

Email Log



The email log contains the contents of all inbound and outbound emails sent by help desk. It shows the time of the email, who it was sent to and a log of the message.

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 -> Logs -> Email Log** and click "Filter Results".
2. Search terms:
 1. **Date** - Filter emails that occurred between specific dates.
 2. **Type** - Whether the email is "Inbound" (sent to the help desk), or "Outbound" (sent by the help desk)
 3. **Recipients** - The email addresses that the email was sent to.
 4. **From Name** - The name associated with the FROM address. By default this contains your company name; for ticket related emails this may also include the department name and the operator who performed the action.
 5. **From Address** - Which help desk address the email was sent from. This may be a [REDACTED] or [REDACTED].
 6. **Subject** - The subject line of the email.


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

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

1. Visit **Utilities -> Logs -> Email Log**.
2.  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 incoming email was rejected by the system, you can attempt to reprocess it (to convert it to a ticket) in the email log:

1. Visit **Utilities -> Logs -> Email Log**.
2.  the table to find the email you would like to reprocess.
3. Click the "**Retry**" button.
4. If you wish to attempt to process the email in a department with consume all enabled, enter the department email address in the text box shown.
5. Click the "**Retry**" button, it will either show a success message or an error message.

1. Visit **Utilities -> System -> System Cleanup**.
2. Scroll right down until you see "Email Log".
3. Select the date from which you would like email log entries to be deleted and then click the "**Prune**" button.

