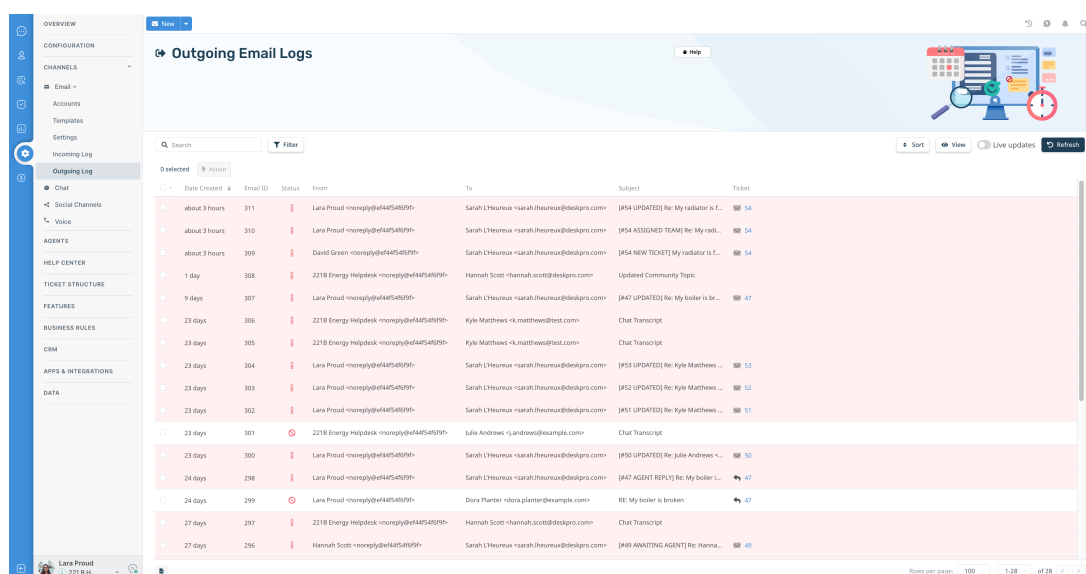


How long are outgoing emails retained for in cloud accounts?

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@445489f9> | Sarah Lheureux <sarah.lheureux@deskpro.com> | [954 UPDATED] Re: My radiator is f... | 54 |
| about 3 hours | 310 | | Lara Proud <reply@445489f9> | Sarah Lheureux <sarah.lheureux@deskpro.com> | [954 ASSIGNED TEAM] Re: My radi... | 54 |
| about 3 hours | 309 | | David Green <reply@445489f9> | Sarah Lheureux <sarah.lheureux@deskpro.com> | [954 NEW TICKET] My radiator is f... | 54 |
| 1 day | 308 | | 2218 Energy helpdesk <reply@445489f9> | Hannah Scott <hannah.scott@deskpro.com> | Updated Community Topic | |
| 9 days | 307 | | Lara Proud <reply@445489f9> | Sarah Lheureux <sarah.lheureux@deskpro.com> | [947 UPDATED] Re: My boiler is br... | 47 |
| 23 days | 306 | | 2218 Energy helpdesk <reply@445489f9> | Kyle Matthews <k.matthews@deskpro.com> | Chat Transcript | |
| 23 days | 305 | | 2218 Energy helpdesk <reply@445489f9> | Kyle Matthews <k.matthews@deskpro.com> | Chat Transcript | |
| 23 days | 304 | | Lara Proud <reply@445489f9> | Sarah Lheureux <sarah.lheureux@deskpro.com> | [953 UPDATED] Re: Kyle Matthews ... | 53 |
| 23 days | 303 | | Lara Proud <reply@445489f9> | Sarah Lheureux <sarah.lheureux@deskpro.com> | [952 UPDATED] Re: Kyle Matthews ... | 52 |
| 23 days | 302 | | Lara Proud <reply@445489f9> | Sarah Lheureux <sarah.lheureux@deskpro.com> | [951 UPDATED] Re: Kyle Matthews ... | 51 |
| 23 days | 301 | | 2218 Energy helpdesk <reply@445489f9> | Julie Andrews <j.andrews@example.com> | Chat Transcript | |
| 23 days | 300 | | Lara Proud <reply@445489f9> | Sarah Lheureux <sarah.lheureux@deskpro.com> | [950 UPDATED] Re: Julie Andrews <... | 50 |
| 24 days | 298 | | Lara Proud <reply@445489f9> | Sarah Lheureux <sarah.lheureux@deskpro.com> | [947 AGENT REPLY] Re: My boiler L... | 47 |
| 24 days | 299 | | Lara Proud <reply@445489f9> | Dora Planter <dora.planter@example.com> | RE: My boiler is broken | 47 |
| 27 days | 297 | | 2218 Energy helpdesk <reply@445489f9> | Hannah Scott <hannah.scott@deskpro.com> | Chat Transcript | |
| 27 days | 296 | | Hannah Scott <reply@445489f9> | 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](#).

Nội dung liên quan

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