Interactions tab - Emails - Sent

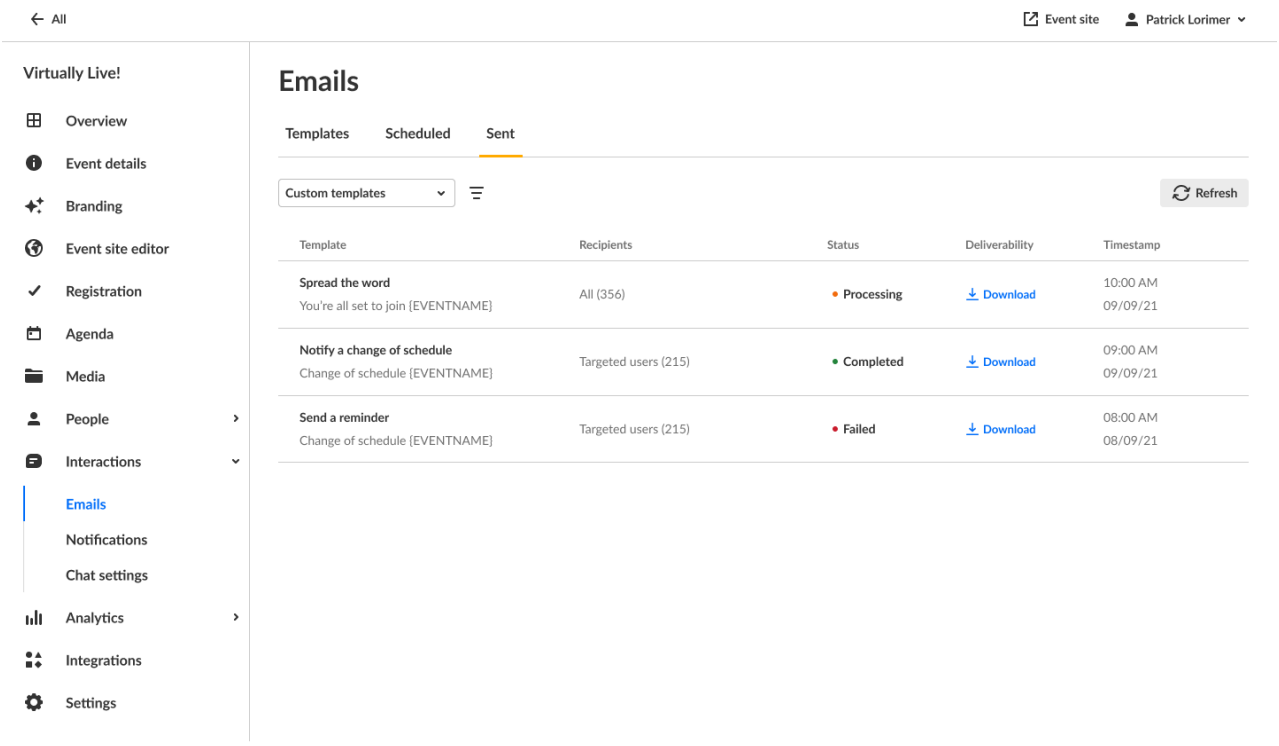
Last Modified on 06/23/2025 6:52 pm IDT

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



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.

