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## How can I send different auto-responses dependent on email addresses

[Business Rules](#) - [تعليقات \(.\)](#) - Chynah Hayde - 2023-08-24

Using Triggers, you can customize the auto-responses different Users receive when submitting new tickets depending on which of your incoming email addresses it was sent to

.For example, if your default auto-response message is something along the lines of

.Thanks for getting in touch; one of our support agents will get in touch soon

Then, you may want to create a different auto-response for your Sales email ([sales@example.com](mailto:sales@example.com)), that offers Users a free trial

You need to create a new email template for the custom response. You can do this in **Admin > Channels > Email > Templates**. For more information about creating Email Templates, see the Admin Guide: [Creating New Email Templates](#)

### Turn off the default auto-response

Firstly, you don't want users to get the default auto-response, in addition to your custom response, so go to **Admin > Business Rules > Triggers**

Under the tab, **New Ticket Triggers** open the Trigger in **Apply: Global** called 'Send auto-reply confirmation to user'

In the menu that opens, update the **Criteria** to **Email Account | is not | [sales@example.com](mailto:sales@example.com)** and save the changes

.Now, any tickets that are submitted to the Sales email will no longer receive the default auto-response

### Create a new Auto-Response Trigger

Next, you need to create the Auto-Response Trigger for your Sales email. In the same Ticket Triggers menu (Admin > Business Rules > Triggers), click **Add New Trigger**

Under **Criteria**, select **Email Account | is | [sales@example.com](mailto:sales@example.com)**

In **Actions**, add **Send email to User** and select the Email Template you created. If you haven't created one yet, you can create one in **Admin > Channels > Emails > Templates**

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