

Deskpro Legacy > How do I stop bounces and Out of Office messages being < قاعدة المعلومات turned into tickets

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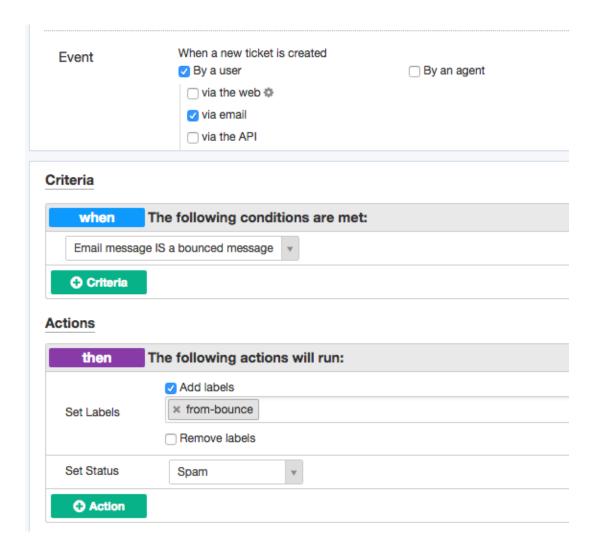
Ben Henley - 2023-08-31 - تعليقات - Ben Henley

: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



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**