How does user auto-response flood protection function?

Chynah Hayde - 2024-05-19 - Comments (0) - Using Deskpro

Question:

There is no way for the user to opt out of receiving ticket emails, but I found this when looking at the email templates:

> Auto-Responder Warning; Subject - Warning: Confirmation emails turned off

When would this be sent to the user?

Answer:

When a user sends a lot of email messages in a short time, it usually indicates that there is a feedback loop where the user's account is sending an automatic response, Deskpro is sending an auto-reply, which triggers another automatic response, and so on.

In this situation, Deskpro will automatically disable ticket notifications to the user. A final email is sent to inform the user what has happened, which will include this phrase.

If you wish to reenable auto-replies for the user, look at the drop down list on the right hand side of the users profile.

You can click on the "***Remove auto-responder flag***" text to re-enable auto-replies, for example if the user has returned from vacation and turned off the automatic response.