

?What does marking a ticket as spam do

Eloise Rea - 2023-06-22 - Comment (1) - Admin

:Question

I've been marking some tickets as spam within Deskpro, but I keep seeing similar ?messages. What does the **Set Ticket as Spam** action actually do

:Answer

Marking a ticket as spam removes it from queues and into the 'Spam' list. If enabled, it will .be deleted after a period of time set by Admins

Doing this does *not* ban the sender, or teach Deskpro to recognize similar tickets in the .future

To ban an email address, go to **Admin > CRM > User Banning** to ban individuals, .domains, or IP addresses

If you are getting a lot of spam in your ticket email accounts, you should apply spam .filtering on your mail server or email service provider, *before* the email is sent to Deskpro

You can also use Triggers to automatically delete tickets or set them as Spam: [Automate with Triggers](#)