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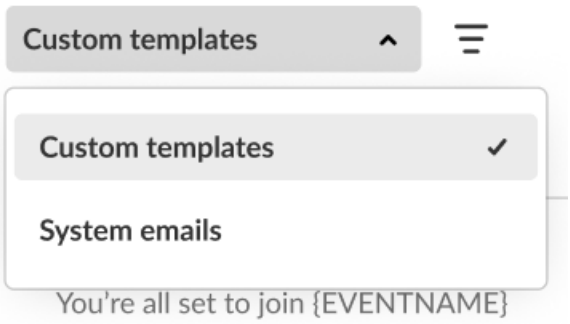
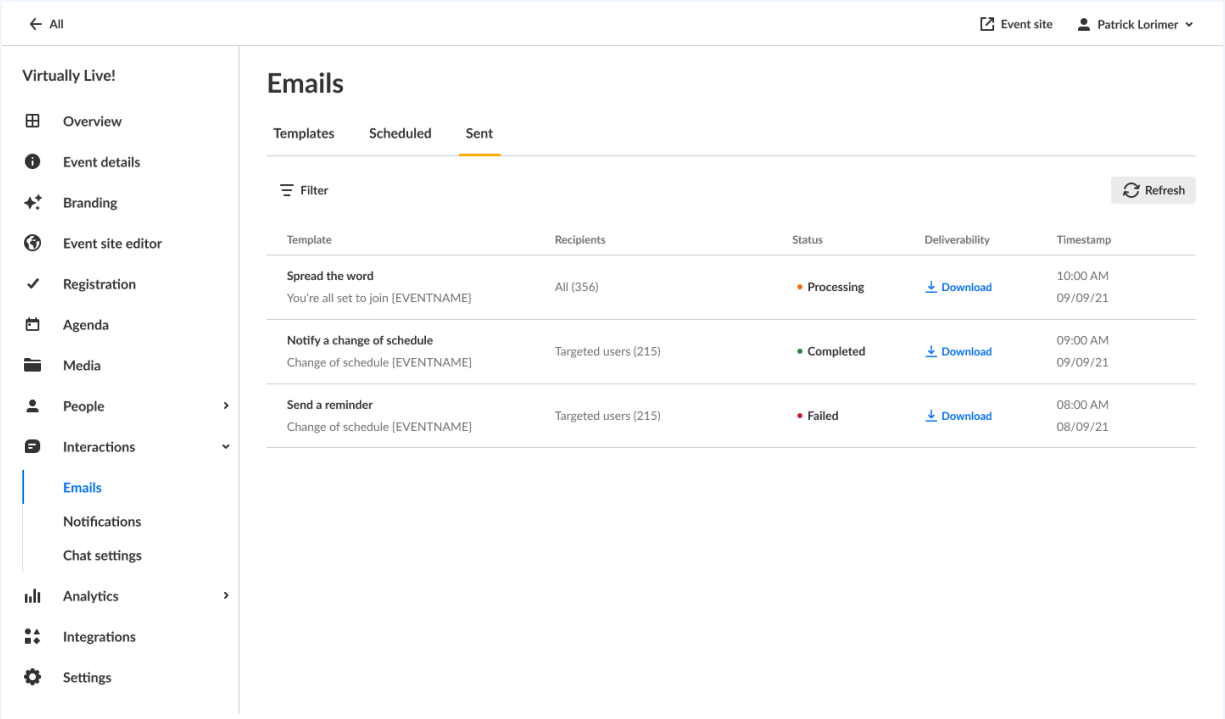


The email data available in the system depends on email service used by your event template.



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.

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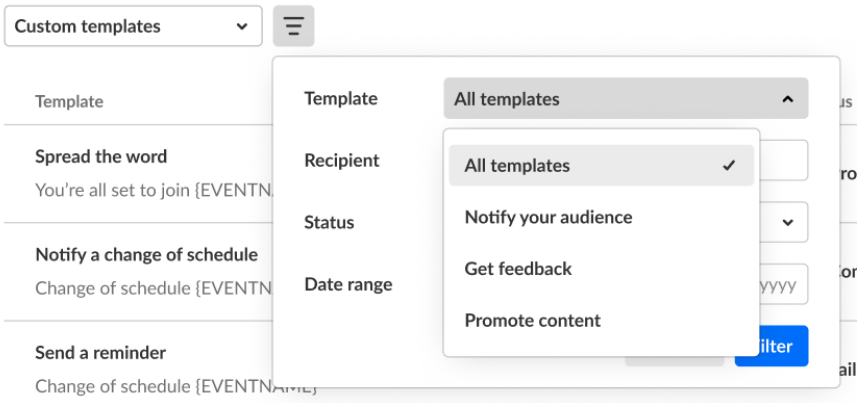
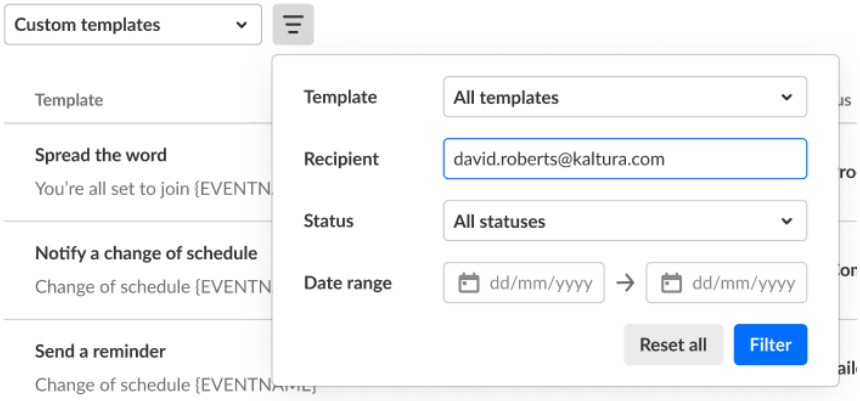


