Why are some automatic Replies added as an Agent Note?

Lewis O'Connor - 2023-08-29 - Comments (0) - Admin

Some automatic email responses will get added to the Ticket Thread as an Agent Note so that the automatic reply does not affect the status of the ticket (e.g. changing it from `Awaiting User` to `Awaiting Agent`).

In order for the reply to be recognized in this manner, the subject of the reply must contain certain prefixes (which is why this won't be the behavior for all automatic replies).

Deskpro currently looks for the following prefixes:

- Delivery Status Notification <original subject>

- Undeliverable: <original subject>

- Out of Office: <original subject>

- Automatic reply: <original subject>

- Out of Office AutoReply: <original subject>

- Autosvar: <original subject>

- Recall: <original subject>