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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 for a trigger in the Deskpro admin interface. It is divided into four main sections: 1. Event: A dropdown menu is set to 'New reply'. 2. By User: A group of checkboxes for communication channels. 'Email' is checked, while 'Help Center', 'Phone', 'Twitter', 'API', 'SMS', and 'WhatsApp' are unchecked. 3. Criteria: A section titled 'When the following conditions are met:' containing one condition: 'Check if bounced' followed by 'Email message is a bounced message'. Below this is an 'Or' section with two 'Select...' dropdowns. 4. Actions: A section titled 'Then the following actions will run' containing two actions: 'Add labels' with the label 'from-bounce' and 'Set status' with the status 'Spam'. Each condition and action has a trash icon and a plus icon for removal and addition respectively.

2 Event

Event

New reply

By User

☐ Help Center ☐ API ☒ Email

☐ Phone ☐ SMS ☐ WhatsApp

☐ Twitter

By Agent

3 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:

Check if bounced Email message is a bounced message

Or when the following conditions are met:

Select... Select...

4 Actions

These actions will apply when all of the criteria pass.

Then the following actions will run

Add labels from-bounce

Set status Spam

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**).