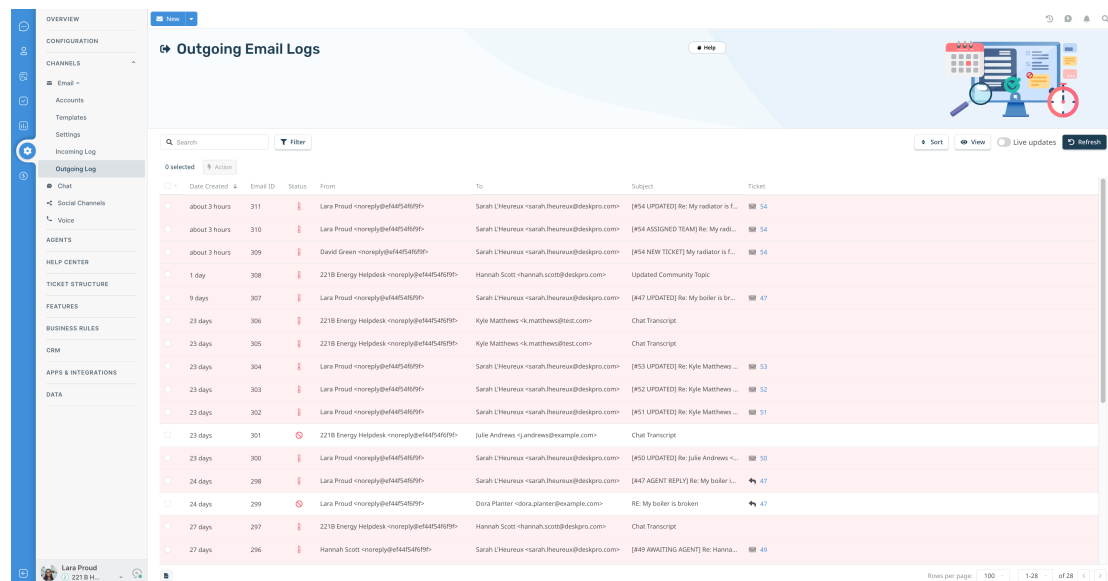


# How long are outgoing emails retained for in cloud accounts?

Benedict Sycamore - 2022-02-10 - [Commentaire \(1\)](#) - [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. On the left is a sidebar with navigation options: Overview, Configuration, Channels (selected), Agents, Help Center, Ticket Structure, Features, Business Rules, CRM, Apps & Integrations, and Data. Under 'Channels', 'Email' is selected, and 'Outgoing Log' is the active view. The main area displays a table titled 'Outgoing Email Logs'. The table has columns: Date Created, Email ID, Status, From, To, Subject, and Ticket. It shows a list of outgoing emails with their respective details. At the bottom right, there are controls for 'Rows per page' (set to 100) and a 'Refresh' button.

Date Created	Email ID	Status	From	To	Subject	Ticket
about 3 hours	311	✓	Lara Proud <noreply@deskpro.com>	Sarah L'Heureux <sarah.theureau@deskpro.com>	[#54 UPDATED] Re: My radiator is f...	54
about 3 hours	310	✓	Lara Proud <noreply@deskpro.com>	Sarah L'Heureux <sarah.theureau@deskpro.com>	[#54 ASSIGNED TEAM] Re: My rad...	54
about 3 hours	309	✓	David Green <noreply@deskpro.com>	Sarah L'Heureux <sarah.theureau@deskpro.com>	[#54 NEW TICKET] My radiator is f...	54
1 day	308	✓	2218 Energy Helpdesk <noreply@deskpro.com>	Hannah Scott <hannah.scott@deskpro.com>	Updated Community Topic	
9 days	307	✓	Lara Proud <noreply@deskpro.com>	Sarah L'Heureux <sarah.theureau@deskpro.com>	[#47 UPDATED] Re: My boiler is br...	47
23 days	306	✓	2218 Energy Helpdesk <noreply@deskpro.com>	Kyle Matthews <k.matthews@deskpro.com>	Chat Transcript	
23 days	305	✓	2218 Energy Helpdesk <noreply@deskpro.com>	Kyle Matthews <k.matthews@deskpro.com>	Chat Transcript	
23 days	304	✓	Lara Proud <noreply@deskpro.com>	Sarah L'Heureux <sarah.theureau@deskpro.com>	[#53 UPDATED] Re: Kyle Matthews ...	53
23 days	303	✓	Lara Proud <noreply@deskpro.com>	Sarah L'Heureux <sarah.theureau@deskpro.com>	[#52 UPDATED] Re: Kyle Matthews ...	52
23 days	302	✓	Lara Proud <noreply@deskpro.com>	Sarah L'Heureux <sarah.theureau@deskpro.com>	[#51 UPDATED] Re: Kyle Matthews ...	51
23 days	301	✓	2218 Energy Helpdesk <noreply@deskpro.com>	Julie Andrews <j.andrews@deskpro.com>	Chat Transcript	
23 days	300	✓	Lara Proud <noreply@deskpro.com>	Sarah L'Heureux <sarah.theureau@deskpro.com>	[#50 UPDATED] Re: Julie Andrews ...	50
24 days	298	✓	Lara Proud <noreply@deskpro.com>	Sarah L'Heureux <sarah.theureau@deskpro.com>	[#47 AGENT REPLY] Re: My boiler L...	47
24 days	299	✓	Lara Proud <noreply@deskpro.com>	Dora Planter <dora.planter@example.com>	RE: My boiler is broken	47
27 days	297	✓	2218 Energy Helpdesk <noreply@deskpro.com>	Hannah Scott <hannah.scott@deskpro.com>	Chat Transcript	
27 days	296	✓	Hannah Scott <hannah.scott@deskpro.com>	Sarah L'Heureux <sarah.theureau@deskpro.com>	[#49 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](#).

## Contenu lié

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