

Baza znanja > Using Deskpro > How long are outgoing emails retained for in cloud accounts?

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

CONFIGURATION									
	6 (Outgoing	Emai	Log	s		• Help		
CHANNELS ^									
Accounts									
Templates									
Settings									
Incoming Log	Q, i	learch		T Filter					• Sort • View 🔘 Live updates 💟
Outgoing Log	0 sel	ected 9 Action							
Chat		Date Created 🔍	Email ID	Status	From	То	Subject	Ticket	
< Social Channels		about 3 hours	311	1	Lara Proud <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f>	Sarah L'Heureux <sarah jheureux@deskpro.com=""></sarah>	[#54 UPDATED] Re: My radiator is f	₩ 54	
AGENTS		about 3 hours	310	1	Lara Proud <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f>	Sarah L'Heureux <sarah jheureux@deskpro.com=""></sarah>	[#54 ASSIGNED TEAM] Re: My radi	SH 54	
		about 3 hours	309	1	David Green <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f>	Sarah L'Heureux <sarah.heureux@deskpro.com></sarah.heureux@deskpro.com>	[#54 NEW TICKET] My radiator is f	SH 54	
HELP CENTER		1 day	308	1	2218 Energy Helpdesk <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f>	Hannah Scott <hannah.scott@deskpro.com></hannah.scott@deskpro.com>	Updated Community Topic		
TICKET STRUCTURE		9 days	307		Lara Proud <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f>	Sarah L'Heureux <sarah jheureux@deskpro.com=""></sarah>	[#47 UPDATED] Re: My boiler is br	₩ 47	
FEATURES		23 days	306		2218 Energy Helpdesk <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f>	Kyle Matthews <k.matthews@test.com></k.matthews@test.com>	Chat Transcript		
BUSINESS RULES									
CRM		23 days	305	1	2218 Energy Helpdesk <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f>	Kyle Matthews <k.matthews@test.com></k.matthews@test.com>	Chat Transcript		
APPS & INTEGRATIONS		23 days	304	1	Lara Proud <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f>	Sarah L'Heureux <sarah jheureux@deskpro.com=""></sarah>	[#53 UPDATED] Re: Kyle Matthews	SH 53	
DATA		23 days	303	1	Lara Proud <noreply@ef44f54f5f9f></noreply@ef44f54f5f9f>	Sarah L'Heureux <sarah jheureux@deskpro.com=""></sarah>	[#52 UPDATED] Re: Kyle Matthews	S2 52	
		23 days	302	1	Lara Proud <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f>	Sarah L'Heureux <sarah jheureux@deskpro.com=""></sarah>	[#51 UPDATED] Re: Kyle Matthews	SE 51	
		23 days	301	0	221B Energy Helpdesk <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f>	Julie Andrews <j.andrews@example.com></j.andrews@example.com>	Chat Transcript		
		23 days	300	1	Lara Proud <noreply@ef44 54="" 6="" 9f=""></noreply@ef44>	Sarah L'Heureux <sarah jheureux@deskpro.com=""></sarah>	[#50 UPDATED] Re: Julie Andrews <	SR 50	
		24 days	298		Lara Proud <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f>	Sarah L'Heureux <sarah jheureuxilideskoro.com=""></sarah>	[#47 AGENT REPLY] Re: My boller L.	h 47	
		24 days	299	•	Lara Proud <noreply@ef44546690></noreply@ef44546690>	Dora Planter «dora planter@example.com»	RE: My boiler is broken	\$ 47	
								19 W	
		27 days	297	1	2218 Energy Helpdesk <noreply@ef44 54="" 6="" 9f=""></noreply@ef44>	Hannah Scott <hannah.scott@deskpro.com></hannah.scott@deskpro.com>	Chat Transcript		
		27 days	295	1	Hannah Scott <noreply@ef44f54f6 9f=""></noreply@ef44f54f6>	Sarah L'Heureux <sarah jheureux@deskpro.com=""></sarah>	[#49 AWAITING AGENT] Re: Hanna	SE 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, <u>check out our guide</u>.

Srodni sadržaj

• How do I enable logging for outgoing email?