

Znalostná databáza > Using Deskpro > How long are outgoing emails retained for in cloud accounts?

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

| CONFIGURATION | Outgoing Email Logs | | | | | | | | |
|---------------------|---------------------|-----------------|----------|----------|--|--|------------------------------------|-------------|--------------------------------|
| CHANNELS ^ | | | | | | | | | |
| 📾 Email • | | | | | | | | | |
| Accounts | | | | | | | | | |
| Templates | | | | | | | | | · - · |
| Settings | ٩ | Search | | T Filter | | | | | 🔹 Sort 🖉 View 🔘 Live updates 🔊 |
| Outgoing Log | 0 se | lected 9 Action | | | | | | | |
| Chat | | Date Created @ | Email ID | Status | From | То | Subject | Ticket | |
| < Social Channels | | about 3 hours | 311 | 1 | Lara Proud <noreply@ef44 54="" 5f9f=""></noreply@ef44> | Sarah L'Heureux <sarah jheureux@deskpro.com=""></sarah> | [#54 UPDATED] Re: My radiator is f | ₩ 54 | |
| Se Voice | | about 3 hours | 310 | | Lara Proud <noreply@ef44f54f5f9f></noreply@ef44f54f5f9f> | Sarah L'Heureux <sarah jheureux@deskpro.com=""></sarah> | [#54 ASSIGNED TEAM] Re: My radi | 24 | |
| AGENTS | | | 309 | | David Green <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f> | Sarah L'Heureux <sarah jheureux="" pideskoro.com=""></sarah> | [#54 NEW TICKET] My radiator is f | | |
| HELP CENTER | | about 3 hours | | | | | | M 24 | |
| TICKET STRUCTURE | | 1 day | 308 | - | 2218 Energy Helpdesk <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f> | Hannah Scott <hannah.scotti@deskpro.com></hannah.scotti@deskpro.com> | Updated Community Topic | | |
| FEATURES | | 9 days | 307 | 8 | Lara Proud <noreply@ef44f54f5f9f></noreply@ef44f54f5f9f> | Sarah L'Heureux <sarah jheureux@deskpro.com=""></sarah> | [#47 UPDATED] Re: My boiler is br | SE 47 | |
| BUSINESS RULES | | 23 days | 306 | 1 | 2218 Energy Helpdesk <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f> | Kyle Matthews <k.matthews@itest.com></k.matthews@itest.com> | Chat Transcript | | |
| CRM | | 23 days | 305 | 1 | 221B Energy Helpdesk <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f> | Kyle Matthews <k.matthews@test.com></k.matthews@test.com> | Chat Transcript | | |
| APPS & INTEGRATIONS | | 23 days | 304 | 1 | Lara Proud <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f> | Sarah L'Heureux <sarah jheureux@deskpro.com=""></sarah> | [#53 UPDATED] Re: Kyle Matthews | SH 53 | |
| | | 23 days | 303 | 1 | Lara Proud <noreply@ef44f54f5f9f></noreply@ef44f54f5f9f> | Sarah L'Heureux <sarah jheureux="" ødeskpro.com=""></sarah> | [#52 UPDATED] Re: Kyle Matthews | ₩ 52 | |
| DATA | | 23 days | 302 | | Lara Proud <noreply@ef44f54f5f9f></noreply@ef44f54f5f9f> | Sarah L'Heureux <sarah jheureux@deskpro.com=""></sarah> | [#51 UPDATED] Re: Kyle Matthews | 69.51 | |
| | | | | | | | | | |
| | | 23 days | 301 | 0 | 221B Energy Helpdesk <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f> | Julie Andrews <j.andrews@example.com></j.andrews@example.com> | Chat Transcript | | |
| | | 23 days | 300 | 8 | Lara Proud <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f> | Sarah L'Heureux <sarah jheureux@deskpro.com=""></sarah> | [#50 UPDATED] Re: Julie Andrews < | SH 50 | |
| | | 24 days | 298 | 1 | Lara Proud <noreply@ef44f54f5f9f></noreply@ef44f54f5f9f> | Sarah L'Heureux <sarah jheureux@deskpro.com=""></sarah> | [#47 AGENT REPLY] Re: My boiler L | h 47 | |
| | | 24 days | 299 | 0 | Lara Proud <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f> | Dora Planter «dora.planter@example.com» | RE: My boiler is broken | 47 | |
| | | 27 days | 297 | 1 | 2218 Energy Helpdesk <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f> | Hannah Scott <hannah.scott@deskpro.com></hannah.scott@deskpro.com> | Chat Transcript | | |
| | | 27 days | 295 | | Hannah Scott <noreph@ef44f54f6 9f=""></noreph@ef44f54f6> | Sarah L'Heureux <sarah jheureux@deskpro.com=""></sarah> | [#49 AWAITING AGENT] Re: Hanna | 97.00 | |

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, <u>check out our guide</u>.

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How do I enable logging for outgoing email?