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Allow additional criteria on the default email account triggers Collecting Feedback

- Chris Booth
- **Enw'r Fforwm:** #Feature Request

The criteria on the default email account triggers can't be added to.

This means if you want to tweak the trigger slightly, you have to create new rules for each email account feeding into DeskPro.

Being able to add some custom criteria would be good. For instance, we don't want to send new ticket auto-reply messages to any incoming e-mail with the address containing noreply@ or no-reply@. DeskPro replying can create auto-reply loops.