Deskpro

[Hilfe-Center](#) > [Community](#) > [Bug Report](#) > [Ticket Triger [Email body] "contains" input validation](#)

Ticket Triger [Email body] "contains" input validation Report

- Adam Miner
- **Forenname:** #Bug Report

When attempting to use the criteria of "Email Body" containing "Example Text", the form to create a trigger fails validation and will not allow saving the new trigger.

I am able to workaround with regex (Screenshot attached), but the validation when using the more user-friendly "contains" operator would be preferred.

Additional details to reproduce:
Title: "Example Text"
Event: [Defaults for] "New Ticket"
Criteria: Screenshot attached where regex field does not fail validation, whereas the "contains" filter does fail validation
Actions: Unset