

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

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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 > Tickets > New Ticket Triggers**, and create a trigger like this:

Event

When a new ticket is created

☒ By a user

☐ via the web 

☒ via email☐ via the API

☐ By an agent

Criteria

when

The following conditions are met:

Email message IS a bounced message 

 Criteria

Actions

then

The following actions will run:

Set Labels

☒ Add labels

☒ from-bounce

☐ Remove labels

Set Status

Spam 

 Action

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 a month in the **Spam** or **Recycle Bin** filters - the length of time is set in **Admin > Tickets > Statuses**).