

# 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

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Event site

Patrick Lorimer

Virtually Live!

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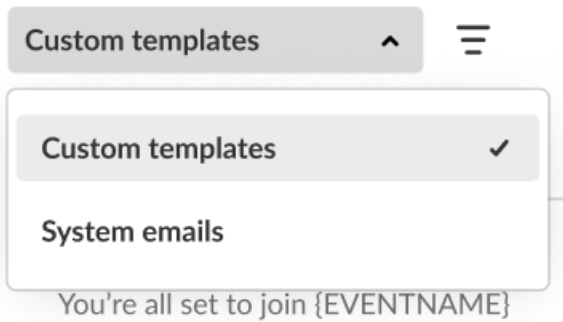
Custom templates

Refresh

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

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

← All

Event site Patrick Lorimer

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Emails

Templates Scheduled Sent

Filter Refresh

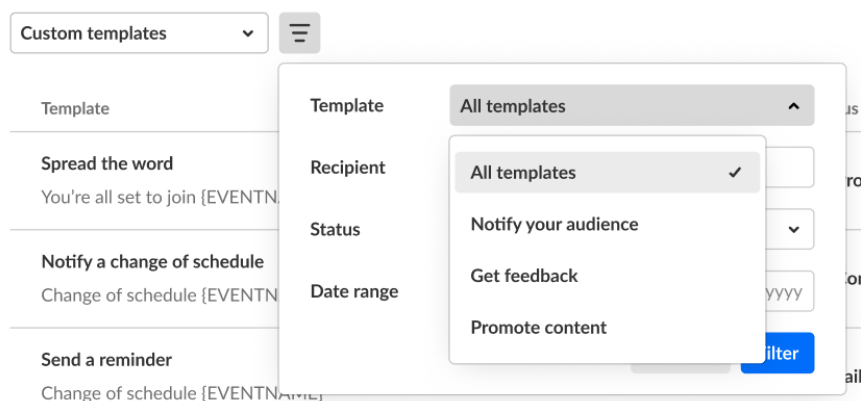
Template	Recipients	Status	Deliverability	Timestamp
Spread the word You're all set to join {EVENTNAME}	All (356)	Processing	<a href="#">Download</a>	10:00 AM 09/09/21
Notify a change of schedule Change of schedule {EVENTNAME}	Targeted users (215)	Completed	<a href="#">Download</a>	09:00 AM 09/09/21
Send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

## Filtering options

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

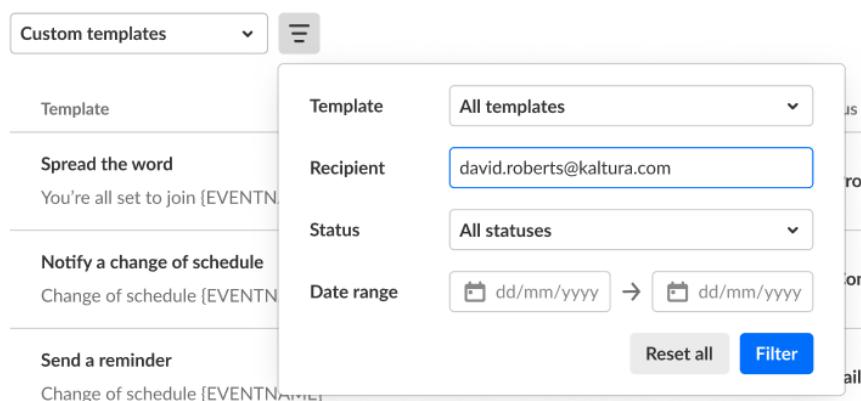
### Filter by template

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.



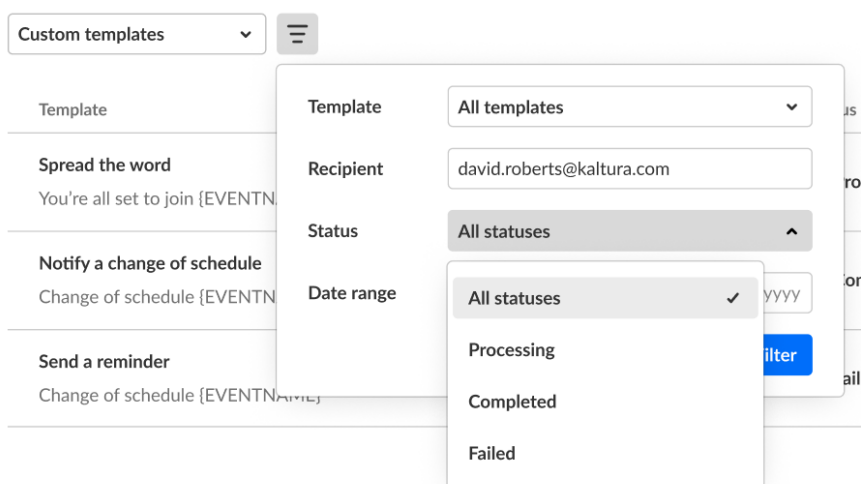
## Filter by recipient

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



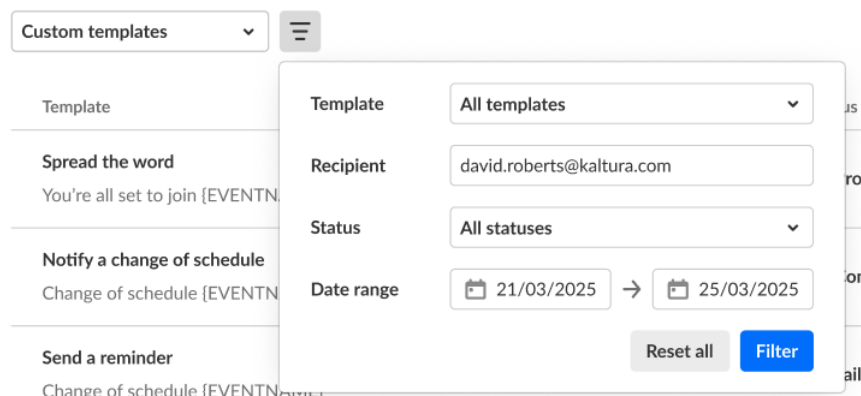
## Filter by status

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.



