

Knowledgebase > 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	Outgoing Email Logs								
CHANNELS ^									
📾 Email •									
Accounts									
Templates									· - ·
Settings	٩	Search		T Filter					🔹 Sort 🖉 View 🔘 Live updates 🔊
Outgoing Log	0 se	lected 9 Action							
Chat		Date Created @	Email ID	Status	From	То	Subject	Ticket	
< Social Channels		about 3 hours	311	1	Lara Proud <noreply@ef44 54="" 5f9f=""></noreply@ef44>	Sarah L'Heureux <sarah jheureux@deskpro.com=""></sarah>	[#54 UPDATED] Re: My radiator is f	₩ 54	
Se Voice		about 3 hours	310		Lara Proud <noreply@ef44f54f5f9f></noreply@ef44f54f5f9f>	Sarah L'Heureux <sarah jheureux@deskpro.com=""></sarah>	[#54 ASSIGNED TEAM] Re: My radi	24	
AGENTS			309		David Green <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f>	Sarah L'Heureux <sarah jheureux="" pideskoro.com=""></sarah>	[#54 NEW TICKET] My radiator is f		
HELP CENTER		about 3 hours						M 24	
TICKET STRUCTURE		1 day	308	-	2218 Energy Helpdesk <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f>	Hannah Scott <hannah.scotti@deskpro.com></hannah.scotti@deskpro.com>	Updated Community Topic		
FEATURES		9 days	307	8	Lara Proud <noreply@ef44f54f5f9f></noreply@ef44f54f5f9f>	Sarah L'Heureux <sarah jheureux@deskpro.com=""></sarah>	[#47 UPDATED] Re: My boiler is br	SE 47	
BUSINESS RULES		23 days	306	1	2218 Energy Helpdesk <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f>	Kyle Matthews <k.matthews@itest.com></k.matthews@itest.com>	Chat Transcript		
CRM		23 days	305	1	221B 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	
		23 days	303	1	Lara Proud <noreply@ef44f54f5f9f></noreply@ef44f54f5f9f>	Sarah L'Heureux <sarah jheureux="" ødeskpro.com=""></sarah>	[#52 UPDATED] Re: Kyle Matthews	₩ 52	
DATA		23 days	302		Lara Proud <noreply@ef44f54f5f9f></noreply@ef44f54f5f9f>	Sarah L'Heureux <sarah jheureux@deskpro.com=""></sarah>	[#51 UPDATED] Re: Kyle Matthews	69.51	
		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	8	Lara Proud <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f>	Sarah L'Heureux <sarah jheureux@deskpro.com=""></sarah>	[#50 UPDATED] Re: Julie Andrews <	SH 50	
		24 days	298	1	Lara Proud <noreply@ef44f54f5f9f></noreply@ef44f54f5f9f>	Sarah L'Heureux <sarah jheureux@deskpro.com=""></sarah>	[#47 AGENT REPLY] Re: My boiler L	<b>h</b> 47	
		24 days	299	0	Lara Proud <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f>	Dora Planter «dora.planter@example.com»	RE: My boiler is broken	<b>47</b>	
		27 days	297	1	2218 Energy Helpdesk <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f>	Hannah Scott <hannah.scott@deskpro.com></hannah.scott@deskpro.com>	Chat Transcript		
		27 days	295		Hannah Scott <noreph@ef44f54f6 9f=""></noreph@ef44f54f6>	Sarah L'Heureux <sarah jheureux@deskpro.com=""></sarah>	[#49 AWAITING AGENT] Re: Hanna	97.00	

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>.

## **Related Content**

• How do I enable logging for outgoing email?