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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

OVERVIEW	S New								Q (*
CONFIGURATION	Outgoing Email Logs						• Help		
CHANNELS ^				-					
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Accounts									
Templates Settings									· - ·
Settings Incoming Log	Q, S	sarch		▼ Filter					Sort Wiew Live updates
Outgoing Log	O sele	cted & 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	SH 54	
Voice		about 3 hours	310	1	Lara Proud <norephy@ef44f54f6f9f></norephy@ef44f54f6f9f>	Sarah L'Heureux <sarah.lheureux@deskpro.com></sarah.lheureux@deskpro.com>	(#54 ASSIGNED TEAM) Re: My radi	SR 54	
AGENTS		about 3 hours	309		David Green <noreply@ef44i54i6f9f></noreply@ef44i54i6f9f>	Sarah L'Heureux <sarah.lheureux@deskpro.com></sarah.lheureux@deskpro.com>	[#54 NEW TICKET] My radiator is f	RF 54	
HELP CENTER						Hannah Scott <hannah scottirdeskoro.com=""></hannah>			
TICKET STRUCTURE		1 day	308		221B Energy Helpdesk <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f>		Updated Community Topic		
FEATURES		9 days	307	1	Lara Proud <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f>	Sarah L'Heureux <sarah iheureux@deskpro.com=""></sarah>	[#47 UPDATED] Re: My boiler is br	₩ 47	
BUSINESS RULES		23 days	306	1	2218 Energy Helpdesk <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f>	Kyle Matthews <k.matthews@test.com></k.matthews@test.com>	Chat Transcript		
CRM		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@ef44f54f6f9f></noreply@ef44f54f6f9f>	Sarah L'Heureux <sarah.lheureux@deskpro.com></sarah.lheureux@deskpro.com>	[#53 UPDATED] Re: Kyle Matthews	SH 53	
DATA		23 days	303	8	Lara Proud <noreply@ef44f54f0 9f=""></noreply@ef44f54f0>	Sarah L'Heureux <sarah.lheureux@deskpro.com></sarah.lheureux@deskpro.com>	[#52 UPDATED] Re: Kyle Matthews	SE 52	
		23 days	302	1	Lara Proud <norephysief446546690></norephysief446546690>	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 <j.andrews@example.com></j.andrews@example.com>	Chat Transcript		
		23 days	300		Lara Proud <norephy@ef44f54f6 9f=""></norephy@ef44f54f6>	Sarah L'Heureux <sarah lheureux@deskpro.com=""></sarah>	[#50 UPDATED] Re: Julie Andrews <		
		24 days	298	1	Lara Proud <noreply@ef44 54="" 6="" 9f=""></noreply@ef44>	Sarah L'Heureux <sarah iheureux@deskpro.com=""></sarah>	[#47 AGENT REPLY] Re: My boiler L	45 47	
		24 days	299	0	Lara Proud <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f>	Dora Planter <dora.planter@example.com></dora.planter@example.com>	RE: My boller is broken	4 3 47	
		27 days	297	1	2218 Energy Helpdesk <noreply@ef44f54f6f9f></noreply@ef44f54f6f9f>	Hannah Scott <hannah.scott@deskpro.com></hannah.scott@deskpro.com>	Chat Transcript		

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>.

相关内容

• How do I enable logging for outgoing email?