


New Feature: Email Log Mass Actions

2014-10-02 - Ben Henley - (0) megjegyzés - Product

Even with the best of care, email servers can sometimes throw tantrums.

Status



We have detected problems you should look into

✉ There have been **119 outgoing email errors**. These errors will have prevented your users from receiving messages from the helpdesk (such as reply notifications).

DeskPRO logs any email issues so you can quickly troubleshoot and fix the problem. (Just to remind you, the logs are under **Tickets > Email Accounts**.) We've heard your feedback that sometimes cleaning up afterwards can be a chore.

Now we've added **mass actions** to the outgoing and incoming email logs. You can select a group of email messages and choose to resend or reprocess them, or just delete them.

Outgoing Email

| <input type="checkbox"/> | ID | Date | To | Subject | Status |
|-------------------------------------|----|-------------|------------------------|---------------------------------------|---------|
| <input checked="" type="checkbox"/> | 20 | an hour ago | susan@user.example.com | Amazing service, thanks! | pending |
| <input type="checkbox"/> | 18 | an hour ago | user@example.com | Problem with product | pending |
| <input checked="" type="checkbox"/> | 17 | an hour ago | user@example.com | [#23 NEW TICKET] Problem with product | pending |

With selected: Resend Messages Perform Actions →

Resend Messages the background. By
selecting this o ted emails which will
mark them as p ed emails which will
the next time t deliver the messages

Resend Messages
 Delete Messages

Kapcsolódó tartalom

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- [New Feature: Time for a Team Picture](#)
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