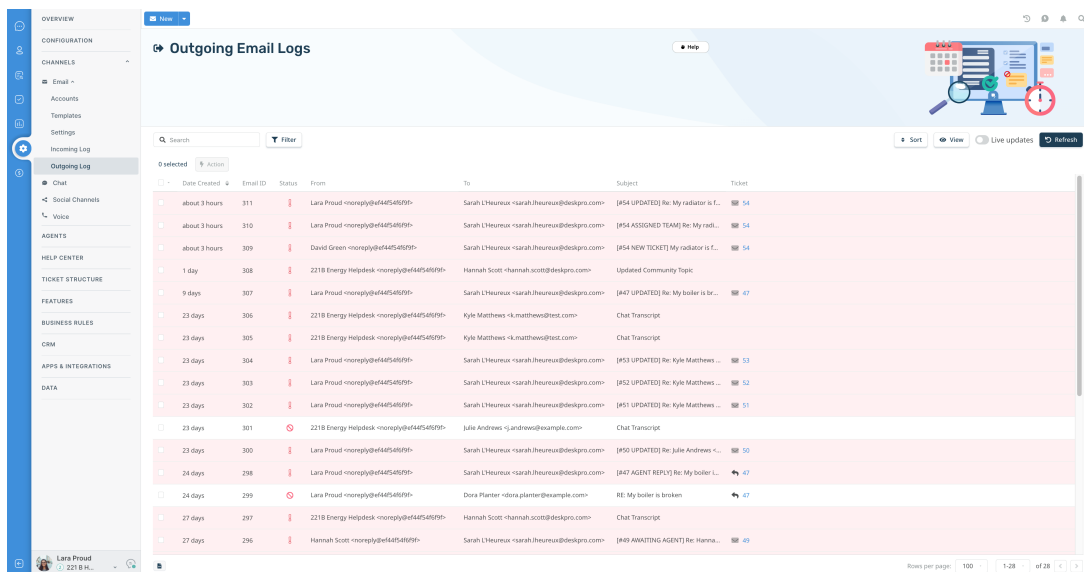


How long are outgoing emails retained for in cloud accounts?

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 'Outgoing Email Logs' page in the Deskpro Admin interface. The page has a left-hand navigation menu with categories like Overview, Configuration, Channels, Agents, Help Center, Ticket Structure, Features, Business Rules, CSM, Apps & Integrations, and Data. The main content area displays a table of outgoing email logs. The table has columns for Date Created, Email ID, Status, From, To, Subject, and Ticket. The logs are sorted by Date Created in descending order. The table shows 15 rows of data, with the first row having a date of 'about 3 hours' and a ticket ID of 54. The last row has a date of '27 days' and a ticket ID of 49. The table also includes a search bar, a filter dropdown, and a 'Sort' button. The bottom right corner of the table shows 'Rows per page: 100' and '1-28 of 28'.

Date Created	Email ID	Status	From	To	Subject	Ticket
about 3 hours	311	✓	Lara Proud <noreply@444548f9f>	Sarah L Heureux <sarah.lheureux@deskpro.com>	[854 UPDATED] Re: My radiator is f...	54
about 3 hours	310	✓	Lara Proud <noreply@444548f9f>	Sarah L Heureux <sarah.lheureux@deskpro.com>	[854 ASSIGNED TEAM] Re: My radi...	54
about 3 hours	309	✓	David Green <noreply@444548f9f>	Sarah L Heureux <sarah.lheureux@deskpro.com>	[854 NEW TICKET] My radiator is f...	54
1 day	308	✓	2218 Energy Helpdesk <noreply@444548f9f>	Hannah Scott <hannah.scott@deskpro.com>	Updated Community Topic	
9 days	307	✓	Lara Proud <noreply@444548f9f>	Sarah L Heureux <sarah.lheureux@deskpro.com>	[847 UPDATED] Re: My boiler is br...	47
23 days	306	✓	2218 Energy Helpdesk <noreply@444548f9f>	Kyle Matthews <k.matthews@test.com>	Chat Transcript	
23 days	305	✓	2218 Energy Helpdesk <noreply@444548f9f>	Kyle Matthews <k.matthews@test.com>	Chat Transcript	
23 days	304	✓	Lara Proud <noreply@444548f9f>	Sarah L Heureux <sarah.lheureux@deskpro.com>	[853 UPDATED] Re: Kyle Matthews ...	53
23 days	303	✓	Lara Proud <noreply@444548f9f>	Sarah L Heureux <sarah.lheureux@deskpro.com>	[852 UPDATED] Re: Kyle Matthews ...	53
23 days	302	✓	Lara Proud <noreply@444548f9f>	Sarah L Heureux <sarah.lheureux@deskpro.com>	[851 UPDATED] Re: Kyle Matthews ...	53
23 days	301	✓	2218 Energy Helpdesk <noreply@444548f9f>	Julie Andrews <j.andrews@example.com>	Chat Transcript	
23 days	300	✓	Lara Proud <noreply@444548f9f>	Sarah L Heureux <sarah.lheureux@deskpro.com>	[850 UPDATED] Re: Julie Andrews <...	50
24 days	298	✓	Lara Proud <noreply@444548f9f>	Sarah L Heureux <sarah.lheureux@deskpro.com>	[847 AGENT REPLY] Re: My boiler L...	47
24 days	299	✓	Lara Proud <noreply@444548f9f>	Dora Planter <dora.planter@example.com>	RE: My boiler is broken	47
27 days	297	✓	2218 Energy Helpdesk <noreply@444548f9f>	Hannah Scott <hannah.scott@deskpro.com>	Chat Transcript	
27 days	296	✓	Hannah Scott <noreply@444548f9f>	Sarah L Heureux <sarah.lheureux@deskpro.com>	[849 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?](#)