

E-Mail-Log

Choose **Logging - E-mail log** in the main menu to view a list of e-mails to the inboxes of the active clients. Logging is activated by default for all inboxes and applications. The table contains the following data:

Inbox	The inbox, in which the e-mail entered
Sender	The e-mail address of the sender of the e-mail.
Arrival Time Inbox	The date and time of the arrival of the e-mail in the inbox.
Arrival time Agent	The date and time of the delivery of the e-mail to an agent.
Arrival Time Agent Answer	The date and time of the arrival of the agent answer in the inbox.
Processing Time Agent (s)	The time period from the Arrival Time Agent to Arrival Time Agent Answer

In the last column of the table - Action - you can delete single entries or call up details for an entry. The call of details for an entry opens a new page, which lists all e-mails associated to the process. The single e-mails can be clicked on, whereby they are opened in the standard e-mail client of your pc.