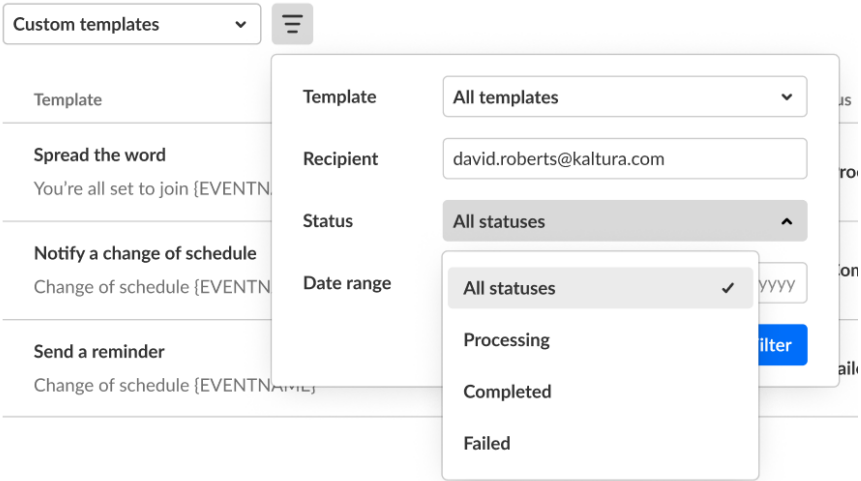
Filter by recipient

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



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.



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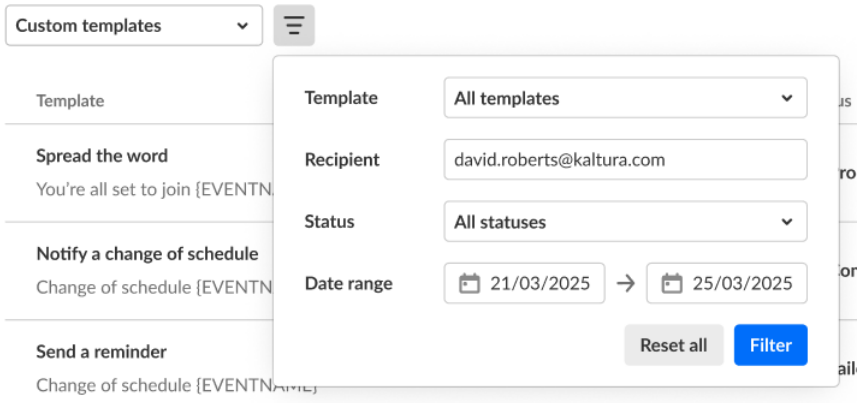
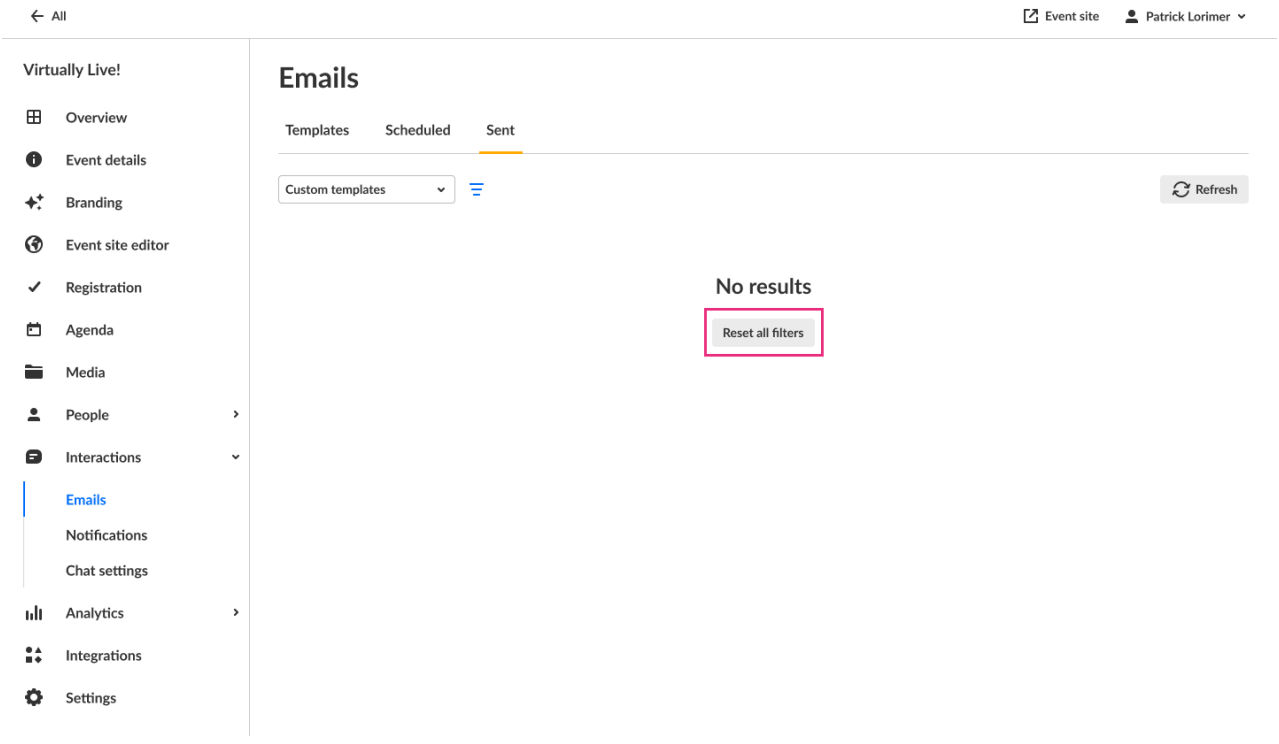
Filter by date range

