

Tracemail

Help Desk Made Simple

Respond to your customers' requests for assistance with detailed informations about services access and sent or received email.

HOW LONG DO YOU TAKE TO REPLY TO THESE COMMON CUSTOMERS' REQUESTS FOR ASSISTANCE?

"I sent a message, but the recipient didn't receive it."

"I was waiting for a message, but it didn't arrive."

"I can't access my mailbox, but I'm sure the password is correct."



TRADITIONAL WAY

Service requests are often handled in one of these ways:

Previous mailbox manager: the Reseller submits a ticket hoping that sooner or later someone will reply.



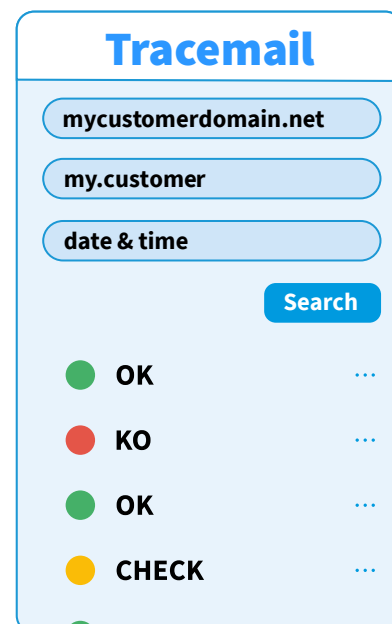
Dedicated mail server: the Reseller needs to search in depth, inspect and interpret log file line by line.



TRACEMAIL METHOD

Tracemail allows email traffic logs real-time analysis, directly from the Control Panel.

It's now possible to easily collect informations and to answer customers requests by oneself in a few minutes.



Tracemail

mycustomerdomain.net

my.customer

date & time

Search

OK	...
KO	...
OK	...
CHECK	...
OK	...



ADVANCED TECHNICAL ASSISTANCE WITHIN EVERYONE'S REACH

Querying Tracemail is Extremely Easy

It is possible to obtain the desired information **in few seconds** specifying the domain and the mailbox for which the logs analysis is needed and choosing a date. Tracemail tool respects GDPR policies and protects users privacy.

Tracemail[Documentation](#)

Tracemail allows real-time analysis of incoming and outgoing email traffic logs.

Action
Select...

Domain
Domain name o customer code

Account
Select...

On day
2021-11-19

Show filters

Select...

Search results: 25

Export CSV

Incoming Emails

Incoming email analysis allows checking the delivery status of emails. For rejected or quarantined messages it is possible to check Antivirus and Antispam tests result and the details on why the Email Security system decided not to deliver a message to the user.

Received message[Export PDF](#)[More info](#)

Date: 09/03/2020, 15:32:09

Account: george.harrison@blackbird.com

Sender: notifications@beatles.com

Recipient: george.harrison@blackbird.com

Subject: New record session

Result: accept

Deliveries

RECEIVED

Date: 09/03/2020, 15:32:10

Action: forward

Detail: john.lennon@blackbird.com

Session: d2755mrYeF89CVccAB6RjUQ

Received message[Export PDF](#)[More info](#)

Date: 09/03/2020, 11:49:59

Account: george.harrison@blackbird.com

Sender: admin@spamornotspam.com

Recipient: george.harrison@blackbird.com

Subject: Spam, or not spam, that is the question

Result: spam-mark

Antispam analysis: Score: 9.7 – Threshold: 5

Attachments

Deliveries

RECEIVED

Date:

Detail:

Delivery time:

Received message[Export PDF](#)[More info](#)

Date: 09/03/2020, 12:06:33

Account: george.harrison@blackbird.com

Sender: spam@ispam.com

Recipient: george.harrison@blackbird.com

Subject: SPAM, SPAM, SPAM!!!

