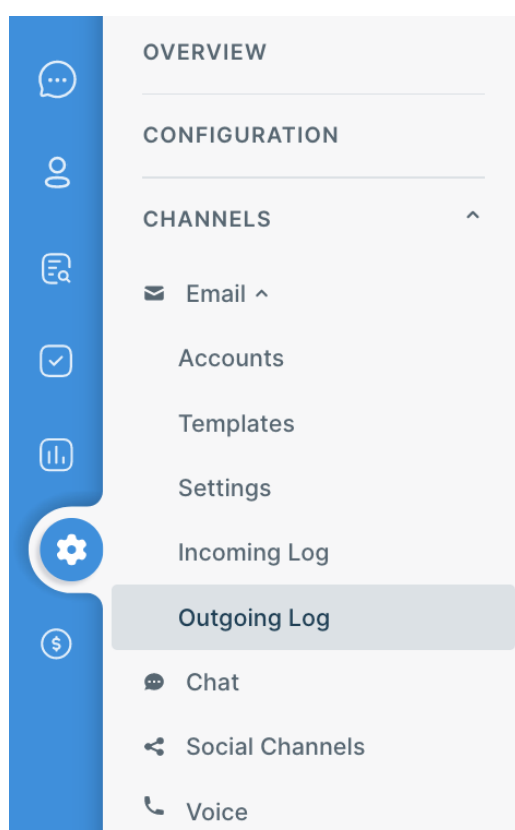


How do I enable logging for outgoing email?

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 Help

Search Filter Sort View Live updates Refresh

0 selected

Date Created	Email ID	Status	From	To	Subject	Ticket
about 3 hours	311	!	Lara Proud <noreply@ef44f54f6f9f>	Sarah L'Heureux <sarah.lheureux@deskpro.com>	[#54 UPDATED] Re: My radiator is f...	54
about 3 hours	310	!	Lara Proud <noreply@ef44f54f6f9f>	Sarah L'Heureux <sarah.lheureux@deskpro.com>	[#54 ASSIGNED TEAM] Re: My radi...	54
about 3 hours	309	!	David Green <noreply@ef44f54f6f9f>	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:

Outgoing Email: 311 id: 311

Information Source Log

Reference

Date

Status

Attempts

From

To

Subject

Tags

email

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