

<u>지식 베이스</u> > <u>Using Deskpro</u> > <u>Admin</u> > <u>Channels</u> > <u>How do I enable logging for outgoing email?</u>

How do I enable logging for outgoing email?

Christopher Nadeau - 2023-09-07 - <u>댓글 (0)</u> - <u>Channels</u>

All your outgoing mail is automatically logged and saved in your helpdesk, these logs are helpful for you to be able to view for any troubleshooting problems.

To view the outgoing mail log, go to Admin > Channels > Email > Outgoing Log.

| \bigcirc | OVERVIEW |
|--------------|-----------------|
| 0 | CONFIGURATION |
| 0 | CHANNELS ^ |
| R | Semail ^ |
| \checkmark | Accounts |
| (1.) | Templates |
| | Settings |
| \$ | Incoming Log |
| \$ | Outgoing Log |
| | 🗩 Chat |
| | Social Channels |
| | Voice |

Please note that email processing **does not** happen instantly, there may be a slight delay as Deskpro queues up and sends outgoing mail in batches.

You can view the details of an email in the log by clicking on it in the list or by hovering over the end of the row and clicking the **information icon**.

| Outgoing Email Logs | • Hig | |
|--|--|--|
| Q Search | | Sort O View Live updates Sefresh |
| 0 selected 🖩 Action | | |
| O ate Created Email ID Status From | To Subject | Ticket |
| about 3 hours 311 B Lara Proud <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f> | Sarah L'Heureux <sarah.lheureux@deskpro.com> [#54 UPDATED] Re: My radiato</sarah.lheureux@deskpro.com> | tor is f 🖻 54 |
| about 3 hours 310 Lara Proud <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f> | Sarah L'Heureux <sarah.lheureux@deskpro.com> [#54 ASSIGNED TEAM] Re: My</sarah.lheureux@deskpro.com> | ty radi 😒 54 |
| about 3 hours 309 David Green <noreply8ef44f54f6f9f></noreply8ef44f54f6f9f> | Sarah L'Heureux <sarah.lheureux@deskpro.com> [#54 NEW TICKET] My radiator</sarah.lheureux@deskpro.com> | or is f 📓 54 |

This will open a drawer that will give you the details of the email:

| Outgoing Email: 311 | id: 311 |
|---|-----------------|
| Information Source Log | |
| Reference | |
| 1644487315-KTHUUFKNYGAKQKVWEWJYPJJT | THZX6BQGP8KWNIF |
| Date | |
| Thursday, 10 Feb 2022 10:01 AM | |
| Status | |
| Error (Thursday, 10 Feb 2022 10:02 AM) | |
| Attempts | |
| 1 | |
| From | |
| Lara Proud <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f> | |
| То | |
| Sarah L'Heureux <sarah.lheureux@deskpro.< td=""><td>com></td></sarah.lheureux@deskpro.<> | com> |
| Subject | |
| [#54 UPDATED] Re: My radiator is faulty | |

- 태그
- <u>email</u>

관련 콘텐츠

- How long are outgoing emails retained for in cloud accounts?
 I'm having trouble with outgoing email