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

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: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  API  Email

Phone  SMS  WhatsApp

Twitter

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

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**