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

[Business Rules](#) - [تعليقات \(٠\)](#) - Matthew Wray - 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 > Business Rules > Triggers**, and create a trigger like this

2 Event

Event

New reply

By User

☐ Help Center

☐ Phone

☐ Twitter

☐ API

☐ SMS

☒ Email

☐ WhatsApp

By Agent

3 Criteria

The criteria section is a list of terms that must match before the actions are applied to the Ticket.

When

the following conditions are met:

Check if bounced

Email message is a bounced message

Or

when the following conditions are met:

Select...

Select...

4 Actions

These actions will apply when all of the criteria pass.

Then

the following actions will run

Add labels

from-bounce X

Set status

Spam

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 14 days in the **Spam** or **Recycle Bin** filters - the length of time is set in **Admin > Ticket Structure > .(Statuses**