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



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.



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.

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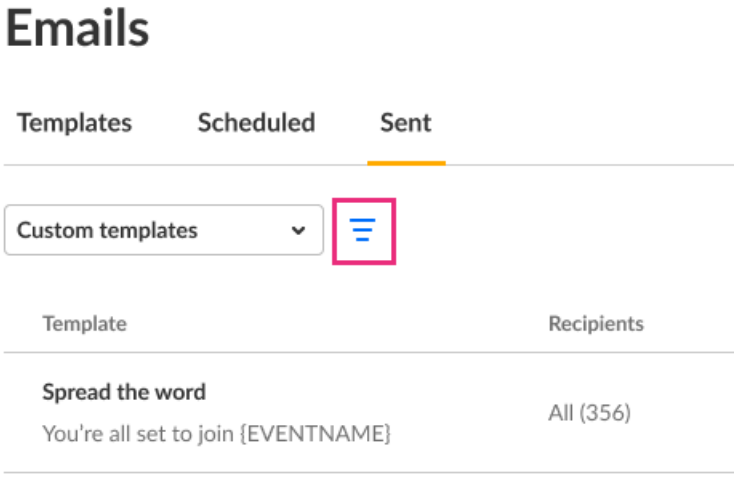
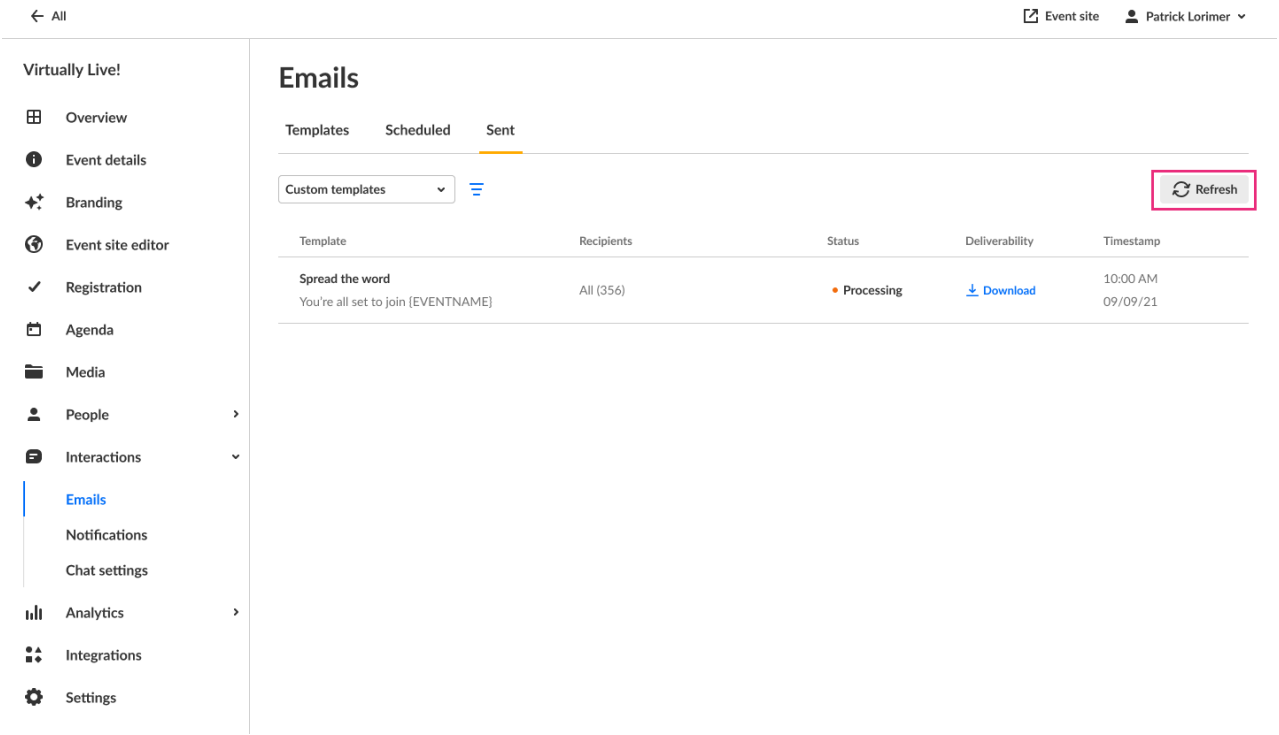