## Filter by date range

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



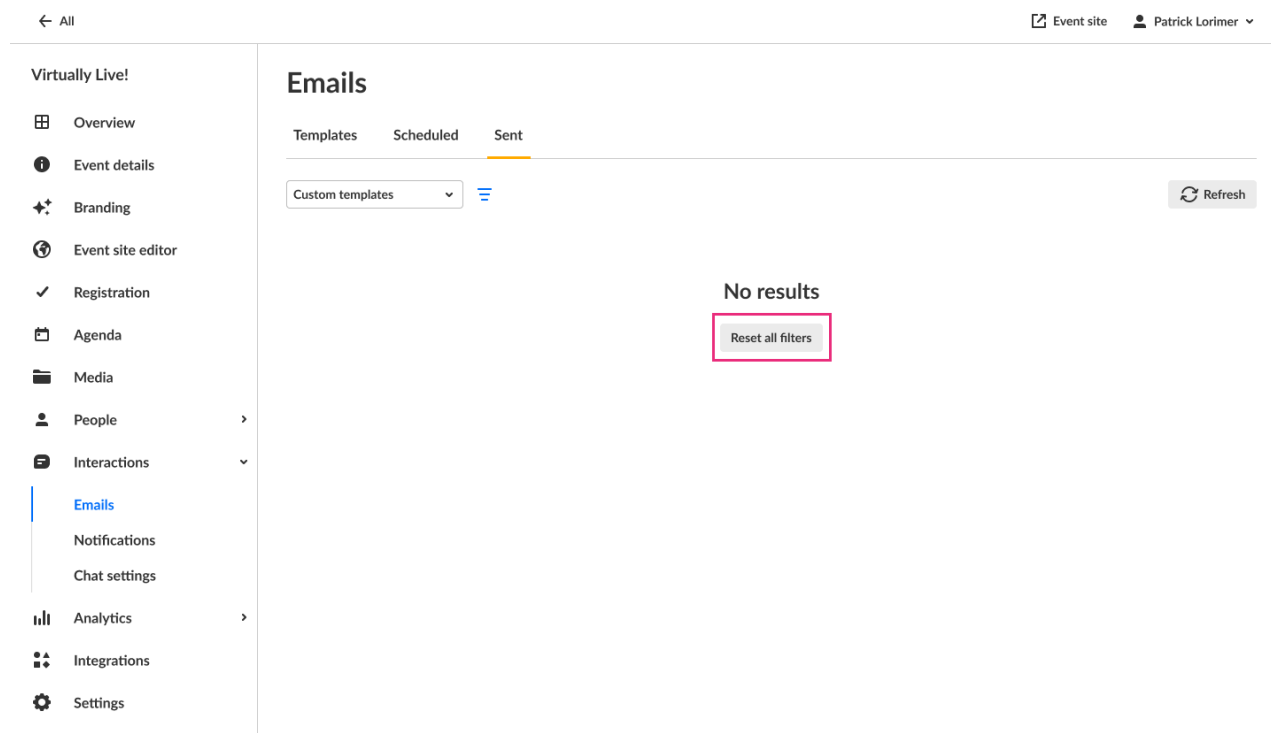
The screenshot shows a modal window for filtering emails. On the left, there's a sidebar with a 'Custom templates' dropdown and a list of templates: 'Spread the word', 'Notify a change of schedule', and 'Send a reminder'. The main area of the modal contains the following fields:

- Template:** A dropdown menu set to 'All templates'.
- Recipient:** A text input field containing 'david.roberts@kaltura.com'.
- Status:** A dropdown menu set to 'All statuses'.
- Date range:** Two date pickers with a range arrow between them. The first date is '21/03/2025' and the second is '25/03/2025'.

At the bottom right of the modal, there are two buttons: 'Reset all' and '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.



The screenshot shows the Kaltura user interface. At the top, there's a navigation bar with a back arrow, 'All', and user information 'Event site' and 'Patrick Lorimer'. On the left is a sidebar menu with various options like 'Overview', 'Event details', 'Branding', etc. The main content area is titled 'Emails' and has three tabs: 'Templates', 'Scheduled', and 'Sent'. The 'Sent' tab is currently selected. Below the tabs, there's a 'Custom templates' dropdown and a 'Refresh' button. The main area displays a message: 'No results' with a 'Reset all filters' button highlighted by a red box.

## 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 Scheduled **Sent**

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.

← All

Event site Patrick Lorimer ▾

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### Emails

Templates Scheduled **Sent**

Custom templates ▾



 Refresh

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.

### Virtually Live!

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## Emails

Templates Scheduled **Sent**

Custom templates

Refresh

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	<a href="#">Download</a>	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.