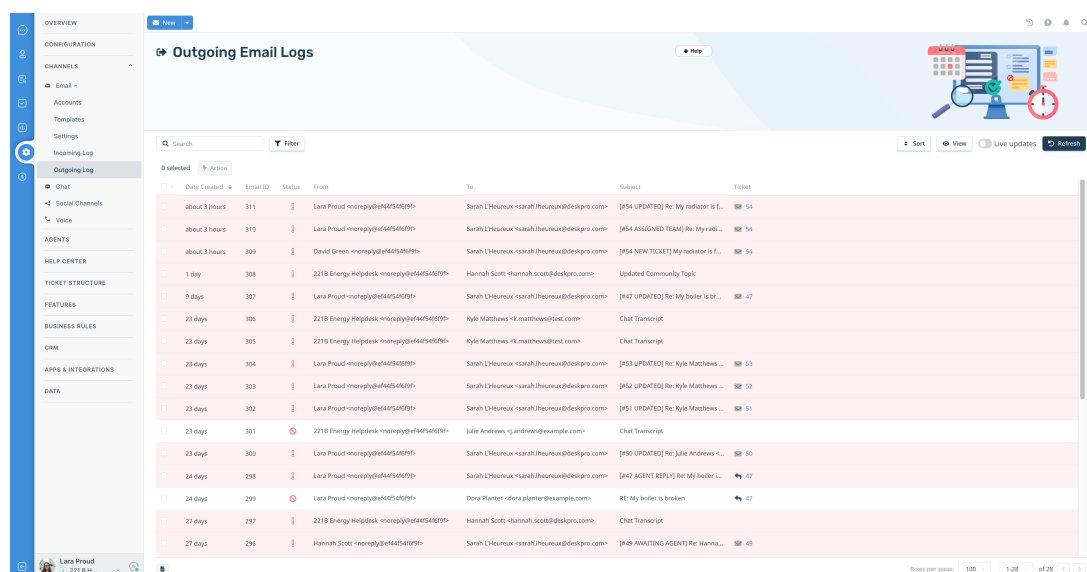


?How long are outgoing emails retained for in cloud accounts

Benedict Sycamore - 2022-02-10 - Comment (1) - 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. It displays a list of outgoing emails with their respective details and a 'Help' button in the top right corner.

Date Created	Email ID	Status	From	To	Subject	Ticket
about 3 hours	311		Lara Proud <noreply@ef44548f9f>	Sarah L Heureux <sarah.lheureux@deskpro.com>	[954 UPDATED] Re: My radiator is f...	54
about 3 hours	310		Lara Proud <noreply@ef44548f9f>	Sarah L Heureux <sarah.lheureux@deskpro.com>	[954 ASSIGNED TEAM] Re: My radi...	54
about 3 hours	309		David Green <noreply@ef44548f9f>	Sarah L Heureux <sarah.lheureux@deskpro.com>	[954 NEW TICKET] My radiator is f...	54
1 day	308		2218 Energy Helpdesk <noreply@ef44548f9f>	Hannah Scott <hannah.scott@deskpro.com>	Updated Community Topic	
9 days	307		Lara Proud <noreply@ef44548f9f>	Sarah L Heureux <sarah.lheureux@deskpro.com>	[947 UPDATED] Re: My boiler is br...	47
23 days	306		2218 Energy Helpdesk <noreply@ef44548f9f>	Kyle Matthews <k.matthews@deskpro.com>	Chat Transcript	
23 days	305		2218 Energy Helpdesk <noreply@ef44548f9f>	Kyle Matthews <k.matthews@deskpro.com>	Chat Transcript	
23 days	304		Lara Proud <noreply@ef44548f9f>	Sarah L Heureux <sarah.lheureux@deskpro.com>	[953 UPDATED] Re: Kyle Matthews ...	53
23 days	303		Lara Proud <noreply@ef44548f9f>	Sarah L Heureux <sarah.lheureux@deskpro.com>	[952 UPDATED] Re: Kyle Matthews ...	52
23 days	302		Lara Proud <noreply@ef44548f9f>	Sarah L Heureux <sarah.lheureux@deskpro.com>	[951 UPDATED] Re: Kyle Matthews ...	51
23 days	301		2218 Energy Helpdesk <noreply@ef44548f9f>	Julie Andrews <j.andrews@example.com>	Chat Transcript	
23 days	300		Lara Proud <noreply@ef44548f9f>	Sarah L Heureux <sarah.lheureux@deskpro.com>	[950 UPDATED] Re: Julie Andrews <...	50
24 days	298		Lara Proud <noreply@ef44548f9f>	Sarah L Heureux <sarah.lheureux@deskpro.com>	[947 AGENT REPLY] Re: My boiler L...	47
24 days	299		Lara Proud <noreply@ef44548f9f>	Dora Planter <dora.planter@example.com>	RE: My boiler is broken	47
27 days	297		2218 Energy Helpdesk <noreply@ef44548f9f>	Hannah Scott <hannah.scott@deskpro.com>	Chat Transcript	
27 days	296		Hannah Scott <hannah.scott@deskpro.com>	Sarah L Heureux <sarah.lheureux@deskpro.com>	[949 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](#)

Related Content

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