

Interactions tab - Emails - Sent

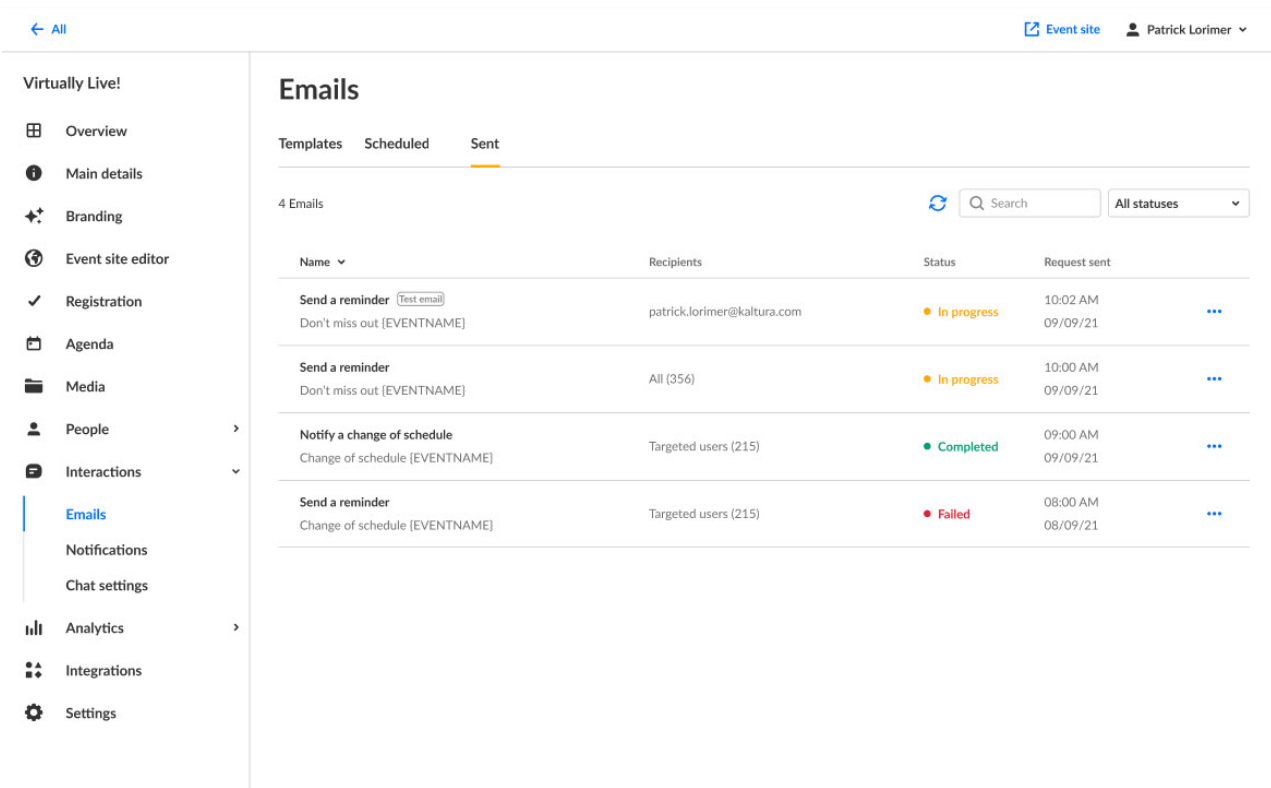
Last Modified on 10/23/2024 4:32 pm IDT

 This article is designated for all users.

About

On the Sent tab (shown below), you may:

- View all emails you've sent (including filtering for certain statuses).
- Download a deliverability report for Completed emails.

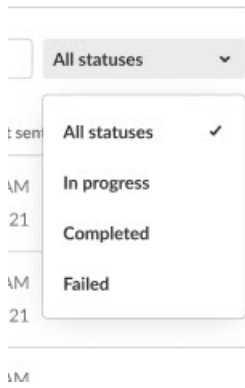


The screenshot shows the Kaltura interface with a sidebar on the left and a main content area. The sidebar includes a navigation menu with items like Overview, Main details, Branding, Event site editor, Registration, Agenda, Media, People, Interactions, Emails (highlighted), Notifications, Chat settings, Analytics, Integrations, and Settings. The main content area is titled 'Emails' and has tabs for Templates, Scheduled, and Sent (selected). Below the tabs, there are 4 emails listed in a table. The table has columns for Name, Recipients, Status, and Request sent. The emails are:

Name	Recipients	Status	Request sent
Send a reminder <small>(Test email)</small> Don't miss out [EVENTNAME]	patrick.lorimer@kaltura.com	In progress	10:02 AM 09/09/21
Send a reminder Don't miss out [EVENTNAME]	All (356)	In progress	10:00 AM 09/09/21
Notify a change of schedule Change of schedule [EVENTNAME]	Targeted users (215)	Completed	09:00 AM 09/09/21
Send a reminder Change of schedule [EVENTNAME]	Targeted users (215)	Failed	08:00 AM 08/09/21

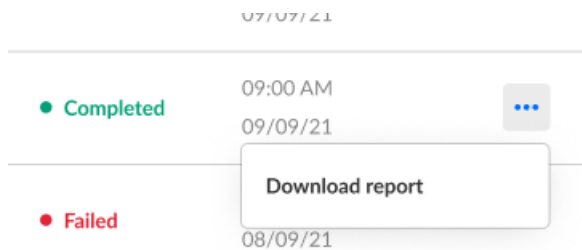
Filter for a certain status of sent email (In progress, Completed, or Failed)

On the Sent tab, click the All statuses pull-down menu and select a desired status from the list. Only sent emails with the status that you chose will be displayed. You can select All statuses to return to the full list of sent emails.



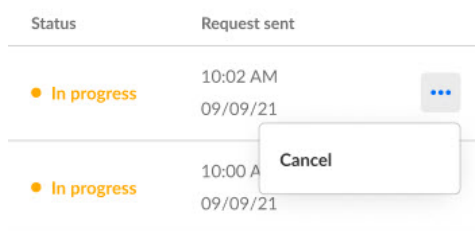
Download a deliverability report for a Completed email

On the Sent tab, click the three-button menu to the right of the Completed email, then choose Download report. The deliverability report will be downloaded via CSV. The downloaded report includes all email addresses it was sent to and their delivery status.



Cancel an email that's in progress

On the Sent tab, click the three-button menu to the right of the In progress email, then choose Cancel. The email is cancelled.



Resend an email that's failed to send

On the Sent tab, click the three-button menu to the right of the Failed email, then choose Resend. The email is resent to the recipient.

● **Completed** 09:00 AM
09/09/21 ...

● **Failed** 08:00 AM
08/09/21 ...

Resend