

Knowledge base > 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 - Commenti (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	Q :	learch		T Filter					🔹 Sort 🛛 🐵 View 🔘 Live updates 💌
Incoming Log	0.00	ected & Action							
Outgoing Log			Email ID	Status	From	To	Subject	Ticket	
< Social Channels		about 3 hours	311		Lara Proud <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f>	Sarah L'Heureux <sarah jheureux@deskpro.com=""></sarah>	[#54 UPDATED] Re: My radiator is f		
- Voice									
AGENTS		about 3 hours	310	8	Lara Proud <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f>	Sarah L'Heureux <sarah jheureux="" ødeskpro.com=""></sarah>	[#54 ASSIGNED TEAM] Re: My radi	SE 54	
HELP CENTER		about 3 hours	309	1	David Green <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f>	Sarah L'Heureux <sarah jheureux@deskpro.com=""></sarah>	[#54 NEW TICKET] My radiator is f	≅ 54	
TICKET STRUCTURE		1 day	308	1	2218 Energy Helpdesk <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f>	Hannah Scott <hannah.scott@deskpro.com></hannah.scott@deskpro.com>	Updated Community Topic		
FEATURES		9 days	307	1	Lara Proud <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f>	Sarah L'Heureux <sarah jheureux@deskpro.com=""></sarah>	[#47 UPDATED] Re: My boiler is br	SE 47	
		23 days	306	1	2218 Energy Helpdesk <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f>	Kyle Matthews <k.matthews@itest.com></k.matthews@itest.com>	Chat Transcript		
BUSINESS RULES		23 days	305		2218 Energy Helpdesk <noreply@ef44f546f9f></noreply@ef44f546f9f>	Kyle Matthews <k.matthewsiptest.com></k.matthewsiptest.com>	Chat Transcript		
CRM									
APPS & INTEGRATIONS		23 days	304	-	Lara Proud <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f>	Sarah L'Heureux <sarah jheureux@deskpro.com=""></sarah>	[#53 UPDATED] Re: Kyle Matthews	SE 53	
DATA		23 days	303	1	Lara Proud <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f>	Sarah L'Heureux <sarah jheureux@deskpro.com=""></sarah>	[#52 UPDATED] Re: Kyle Matthews	S2 52	
		23 days	302	1	Lara Proud <noreply@ef44f5466f9f></noreply@ef44f5466f9f>	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 0="" 54="" 9=""></noreply@ef44>	Sarah L'Heureux <sarah.jheureux@deskpro.com></sarah.jheureux@deskpro.com>	[#50 UPDATED] Re: Julie Andrews <	SE 50	
		24 days	298		Lara Proud <noreply@ef44f546f9f></noreply@ef44f546f9f>	Sarah L'Heureux <sarah jheureux@deskpro.com=""></sarah>	[#47 AGENT REPLY] Re: My boller L.	5 47	
		24 days	299	0	Lara Proud <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f>	Dora Planter «dora planter@example.com»	RE: My boller is broken	49 47	
		27 days	297	8	2218 Energy Helpdesk <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f>	Hannah Scott <hannah.scott@deskpro.com></hannah.scott@deskpro.com>	Chat Transcript		
		27 days	295	1	Hannah Scott <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f>	Sarah L'Heureux <sarah jheureux="" ødeskpro.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>.

Contenuti correlati

• How do I enable logging for outgoing email?