

<u>知识库</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 - 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 ^ | | | | - | | | | | |
| 🛎 Email • | | | | | | | | | |
| 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?