Refresh information

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



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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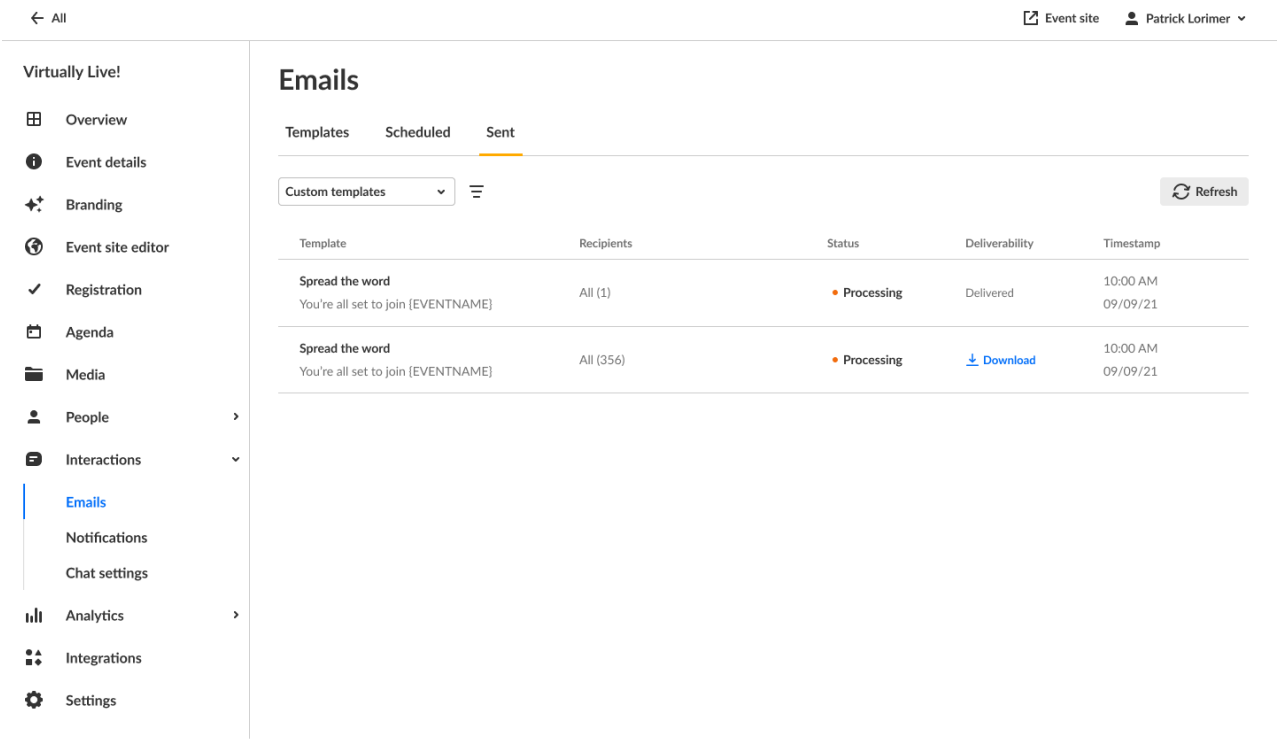

If an email has only one recipient, the relevant information is displayed directly in the row, so the **Download** button for the deliverability report is not shown. If the button *does* appear for a single-recipient email, it indicates a processing error. Download the deliverability report to view complete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

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