

How do I stop bounces and Out of Office messages being turned into tickets?

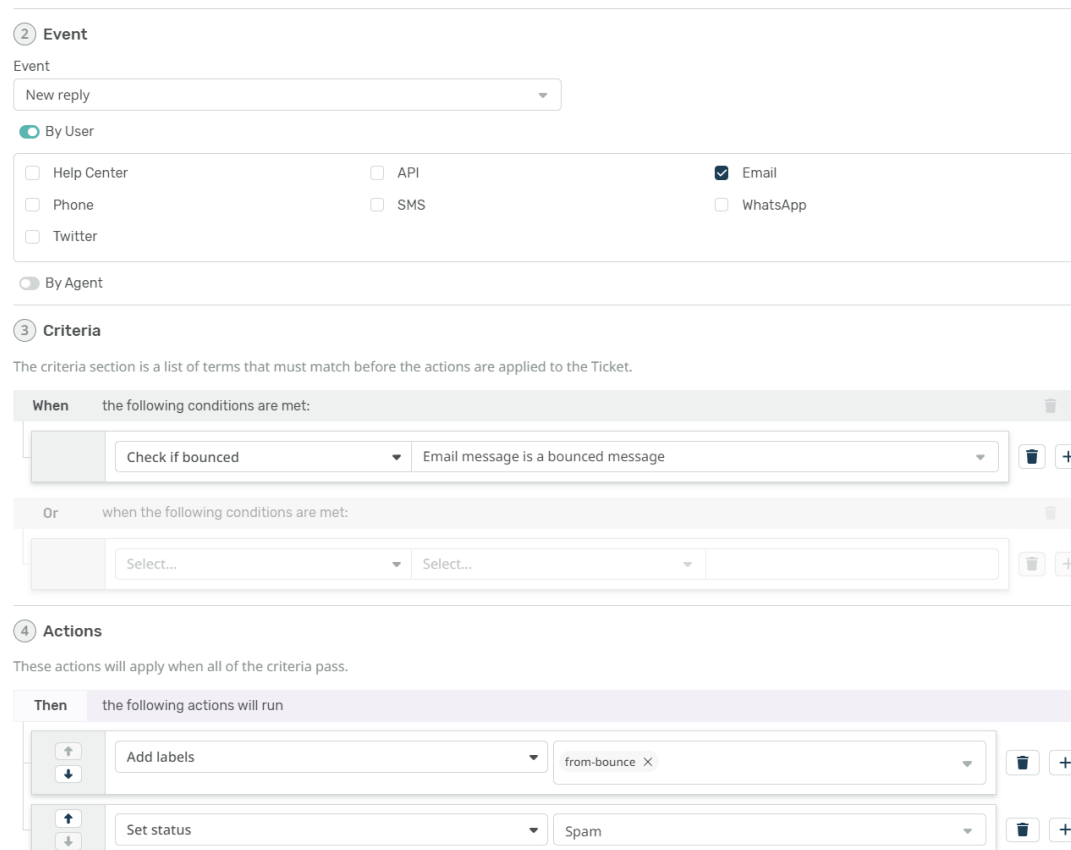
Matthew Wray - 2023-08-31 - Comments (0) - Business Rules

Question:

We use one of our ticket email addresses to send out a company newsletter. Some of the newsletter emails go out to old addresses. As a result, we get a lot of delivery failure notifications, vacation messages from auto-responders, etc. that are then turned into tickets. Is there some way to filter these?

Answer:

You can use a trigger to delete these tickets. In the admin interface, go to **Admin > Business Rules > Triggers**, and create a trigger like this:



The screenshot displays the 'Triggers' configuration page in Deskpro. It is divided into three main sections: Event, Criteria, and Actions.

- Event:** The 'Event' dropdown is set to 'New reply'. The 'By User' radio button is selected, and the 'Email' checkbox is checked. Other options like 'Help Center', 'Phone', 'Twitter', 'API', 'SMS', and 'WhatsApp' are unchecked.
- Criteria:** The 'When' section is active, showing a condition: 'Check if bounced' followed by 'Email message is a bounced message'. There is an 'Or' section below it with empty dropdowns.
- Actions:** The 'Then' section is active, showing two actions: 'Add labels' with the label 'from-bounce' and 'Set status' with the status 'Spam'.

You can use your own criteria and actions tailored to the kinds of nuisance messages you are getting.

in the latest version of Deskpro, you can use the **Email bounced** and **Automated message** criteria to match these nuisance messages. You may also find that matching on the **Email subject** is useful.

It's a good idea to review any messages you mark as spam or delete in case a genuine user message was matched by mistake (by default, tickets are deleted permanently after they've spent 14 days in the **Spam** or **Recycle Bin** filters - the length of time is set in **Admin > Ticket Structure > Statuses**).