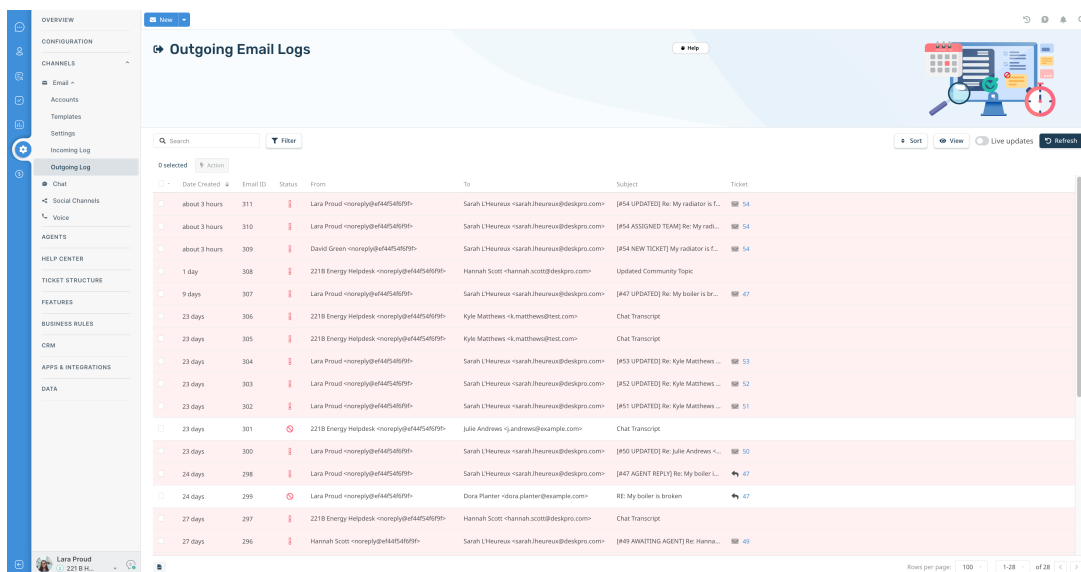


How long are outgoing emails retained for in cloud accounts?

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**



The screenshot shows the 'Outgoing Email Logs' page in the Deskpro Admin interface. The table displays a list of outgoing emails with columns for Date Created, Email ID, Status, From, To, Subject, and Ticket. The 'Date Created' column shows the retention period for each log entry, ranging from 'about 3 hours' to '27 days'. The 'Status' column indicates the state of the email, with red bars for failed or rejected emails and green bars for successful ones. The 'From' and 'To' columns show the email addresses of the sender and recipient. The 'Subject' column provides a brief description of the email content. The 'Ticket' column shows the associated ticket ID. The interface includes a search bar, a filter dropdown, and a 'Refresh' button. The table is currently showing 10 rows, with a 'Rows per page' dropdown set to 100.

Date Created	Email ID	Status	From	To	Subject	Ticket
about 3 hours	311	Failed	Lara Proud <oreply@f44548f9f>	Sarah L Heuroux <sarah.lheuroux@deskpro.com>	[#54 UPDATED] Re: My radiator is f...	#54
about 3 hours	310	Failed	Lara Proud <oreply@f44548f9f>	Sarah L Heuroux <sarah.lheuroux@deskpro.com>	[#54 ASSIGNED TEAM] Re: My radi...	#54
about 3 hours	309	Failed	David Green <oreply@f44548f9f>	Sarah L Heuroux <sarah.lheuroux@deskpro.com>	[#54 NEW TICKET] My radiator is f...	#54
1 day	308	Success	2218 Energy Helpdesk <oreply@f44548f9f>	Hannah Scott <hannah.scott@deskpro.com>	Updated Community Topic	
9 days	307	Failed	Lara Proud <oreply@f44548f9f>	Sarah L Heuroux <sarah.lheuroux@deskpro.com>	[#47 UPDATED] Re: My boiler is br...	#47
23 days	306	Failed	2218 Energy Helpdesk <oreply@f44548f9f>	Kyle Matthews <k.matthews@test.com>	Chat Transcript	
23 days	305	Failed	2218 Energy Helpdesk <oreply@f44548f9f>	Kyle Matthews <k.matthews@test.com>	Chat Transcript	
23 days	304	Failed	Lara Proud <oreply@f44548f9f>	Sarah L Heuroux <sarah.lheuroux@deskpro.com>	[#53 UPDATED] Re: Kyle Matthews ...	#53
23 days	303	Failed	Lara Proud <oreply@f44548f9f>	Sarah L Heuroux <sarah.lheuroux@deskpro.com>	[#52 UPDATED] Re: Kyle Matthews ...	#52
23 days	302	Failed	Lara Proud <oreply@f44548f9f>	Sarah L Heuroux <sarah.lheuroux@deskpro.com>	[#51 UPDATED] Re: Kyle Matthews ...	#51
23 days	301	Success	2218 Energy Helpdesk <oreply@f44548f9f>	Julia Andrews <j.andrews@example.com>	Chat Transcript	
23 days	300	Failed	Lara Proud <oreply@f44548f9f>	Sarah L Heuroux <sarah.lheuroux@deskpro.com>	[#50 UPDATED] Re: Julia Andrews ...	#50
24 days	298	Failed	Lara Proud <oreply@f44548f9f>	Sarah L Heuroux <sarah.lheuroux@deskpro.com>	[#47 AGENT REPLY] Re: My boiler L...	#47
24 days	299	Success	Lara Proud <oreply@f44548f9f>	Dora Planter <dora.planter@example.com>	RE: My boiler is broken	#47
27 days	297	Failed	2218 Energy Helpdesk <oreply@f44548f9f>	Hannah Scott <hannah.scott@deskpro.com>	Chat Transcript	
27 days	296	Failed	Hannah Scott <oreply@f44548f9f>	Sarah L Heuroux <sarah.lheuroux@deskpro.com>	[#49 AWAITING AGENT] Re: Hanna...	#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, [check out our guide](#).

関連コンテンツ

- [How do I enable logging for outgoing email?](#)