

Interactions tab - Emails - Sent

Last Modified on 11/09/2025 4:16 pm IST

 This article is designated for all users.

About

On the Sent tab, you may:

- View and filter for all sent emails
- Download deliverability reports on sent emails

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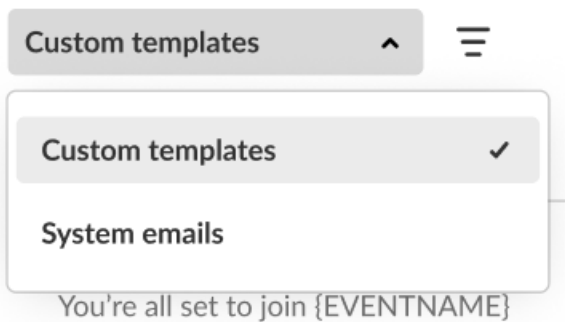
Template	Recipients	Status	Deliverability	Timestamp
Spread the word You're all set to join [EVENTNAME]	All (356)	Processing	Download	10:00 AM 09/09/21
Notify a change of schedule Change of schedule [EVENTNAME]	Targeted users (215)	Completed	Download	09:00 AM 09/09/21
Send a reminder Change of schedule [EVENTNAME]	Targeted users (215)	Failed	Download	08:00 AM 08/09/21



The screens shown here represent a multi-session event. The same actions apply when working with single session.

Choose email type


Select a desired email type from the list - Custom templates or System emails. Only sent emails of the email type that you chose will be displayed.



The email data displayed depends on -

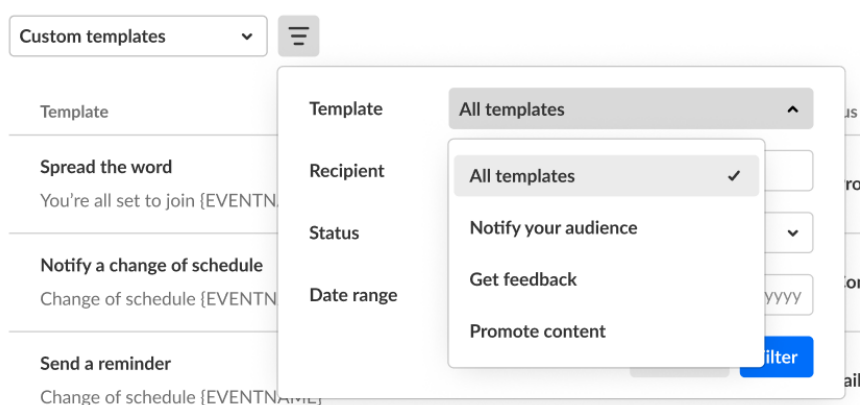
- The email service used by your event template
- Whether or not you have moderator/speaker automated system emails configured (i.e., Notify speaker/moderator of session assignment or Notify speaker/moderator of schedule change)

Filtering options

Click the **Filter** button  and use the following filtering options to quickly find the information you need.

Filter by template

Select a desired template from the list. The templates listed are dependent on whether you choose Custom templates or System emails above. Only sent emails with the template that you chose above will be displayed here.



Filter by recipient

Type a desired recipient's email address. Only sent emails with the recipient's email address that you typed will be displayed.

Custom templates

Template

Spread the word
You're all set to join {EVENTNAME}

Notify a change of schedule
Change of schedule {EVENTNAME}

Send a reminder
Change of schedule {EVENTNAME}

Template

Recipient

Status

Date range

Reset all

Filter

Filter by status

Select a desired status from the list - All statuses (full list of sent emails), Processing, Completed, or Failed. Only sent emails with the status that you chose will be displayed.

Custom templates

Template

Spread the word
You're all set to join {EVENTNAME}

Notify a change of schedule
Change of schedule {EVENTNAME}

Send a reminder
Change of schedule {EVENTNAME}

Template

Recipient

Status

Date range

Reset all

Filter

Filter by date range

Select a desired date range. Only sent emails with the date range that you chose will be displayed.

Custom templates

Template

Spread the word
You're all set to join {EVENTNAME}

Notify a change of schedule
Change of schedule {EVENTNAME}

Send a reminder
Change of schedule {EVENTNAME}

Template

Recipient

Status

Date range

Reset all

Filter

After selecting all your filters, click the **Filter** button to apply them and view the filtered results.

Want to reset your filters and start over? Click **Reset all**. The ability to reset filters is also available when information has been filtered but produces no results.

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No results

Reset all filters

View filtered information

When viewing the Sent tab, you can tell that the information on this page has been filtered when the **Filter** button turns blue.

Emails

Templates

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Custom templates

Template	Recipients
Spread the word You're all set to join {EVENTNAME}	All (356)

Refresh information

Email data may change as you're viewing the page, so be sure to click the **Refresh** button to view the latest information.

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Template	Recipients	Status	Deliverability	Timestamp
Spread the word You're all set to join [EVENTNAME]	All (356)	Processing	Download	10:00 AM 09/09/21

Download a deliverability report

Click the blue **Download** button to download the desired deliverability report. The deliverability report will be downloaded via CSV. The downloaded report includes all email addresses it was sent to and their delivery status.

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Emails

Templates Scheduled **Sent**

Custom templates ▾



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Template	Recipients	Status	Deliverability	Timestamp
Spread the word You're all set to join [EVENTNAME]	All (1)	Processing	Delivered	10:00 AM 09/09/21
Spread the word You're all set to join [EVENTNAME]	All (356)	Processing	Download	10:00 AM 09/09/21



If an email has only one recipient, the relevant information is displayed directly in the row, so the **Download** button for the deliverability report is not shown. If the button *does* appear for a single-recipient email, it indicates a processing error. Download the deliverability report to view complete information on the error.