Deskpro

Alerts for incoming email processing errors Collecting Feedback

- Matthew Wray
- **Forumo pavadinimas:** #Feature Request

It would be helpful if you could create an alert when an email fails processing.
Currently if an individual email fails processing the only way to find this out is by manually checking the logs.

Comment (1)

shankirth

2 years ago

Please prioritize the implementation to trigger an alert if the outgoing mails are stuck or not processed, hence we can process those critical mails before operations team or BU report the issue. so that SLA will not missed post the above implementation and production impact will be avoided.