

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

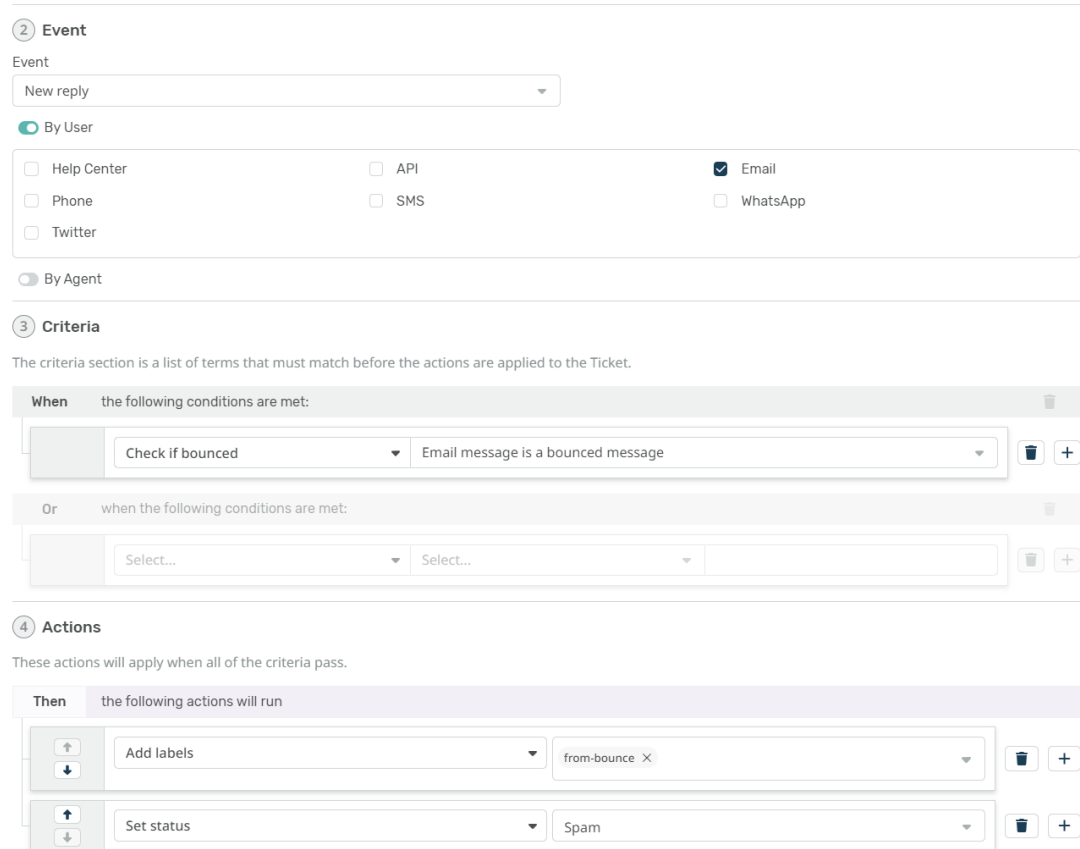
Matthew Wray - 2023-08-31 - Kommentarer (0) - Business Rules

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:



The screenshot displays the 'Triggers' configuration page in Deskpro. It is divided into three main sections: Event, Criteria, and Actions.

- Event:** This section is titled '2 Event'. It has a dropdown menu set to 'New reply'. Below this, there are two radio buttons: 'By User' (selected) and 'By Agent'. Under 'By User', there are checkboxes for 'Help Center', 'Phone', 'Twitter', 'API', 'SMS', 'Email' (checked), and 'WhatsApp'.
- Criteria:** This section is titled '3 Criteria'. It includes a descriptive text: 'The criteria section is a list of terms that must match before the actions are applied to the Ticket.' It features two rows of conditions. The first row is under the 'When' tab and shows a condition: 'Check if bounced' with a value of 'Email message is a bounced message'. The second row is under the 'Or' tab and shows two empty 'Select...' dropdown menus.
- Actions:** This section is titled '4 Actions'. It includes a descriptive text: 'These actions will apply when all of the criteria pass.' It features a 'Then' tab with two actions listed: 'Add labels' with the label 'from-bounce' and 'Set status' with the status 'Spam'. Each action has up/down arrows, a trash icon, and a plus icon for adding more actions.

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**).