

Why is the helpdesk rejecting emails when an agent 'Out of Office' automatic reply has been set up?

Paul Davies - 2023-09-13 - Comments (0) - Channels

If you're concerned that your agents have set up 'Out of Office' automatic replies on the email accounts that have been set up in their agent profiles, but the users are not receiving the reply notifying them the agent is away.

This is actually designed behavior. The email notifications that are sent to the agent trigger the OOO reply to be sent to the helpdesk, which is then automatically rejected due to being recognized as an 'agent_bounce' message:

Status Codes

- message_missing: The email was rejected because the message was missing.
- message_too_big: The email was rejected because the message was too big.
- empty: The email was rejected because it was empty.
- duplicate_message: The email was rejected because an exact duplicate has already been processed.
- autoresponder: The email was rejected because it was sent by an autoresponder bot.
- spam: The email was rejected because it is spam.
- require_reg: The email was rejected because the helpdesk requires registration but the user is not registered yet.
- obj_closed: The email was rejected because it is in reply to a closed ticket.
- obj_deleted: The email was rejected because it is in reply to a deleted ticket.
- obj_unknown: The email was rejected because the ticket could not be determined.
- auth_invalid: The email was rejected because it did not include valid auth codes. (These are hidden codes included in all email notifications.)
- auth_missing: The email was rejected because it was missing auth codes. (These are hidden codes included in all email notifications.)
- deskpro_email: deskpro_email
- perm_insufficient: The email was rejected because the user did not have sufficient permissions to use the email address.
- invalid_fwd: The email was rejected because the forwarded message could not be parsed.
- invalid_fwd_email: The email was rejected because the email address of the user in the forwarded message could not be parsed.
- missing_marker: The email was rejected because it is missing the marker line ("reply above this line").
- **agent_bounce: The email was rejected because it was detected as a bounced message.**
- date_limit: The email was rejected because of flood check limit.
- invalid_address: The email was rejected because it did not match any known email account.

Status: Error

Okay

Logs of incoming emails can be viewed **Admin > Channels > Email > Incoming Log >** hover over the email row > click on the **i (tooltip)**

The screenshot shows the '221 B Helpdesk' interface. On the left is a navigation sidebar with options like Overview, Configuration, Channels, Email, Accounts, Templates, Settings, Incoming Log, Outgoing Log, Chat, SMS, Voice, Twitter, Messenger, Instagram, and WhatsApp. The main area displays the 'Incoming Email Log' with a table of email entries. One entry is highlighted, and a tooltip is open over it, showing the email's raw source code and a summary.

Date Created	Email ID	Status	From	IP	Host	To	Account
about 2 hours	51	✓	Dan Baker <dan.baker@deskpro.c...>	209.85.215.169	mail-pg1-f169.g...	ashle...	support@...
8 days	50	✓	Google Accounts Team <no-reply...>	209.85.216.54	mail-pj1-f54.goo...	ashle...	support@...

The tooltip for the email with ID 50 shows the following raw source code:

```

X-DP-RCPT: support@221benergy.deskpro.com
X-DP-IDID: f6bd18f-bacf-4c56-b268-e369358494c
X-DP-CLIENTIP: 209.85.216.54
X-DP-CLIENTHOST: mail-pj1-f54.google.com
X-DP-TXID: 60332784-3CAE+5CC-983E-4D82B3604C65.1
X-DP-SEQNR: 169019656593.1
Delivered-To: support@221benergy.deskpro.com
Received: from mail-pj1-f54.google.com (mail-pj1-f
  
```

The summary section of the tooltip shows the email's structure:

```

#####
# EMAIL HTML BODY
#####
<!doctype html>
<html lang=en>
<head>
<meta name=format-detection content=emailno
  
```

If an 'out of office' reply was sent to the user every time the agent received an email notification then they could potentially receive multiple emails.

Instead, when your agents are away on holiday you could set up a trigger to send the user a reply that the previously assigned agent is away and to either un-assign or reassign the ticket.

For instructions on setting up a Trigger for Out of Office replies, see [this article](#).

Related Content

- [How can I best manage Out of Office Agent accounts?](#)