



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. The interface is divided into three main sections: Event, Criteria, and Actions.

Event:

- Event: New reply
- By User:
- By Agent:
- Filter options: Help Center, API, Email, Phone, SMS, WhatsApp, Twitter.

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...

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**).