Result: spam-reject

Antispam analysis: Score: 16 – Threshold: 5

Sent message

[Export PDF](#)[More info](#)

Date:09/03/2020, 11:19:20

Account:george.harrison@blackbird.com

Sender:george.harrison@blackbird.com

Recipient:john.lennon@blackbird.com

Tot. recipients:1

Subject:The appointment

Deliveries

SENT

Date:09/03/2020, 11:19:22

Recipient:john.lennon@blackbird.com

DNS:2.0.0

Delay:2.2

Relay:

Response:

Sent message

[Export PDF](#)

Date:09/03/2020, 15:58:28

Account:george.harrison@blackbird.com

Qboxmail server:smtp

User IP:99.47.35.189

Authentication err.:password-mismatch

Outgoing Emails

Outgoing email analysis allows checking the delivery status of emails sent by users. It is possible to determine, in real time, whether a message just sent has already been delivered or is still in the queue.

Access Analysis

Accesses section allows monitoring users logins and logouts to POP, IMAP and Webmail services. Accesses are categorised in *Successful* and *Failed*, with related reason indication (eg. wrong password, user disabled, not authorized IP, etc.).

Access

[Export PDF](#)[Less info](#)

Action:Login + Logout

Account:george.harrison@blackbird.com

Login date:23/03/2020, 03:06:04

Logout date:23/03/2020, 03:06:04

Client:-

Protocol:imap

Deleted messages:0

Expunged messages:0

Trashed messages:0

Traffic in:

Qboxmail IP:

Qboxmail server:

Access

[Export PDF](#)[More info](#)

Action>Login

Account:george.harrison@blackbird.com

Login date:09/03/2020, 10:44:20

Login error:user-disabled

Client:-

Protocol:pop3

How Does Tracemail Work?

It analyses three flows of informations:

- POP, IMAP, Webmail accesses
- Incoming traffic logs
- Outgoing traffic logs

Tracemail

Tracemail allows real-time analysis of incoming and outgoing email traffic logs.

Action

Select...

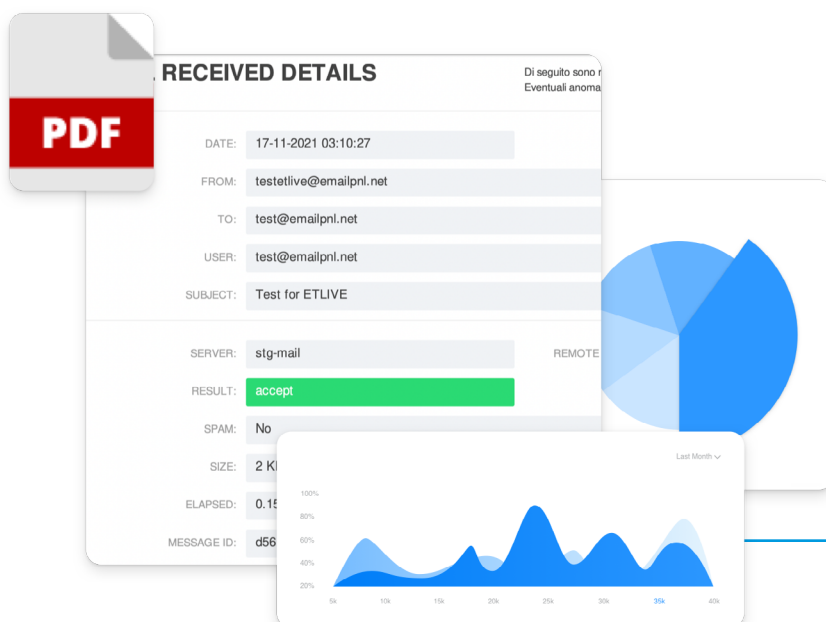
Access info

Mail received

Mail sent



Select log type you want to see



PDF Report

PDF Report tool executes the generation of a document containing detailed informations about email messages and accesses, easily shareable with customers and IT support agents.

Moreover, with API integration, it's possible to create dashboards and reports to show customers how many emails they have sent and received.

Locate Message

Received messages are often moved into folders and subfolders by users, or sometimes deleted by mistake.

Thanks to the *Locate Message* tool, it will be possible to find out whether the email has been deleted or has been moved into a folder, bin included.

Received message

Locate message PDF Report More info

Date:

Sender:

Subject:

Result:

Deliveries

Result of the Research

The message to the recipient **paul.mccartney@blackbird.com** delivered on **10/11/2021, 03:10:27** is located in:

- Spam

Ok