

New Feature: Smarter Triggers to Handle Bounces and Auto-Responders

2015-06-25 - Ben Henley - Sylwadau (0) - Product

Getting all your support email into a modern helpdesk platform is definitely the way to go (yes, we have a vested interest in saying that, but if you're already using DeskPRO then you'll have seen the benefits for yourself - and if you're not, the free trial page is [this way](#)).

But the downside is that it's *all* your support email. The bounces from the newsletter you just sent out; the misdirected LinkedIn invites; the out-of-office autoreplies, and the incomprehensible automated messages from misconfigured mailservers on the other side of the world.

Not every incoming email is a real user inquiry that should be turned into a ticket.

The solution is to use Deskpro's flexible [triggers](#) system to automatically sort incoming tickets and get rid of these non-ticket tickets. Previously, you had to create triggers that matched common subjects, or the most persistent junk senders.

We've now added **new, smart trigger criteria that detect bounce notifications and automated responses**.

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:

Email message IS a bounced message ▼

⊕ Criteria

or

The following conditions are met:

Email message IS an automated message ▼

⊕ Criteria

Because these are new criteria within DeskPRO's [existing trigger system](#), you have full control over what happens to these potentially annoying tickets. You can label them, decrease their urgency, assign them to a specific agent team for triage, or just delete them.

We'll be rolling out smarter triggers to Cloud accounts soon. (DeskPRO On-Premise admins: update your helpdesk to version #407 or greater to get the new criteria now).