

?How does user auto-response flood protection function

Using Deskpro - تعليقات (٠) - Chynah Hayde - 2024-06-20

:Question

There is no way for the user to opt out of receiving ticket emails, but I found this when looking at the email templates

Auto-Responder Warning; Subject - Warning: Confirmation emails turned off

?When would this be sent to the user

:Answer

When a user sends a lot of email messages in a short time, it usually indicates that there is a feedback loop where the user's account is sending an automatic response, Deskpro is sending an auto-reply, which triggers another automatic response, and so on

In this situation, Deskpro will automatically disable ticket notifications to the user. A final email is sent to inform the user what has happened, which will include this phrase

If you wish to reenable auto-replies for the user, look at the drop down list on the right hand side of the users profile



You can click on the "**Remove auto-responder flag**" text to re-enable auto-replies, for example if the user has returned from vacation and turned off the automatic response
