

?What does marking a ticket as spam do

Deskpro Legacy - تعليقات (٠) - Ben Henley - 2023-08-31

:Question

I've been marking some tickets as spam within Deskpro, but I keep seeing similar ?messages. What does the **Set Ticket as Spam** action actually do

:Answer

Marking a ticket as spam just moves it to the **Spam** filter, where it will be automatically .(deleted after a period of time set by your admins (1 month by default

.Doing this does *not* ban the sender, or teach Deskpro to recognise similar tickets in future

To ban an email address, go to the user profile in the CRM and use **More > Delete User & .Ban Email**

If you are getting a lot of spam in your ticket email accounts, you should apply spam .filtering on your mail server or email service provider, *before* the email is sent to Deskpro

You can also [create triggers to automatically delete nuisance tickets or mark them as .spam](#)