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

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### 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 shows the configuration of a Business Rule Trigger. It is divided into three main sections: Event, Criteria, and Actions.

**Event:** Set to "New reply" and "By User". Under "By User", "Email" is selected. Other options like "Help Center", "Phone", "SMS", and "Twitter" are available but not selected. There is also a "By Agent" option.

**Criteria:** The criteria section is a list of terms that must match before the actions are applied to the Ticket. It includes two conditions:

- When:** "Check if bounced" and "Email message is a bounced message".
- Or:** "Select..." and "Select..." (this part is currently empty).

**Actions:** These actions will apply when all of the criteria pass. The actions listed are:

- Then:** "Add labels" with "from-bounce" selected.
- Then:** "Set status" with "Spam" selected.

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**).