

How can I filter bounce messages?

Ben Henley - 2018-03-14 - Commentaire (1) - Using Deskpro

Suppose one of your ticket email accounts is used as the reply address when you send out your company newsletter. As a result, incoming notifications about undelivered emails are being turned into tickets.

You could create a trigger to match these tickets, label them and mark them as spam.

Event

When a new ticket is created

By a user By an agent

via the web ⚙️

via email

via the API

Criteria

when The following conditions are met:

Email message IS a bounced message ▼

+ Criteria

Actions

then The following actions will run:

Add labels

Set Labels

Remove labels

Set Status

+ Action

Tags

2018