

Email Queue

The email queue contains the contents of all outbound emails to be sent by help desk, including those that fail to send. It shows the time the email was queued, who it is being sent to and the email contents.

By default the table is sorted by date and time. Once the table has loaded you're able to change the sort column by clicking the up/down arrows:

- Down arrow: descending order
- Up arrow: ascending order

This action is only temporary and will disappear once the page has been reloaded.

It's possible to filter the table based on a number of fields:

1. Visit **Utilities -> Email Queue** and click "Filter Results".
2. Search terms:
 1. **Date** - Filter emails that were queued between specific dates.
 2. **Recipients** - The email addresses that the email is being sent to.
 3. **From Name** - The name associated with the FROM address. By default this contains your company name; for ticket related e-mails this may also include the department name and the operator who performed the action.
 4. **From Address** - Which help desk address the email was

sent from. This may be a [REDACTED] or [REDACTED]

[REDACTED].

5. **Subject** - The subject line of the email.

6. **Message** - The contents of the email.

3. The table will be filtered automatically as you enter search terms.

1. Visit **Utilities -> Email Queue**.

2. [REDACTED] the table to find the email you would like to view.

3. Click the "**View**" button. The email content should appear in a new window.

If you need to view or download the raw email, you can find the options for this at the bottom of the email page.

If an email fails to send, it will be listed as "Blocked" under the "Status" column in the table, with a reason visible when you hover over the question mark. If you'd like to attempt to send the email again:

1. Visit **Utilities -> Email Queue**.

2. [REDACTED] the table to find the email you would like to send.

3. Click on the "**Send**" button. A message will pop up at the top of the page depending on the success of the send.

Online URL: <https://docs.supportpro.vn/article/email-queue-323.html>