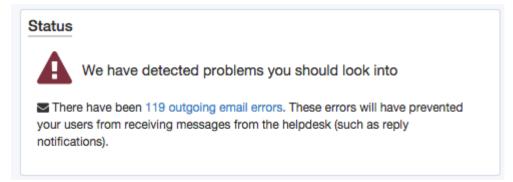


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New Feature: Email Log Mass Actions

2014-10-02 - Ben Henley - Comments (0) - Product

Even with the best of care, email servers can sometimes throw tantrums.



DeskPRO logs any email issues so you can quickly troubleshoot and fix the problem. (Just to remind you, the logs are under **Tickets > Email Accounts**.) We've heard your feedback that sometimes cleaning up afterwards can be a chore.

Now we've added **mass actions** to the outgoing and incoming email logs. You can select a group of email messages and choose to resend or reprocess them, or just delete them.

Out	going	Email				
	ID	Date	То		Subject	Status
	20	an hour ago susan@user.example.com			Amazing service, thanks!	pending
	18	an hour ago user@example.com			Problem with product	pending
	17	an hour ago user@example.com			[#23 NEW TICKET] Problem with product	pending
© Reselection	With selected: Resend Messages Perfor Resend Mes Selecting this o Resend Messages The next time time time time time time time tim			rm Actions → the background. ted emails which deliver the mess	will	

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