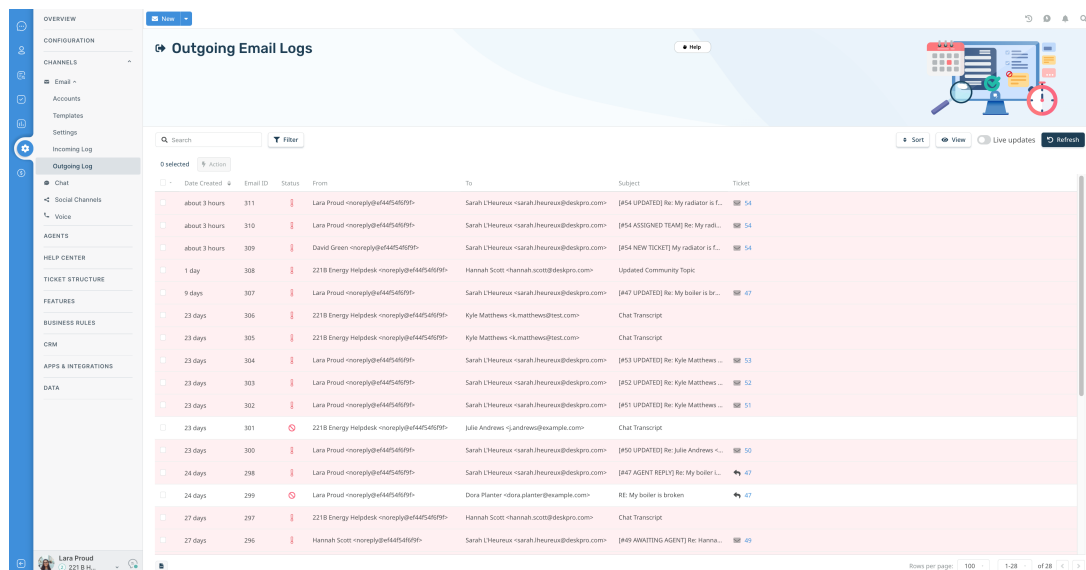


## How long are outgoing emails retained for in cloud accounts?

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**



The screenshot shows the Deskpro Admin interface with the 'Outgoing Email Logs' table. The table has columns for Date Created, Email ID, Status, From, To, Subject, and Ticket. The rows show various outgoing emails with their respective dates and details.

| Date Created  | Email ID | Status | From                                    | To   | Subject                               | Ticket |
|---------------|----------|--------|---|--|---------------------------------------|--------|
| about 3 hours | 311      | ✓      | Lara Proud <noreply@44548f9f>           | Sarah L Heureux <sarah.lheureux@deskpro.com> | [954 UPDATED] Re: My radiator is f... | 54     |
| about 3 hours | 310      | ✓      | Lara Proud <noreply@44548f9f>           | Sarah L Heureux <sarah.lheureux@deskpro.com> | [954 ASSIGNED TEAM] Re: My radi...    | 54     |
| about 3 hours | 309      | ✓      | David Green <noreply@44548f9f>          | Sarah L Heureux <sarah.lheureux@deskpro.com> | [954 NEW TICKET] My radiator is f...  | 54     |
| 1 day         | 308      | ✓      | 2218 Energy Helpdesk <noreply@44548f9f> | Hannah Scott <hannah.scott@deskpro.com>      | Updated Community Topic               |        |
| 9 days        | 307      | ✓      | Lara Proud <noreply@44548f9f>           | Sarah L Heureux <sarah.lheureux@deskpro.com> | [847 UPDATED] Re: My boiler is br...  | 47     |
| 23 days       | 306      | ✓      | 2218 Energy Helpdesk <noreply@44548f9f> | Kyle Matthews <k.matthews@test.com>          | Chat Transcript                       |        |
| 23 days       | 305      | ✓      | 2218 Energy Helpdesk <noreply@44548f9f> | Kyle Matthews <k.matthews@test.com>          | Chat Transcript                       |        |
| 23 days       | 304      | ✓      | Lara Proud <noreply@44548f9f>           | Sarah L Heureux <sarah.lheureux@deskpro.com> | [953 UPDATED] Re: Kyle Matthews ...   | 53     |
| 23 days       | 303      | ✓      | Lara Proud <noreply@44548f9f>           | Sarah L Heureux <sarah.lheureux@deskpro.com> | [952 UPDATED] Re: Kyle Matthews ...   | 53     |
| 23 days       | 302      | ✓      | Lara Proud <noreply@44548f9f>           | Sarah L Heureux <sarah.lheureux@deskpro.com> | [951 UPDATED] Re: Kyle Matthews ...   | 51     |
| 23 days       | 301      | ✓      | 2218 Energy Helpdesk <noreply@44548f9f> | Julia Andrews <j.andrews@example.com>        | Chat Transcript                       |        |
| 23 days       | 300      | ✓      | Lara Proud <noreply@44548f9f>           | Sarah L Heureux <sarah.lheureux@deskpro.com> | [950 UPDATED] Re: Julia Andrews ...   | 50     |
| 24 days       | 298      | ✓      | Lara Proud <noreply@44548f9f>           | Sarah L Heureux <sarah.lheureux@deskpro.com> | [847 AGENT REPLY] Re: My boiler L...  | 47     |
| 24 days       | 299      | ✓      | Lara Proud <noreply@44548f9f>           | Dora Platter <dora.platter@example.com>      | RE: My boiler is broken               | 47     |
| 27 days       | 297      | ✓      | 2218 Energy Helpdesk <noreply@44548f9f> | Hannah Scott <hannah.scott@deskpro.com>      | Chat Transcript                       |        |
| 27 days       | 296      | ✓      | Hannah Scott <noreply@44548f9f>         | Sarah L Heureux <sarah.lheureux@deskpro.com> | [849 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](#).

### 相关内容

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