

?How does user auto-response flood protection work

Ben Henley - 2023-08-31 - Comment (1) - Deskpro Legacy

:Question

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

user.emails.ticket_no-autoresponse: 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 renable auto-replies for the user, look at the **Detail** section of the user record

NOTES 0	ACTIVITY STREAM	DETAIL
ID	29	
Created	Wed, 21st May 2014 3:25pm (2 months ago)	
Creation By	User registered using the website	
Last Login	Tue, 3rd Jun 2014 5:10pm (10 weeks ago)	
Auto-responder	⚡	User is an auto-responder. Auto-replies will not be sent.

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