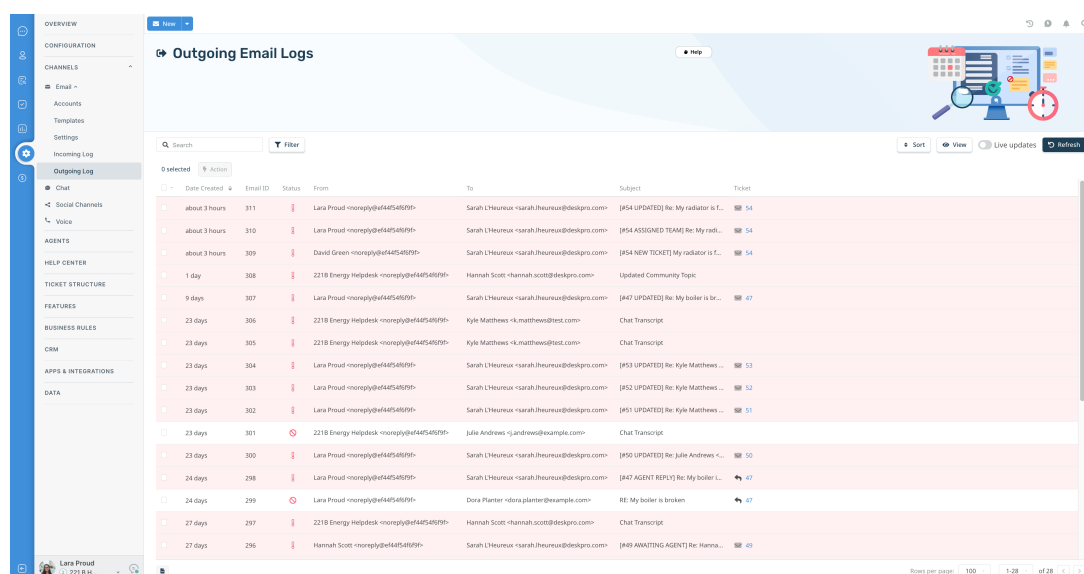


How long are outgoing emails retained for in cloud accounts?

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**



Date Created	Email ID	Status	From	To	Subject	Ticket
about 3 hours	311		Lara Proud <reply@445456789>	Sarah Lheureux <sarah.lheureux@deskpro.com>	[954 UPDATED] Re: My radiator is f...	54
about 3 hours	310		Lara Proud <reply@445456789>	Sarah Lheureux <sarah.lheureux@deskpro.com>	[954 ASSIGNED TEAM] Re: My radi...	54
about 3 hours	309		David Green <reply@445456789>	Sarah Lheureux <sarah.lheureux@deskpro.com>	[954 NEW TICKET] My radiator is f...	54
1 day	308		2218 Energy helpdesk <reply@445456789>	Hannah Scott <hannah.scott@deskpro.com>	Updated Community Topic	
9 days	307		Lara Proud <reply@445456789>	Sarah Lheureux <sarah.lheureux@deskpro.com>	[947 UPDATED] Re: My boiler is br...	47
23 days	306		2218 Energy helpdesk <reply@445456789>	Kyle Matthews <k.matthews@deskpro.com>	Chat Transcript	
23 days	305		2218 Energy helpdesk <reply@445456789>	Kyle Matthews <k.matthews@deskpro.com>	Chat Transcript	
23 days	304		Lara Proud <reply@445456789>	Sarah Lheureux <sarah.lheureux@deskpro.com>	[953 UPDATED] Re: Kyle Matthews ...	53
23 days	303		Lara Proud <reply@445456789>	Sarah Lheureux <sarah.lheureux@deskpro.com>	[952 UPDATED] Re: Kyle Matthews ...	52
23 days	302		Lara Proud <reply@445456789>	Sarah Lheureux <sarah.lheureux@deskpro.com>	[951 UPDATED] Re: Kyle Matthews ...	51
23 days	301		2218 Energy helpdesk <reply@445456789>	Julie Andrews <j.andrews@example.com>	Chat Transcript	
23 days	300		Lara Proud <reply@445456789>	Sarah Lheureux <sarah.lheureux@deskpro.com>	[950 UPDATED] Re: Julie Andrews <...	50
24 days	298		Lara Proud <reply@445456789>	Sarah Lheureux <sarah.lheureux@deskpro.com>	[947 AGENT REPLY] Re: My boiler L...	47
24 days	299		Lara Proud <reply@445456789>	Dora Planter <dora.planter@example.com>	RE: My boiler is broken	47
27 days	297		2218 Energy helpdesk <reply@445456789>	Hannah Scott <hannah.scott@deskpro.com>	Chat Transcript	
27 days	296		Hannah Scott <reply@445456789>	Sarah Lheureux <sarah.lheureux@deskpro.com>	[949 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](#).

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