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

Amabel Watkins - 2023-09-13 - Comments (0) - Deskpro Legacy

Question:

My agents have set up 'Out of Office' automatic replies on the email accounts which have been setup in their agent profiles, but the users are not receiving the reply notifying them the agent is away.

Answer:

This is actually designed behaviour. 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 recognised as an 'agent_bounce':

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

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 a trigger to send the user a reply that the previous assigned agent is away, and to either un-assign or reassign the ticket