

Baza znanja > Using Deskpro > Admin > Channels > How do I enable logging for outgoing email?

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**.

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00	CONFIGURATION
	CHANNELS ^
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	Templates
	Settings
	Incoming Log
\$	Outgoing Log
Ŭ	🗭 Chat
	Social Channels
	Voice

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		
Q Search		Sort O View D Live updates S Refresh
0 selected 9 Action		
Date Created Email ID Status From	To Subject	Ticket
about 3 hours 311 Lara Proud <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f>	Sarah L'Heureux «sarah.lheureux@deskpro.com> [#54 UPDATED] Re: My radiator is f	f 😒 54
about 3 hours 310 Lara Proud <norephy@ef44f54f6f9f></norephy@ef44f54f6f9f>	Sarah L'Heureux <sarah.lheureux@deskpro.com> [#54 ASSIGNED TEAM] Re: My radi.</sarah.lheureux@deskpro.com>	i 58 54
about 3 hours 309 David Green <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f>	Sarah L'Heureux «sarah.lheureux@deskpro.com> [#54 NEW TICKET] My radiator is f.	f sæ 54

This will open a drawer that will give you the details of the email:

Outgoing Email: 311	id: 311
Information Source Log	
Reference	
1644487315-KTHUUFKNYGAKQKVWEWJYPJJT	HZX6BQGP8KWNIF
Date	
Thursday, 10 Feb 2022 10:01 AM	
Status	
Error (Thursday, 10 Feb 2022 10:02 AM)	
Attempts	
1	
From	
Lara Proud <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f>	
То	
Sarah L'Heureux <sarah.lheureux@deskpro.< td=""><td>com></td></sarah.lheureux@deskpro.<>	com>
Subject	
[#54 UPDATED] Re: My radiator is faulty	

Tags

email

Srodni sadržaj

- How long are outgoing emails retained for in cloud accounts?
- I'm having trouble with outgoing email
- I'm having trouble receiving notification emails when I create a ticket
- How do I enable logging for incoming email processing?