

Interactions tab - Emails - Sent

Last Modified on 07/21/2025 4:55 pm IDT

28 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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Virt	ually Live!	Emails					
⊞	Overview	Templates Scheduled Sent					
0	Event details						
+:	Branding	Custom templates ~ =					\mathcal{C} Refresh
۲	Event site editor	Template	Recipients	Status	Deliverability	Timestamp	
~	Registration	Spread the word You're all set to join {EVENTNAME}	All (356)	Processing	↓ Download	10:00 AM 09/09/21	
Ċ	Agenda	Notify a change of schedule				09:00 AM	
	Media	Change of schedule {EVENTNAME}	Targeted users (215)	 Completed 	▲ Download	09/09/21	
•	People >	Send a reminder Change of schedule {EVENTNAME}	Targeted users (215)	• Failed	<u>↓</u> Download	08:00 AM 08/09/21	
8	Interactions ~						
	Emails						
	Notifications						
	Chat settings						
ult	Analytics >						
* A # *	Integrations						
¢	Settings						

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.



Custom templates	^	Ξ	
Custom templates		~	
System emails			
You're all set to join {	EVENTN	IAME})

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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 \equiv 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.

Custom templates 🗸	Ξ				
Template	Template	All templates		^	L
Spread the word	Recipient	All templates	1		1
You re all set to join (EVENTIN.	Status	Notify your audience		~	
Notify a change of schedule Change of schedule {EVENTN	Date range	Get feedback		уууу	2
		Promote content		ilter	
Send a reminder			-	Jinter	

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.



Template	Template	All templates ~
Spread the word	Recipient	david.roberts@kaltura.com
Notify a change of schedule	Status	All statuses 🗸
Change of schedule {EVENTN	Date range	dd/mm/yyyy → dd/mm/yyyy
Send a reminder		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.

Template	Template	All templates		~	
Spread the word	Recipient	david.roberts@kaltura.com			
Notify a change of schedule	Status	All statuses		^	
Change of schedule {EVENTN	Date range	All statuses	~	уууу	
Send a reminder		Processing		ilter	
Change of schedule {EVENTN	IVILJ	Completed			
		Failed			

Filter by date range

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

Template	Template	All templates	~
Spread the word	Recipient	david.roberts@kaltura.com	
	Status	All statuses	~
Change of schedule (EVENTN	Date range	€ 21/03/2025 → € 25	/03/2025

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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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Virt	ually Live!		Emails		
⊞	Overview		Templates Scheduled Sent		
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+:	Branding		Custom templates v Ξ		\mathcal{C} Refresh
3	Event site editor				
~	Registration		No results		
Ċ	Agenda		Reset all filters		
	Media				
•	People	>			
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	Emails				
	Notifications				
	Chat settings				
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**	Integrations				
Φ	Settings				

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 templa	ates 🗸	Ξ	
Template			Recipients
Spread the v You're all set	vord to join {EVENTNA	AME}	All (356)

Refresh information

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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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+:	Branding	Custom templates 🗸 📮				Refresh
•	Event site editor	Template	Recipients	Status	Deliverability	Timestamp
~	Registration	Spread the word You're all set to join {EVENTNAME}	All (356)	Processing	↓ Download	10:00 AM 09/09/21
Ö	Agenda					
	Media					
<u>*</u>	People >					
٨	Interactions ~					
	Emails					
	Notifications					
	Chat settings					
ult	Analytics >					
::	Integrations					
¢	Settings					

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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Virt	ually Live!		Emails					
⊞	Overview		Templates Scheduled Sent					
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+:	Branding		Custom templates ~ =					C Refresh
•	Event site editor		Template	Recipients	Status	Deliverability	Timestamp	
~	Registration		Spread the word You're all set to join {EVENTNAME}	All (1)	Processing	Delivered	10:00 AM 09/09/21	
Ē	Agenda		Spread the word	AU (05.4)	Duranta		10:00 AM	
	Media		You're all set to join {EVENTNAME}	All (356)	Processing	<u>↓</u> Download	09/09/21	
•	People	>						
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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.