


New Feature: Email Log Mass Actions

2014-10-02 - Ben Henley - Comments (0) - Product

Even with the best of care, email servers can sometimes throw tantrums.

Status



We have detected problems you should look into

✉ There have been **119 outgoing email errors**. These errors will have prevented your users from receiving messages from the helpdesk (such as reply notifications).

DeskPRO logs any email issues so you can quickly troubleshoot and fix the problem. (Just to remind you, the logs are under **Tickets > Email Accounts**.) We've heard your feedback that sometimes cleaning up afterwards can be a chore.

Now we've added **mass actions** to the outgoing and incoming email logs. You can select a group of email messages and choose to resend or reprocess them, or just delete them.

Outgoing Email

<input type="checkbox"/>	ID	Date	To	Subject	Status
<input checked="" type="checkbox"/>	20	an hour ago	susan@example.com	Amazing service, thanks!	pending
<input type="checkbox"/>	18	an hour ago	user@example.com	Problem with product	pending
<input checked="" type="checkbox"/>	17	an hour ago	user@example.com	[#23 NEW TICKET] Problem with product	pending

With selected: Resend Messages Perform Actions →

Resend Messages Delete Messages

the background. By selecting this option, you will mark them as pending and deliver the messages the next time they are processed.

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