



[Knowledge Base](#) > [Using Deskpro](#) > [Admin](#) > [Business Rules](#) > [How do I stop bounces and Out of Office messages being turned into tickets?](#)

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

Matthew Wray - 2023-08-31 - [Commenti \(0\)](#) - [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 shows the configuration interface for a trigger in Deskpro. It is divided into four main sections: 1. Event: A dropdown menu set to 'New reply'. 2. By User: A section with checkboxes for 'Help Center', 'Phone', 'Twitter', 'API', 'SMS', 'Email' (checked), and 'WhatsApp'. 3. Criteria: A section titled 'Criteria' with a description: 'The criteria section is a list of terms that must match before the actions are applied to the Ticket.' It contains two rows of conditions. The first row is under the 'When' header and contains the condition 'Check if bounced' followed by 'Email message is a bounced message'. The second row is under the 'Or' header and contains two 'Select...' dropdowns. 4. Actions: A section titled 'Actions' with a description: 'These actions will apply when all of the criteria pass.' It contains two rows of actions. The first row is under the 'Then' header and contains the action 'Add labels' followed by 'from-bounce'. The second row contains the action 'Set status' followed by 'Spam'. Each condition and action row has a trash icon and a plus icon for removal and addition respectively.

2 Event

Event

New reply

By User

☐ Help Center ☐ API ☒ Email

☐ Phone ☐ SMS ☐ WhatsApp

☐ Twitter

By Agent

3 Criteria

The criteria section is a list of terms that must match before the actions are applied to the Ticket.

When the following conditions are met:

Check if bounced Email message is a bounced message

Or when the following conditions are met:

Select... Select...

4 Actions

These actions will apply when all of the criteria pass.

Then the following actions will run

Add labels from-bounce

Set 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**).