

<u>Kunskapsbas</u> > <u>Using Deskpro</u> > <u>How long are outgoing emails retained for in cloud accounts?</u>

## How long are outgoing emails retained for in cloud accounts?

Benedict Sycamore - 2022-02-10 - Kommentarer (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

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CONFIGURATION	G (	Outgoing Email Logs					• Help		
CHANNELS ^									
🛎 Email ^									
Accounts									
Templates									· - ·
Settings Incoming Log	Q, S	earch		<b>T</b> Filter					• Sort 🛛 🛛 Wew 🕥 Live updates 💽
Outgoing Log	O sele	ected 5 Action							
Chat		Date Created @	Email ID	Status	From	то	Subject	Ticket	
C Social Channels		about 3 hours	311	1	Lara Proud <noreply@ef44f54f0 9f=""></noreply@ef44f54f0>	Sarah L'Heureux <sarah.lheureux@deskpro.com></sarah.lheureux@deskpro.com>	[#54 UPDATED] Re: My radiator is f	SE 54	
- Voice		about 3 hours	310		Lara Proud <noreply@ef44f54f6 9f=""></noreply@ef44f54f6>	Sarah L'Heureux <sarah.lheureux@deskpro.com></sarah.lheureux@deskpro.com>	[#54 ASSIGNED TEAM] Re: My radi	97 SJ	
AGENTS									
IELP CENTER		about 3 hours	309		David Green <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f>	Sarah L'Heureux <sarah.lheureux@deskpro.com></sarah.lheureux@deskpro.com>	[#54 NEW TICKET] My radiator is f	S2 54	
FICKET STRUCTURE		1 day	308		221B Energy Helpdesk <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f>	Hannah Scott <hannah.scott@deskpro.com></hannah.scott@deskpro.com>	Updated Community Topic		
EATURES		9 days	307	1	Lara Proud <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f>	Sarah L'Heureux <sarah.lheureux@deskpro.com></sarah.lheureux@deskpro.com>	[#47 UPDATED] Re: My boiler is br	Se 47	
SUSINESS RULES		23 days	306	1	2218 Energy Helpdesk <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f>	Kyle Matthews <k.matthews@test.com></k.matthews@test.com>	Chat Transcript		
RM		23 days	305	1	2218 Energy Helpdesk <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f>	Kyle Matthews <k.matthews@test.com></k.matthews@test.com>	Chat Transcript		
APPS & INTEGRATIONS		23 days	304	8	Lara Proud <noreply@ef44f54f6 9f=""></noreply@ef44f54f6>	Sarah L'Heureux <sarah.lheureux@deskpro.com></sarah.lheureux@deskpro.com>	[#53 UPDATED] Re: Kyle Matthews	<b>₩</b> 53	
DATA		23 days	303	8	Lara Proud <noreply@ef44f54f0f9f></noreply@ef44f54f0f9f>	Sarah L'Heureux <sarah.lheureux@deskpro.com></sarah.lheureux@deskpro.com>	[#52 UPDATED] Re: Kyle Matthews	SE 52	
DATA		23 days	302	1	Lara Proud <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f>	Sarah L'Heureux <sarah.lheureux@deskpro.com></sarah.lheureux@deskpro.com>	[#51 UPDATED] Re: Kyle Matthews	SH 51	
		23 days	301	0	2218 Energy Helpdesk <noreply@ef64f54f6f9f></noreply@ef64f54f6f9f>	Julie Andrews <i andrews@example.com=""></i>	Chat Transcript		
		23 days	300		Lara Proud <noreply@ef44 54="" 6="" 9=""></noreply@ef44>	Sarah L'Heureux <sarah.lheureux@deskpro.com></sarah.lheureux@deskpro.com>	[#50 UPDATED] Re: Julie Andrews <	S2 50	
		24 days	298	1	Lara Proud <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f>	Sarah L'Heureux <sarah.lheureux@deskpro.com></sarah.lheureux@deskpro.com>	[#47 AGENT REPLY] Re: My boiler i	<b>4</b> 47	
		24 days	299	0	Lara Proud <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f>	Dora Planter <dora.planter@example.com></dora.planter@example.com>	RE: My boiler is broken	<b>4</b> 9 47	
		27 days	297	8	2218 Energy Helpdesk <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f>	Hannah Scott <hannah.scott@deskpro.com></hannah.scott@deskpro.com>	Chat Transcript		
		27 days	296	8	Hannah Scott <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f>	Sarah L'Heureux <sarah.lheureux@deskpro.com></sarah.lheureux@deskpro.com>	[#49 AWAITING AGENT] Re: Hanna	፼ 49	
Lara Proud									

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>.

## Liknande innehåll

• How do I enable logging for outgoing email?