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How long are outgoing emails retained for in cloud accounts? Benedict Sycamore - 2022-02-10 - Yorumlar (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	Outgoing Email Logs						• Help	
CHANNELS ^		5 5						
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Accounts								
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Settings	Q, :	learch	•	T Filter				Sort Ø View Uive updates
Outgoing Log	0.54	ected § Action						
Chat			Email ID	Status	From	To	Subject	Ticket
< Social Channels		about 3 hours	311	1	Lara Proud <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f>	Sarah L'Heureux <sarah jheureux®deskpro.com=""></sarah>	[#54 UPDATED] Re: My radiator is f	
∿ voice				•				
AGENTS		about 3 hours	310	8	Lara Proud <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f>	Sarah L'Heureux <sarah bideskpro.com="" jheureux=""></sarah>	[#54 ASSEGNED TEAM] Re: My radi	SE 54
HELP CENTER		about 3 hours	309	1	David Green <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f>	Sarah L'Heureux <sarah jheureux@deskpro.com=""></sarah>	[#54 NEW TICKET] My radiator is f	≅ 54
TICKET STRUCTURE		1 day	308	1	2218 Energy Helpdesk <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f>	Hannah Scott <hannah.scott @deskpro.com=""></hannah.scott>	Updated Community Topic	
		9 days	307	1	Lara Proud <noreply@ef44 5="" 54="" 91=""></noreply@ef44>	Sarah L'Heureux <sarah jheureux@deskpro.com=""></sarah>	[#47 UPDATED] Re: My boiler is br	₩ 47
BUSINESS RULES		23 days	306	1	2218 Energy Helpdesk <noreply@ef44f546f9f></noreply@ef44f546f9f>	Kyle Matthews <k.matthews@test.com></k.matthews@test.com>	Chat Transcript	
CRM		23 days	305	1	2218 Energy Helpdesk <noreply@ef44 54="" 6="" 9f=""></noreply@ef44>	Kyle Matthews <k.matthews@test.com></k.matthews@test.com>	Chat Transcript	
APPS & INTEGRATIONS		23 days	304	1	Lara Proud <noreply@ef44f5466f9f></noreply@ef44f5466f9f>	Sarah L'Heureux <sarah bideskpro.com="" jheureux=""></sarah>	[#53 UPDATED] Re: Kyle Matthews	S 3
DATA		23 days	303	1	Lara Proud <noreply@ef44f54f5f9f></noreply@ef44f54f5f9f>	Sarah L'Heureux <sarah jheureux@deskpro.com=""></sarah>	[#52 UPDATED] Re: Kyle Matthews	- Se 52
		23 days	302	1	Lara Proud <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f>	Sarah L'Heureux <sarah jheureux@deskpro.com=""></sarah>	[#51 UPDATED] Re: Kyle Matthews	58 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	1	Lara Proud <noreply@ef44f54f0f9f></noreply@ef44f54f0f9f>	Sarah L'Heureux <sarah @deskpro.com="" jheureux=""></sarah>	[#50 UPDATED] Re: Julie Andrews <	SR 50
		24 days	298	1	Lara Proud <noreply@ef44f54f5f9f></noreply@ef44f54f5f9f>	Sarah L'Heureux <sarah jheureux@deskpro.com=""></sarah>	[#47 AGENT REPLY] Re: My boller L.	<b>5</b> 47
		24 days	299	0	Lara Proud <noreply@ef44f5466f9f></noreply@ef44f5466f9f>	Dora Planter «dora.planter@example.com»	RE My boller is broken	<b>5</b> 47
		27 days	297	- 1	2218 Energy Helpdesk <noreply@ef44 54="" 6="" 9f=""></noreply@ef44>	Hannah Scott <hannah.scott@deskpro.com></hannah.scott@deskpro.com>	Chat Transcript	
		27 days	295		Hannah Scott <noreply@ef44f54f6 9f=""></noreply@ef44f54f6>	Sarah L'Heureux <sarah jheureux="" ødeskpro.com=""></sarah>	[#49 AWAITING AGENT] Re: Hanna	8.0

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>.

İlgili İçerik

• How do I enable logging for outgoing email?