

## How do I stop bounces and Out of Office messages being turned into tickets

Deskpro Legacy - (0) تعليقات - Ben Henley - 2023-08-31

### :Question

We use one of our ticket email addresses to send out a company newsletter. Some of the newsletter emails go out to old addresses. As a result, we get a lot of delivery failure notifications, vacation messages from auto-responders etc. that are then turned into tickets. Is there some way to filter these

### :Answer

You can use a trigger to delete these tickets. In the admin interface, go to **Admin > Tickets > New Ticket Triggers**, and create a trigger like this

|       |   |
|-------|---|
| Event | When a new ticket is created  |
|       | <input checked="" type="checkbox"/> By a user <input type="checkbox"/> By an agent                                      |
|       | <input type="checkbox"/> via the web <input checked="" type="checkbox"/> via email <input type="checkbox"/> via the API |

### Criteria

|   |                                    |
|---|------------------------------------|
| when                                      | The following conditions are met:  |
|   | Email message IS a bounced message |
| <input type="button" value="+ Criteria"/> |                                    |

### Actions

|   |   |
|---|---|
| then                                    | The following actions will run:                                 |
| Set Labels                              | <input checked="" type="checkbox"/> Add labels<br>× from-bounce |
|   | <input type="checkbox"/> Remove labels                          |
| Set Status                              | Spam  |
| <input type="button" value="+ Action"/> |   |

You can use your own criteria and actions tailored to the kinds of nuisance messages you are getting

in the latest version of Deskpro, you can use the **Email bounced** and **Automated message** criteria to match these nuisance messages. You may also find that matching on the **Email subject** is useful

It's a good idea to review any messages you mark as spam or delete in case a genuine user message was matched by mistake (by default, tickets are deleted permanently after they've spent a month in the **Spam** or **Recycle Bin** filters - the length of time is set in **(Admin > Tickets > Statuses**