I'm having trouble with an Outlook message recall causing an email loop

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Question:

One of our agents sent an email to the helpdesk but then tried to recall it via Outlook. Now, there are dozens of copies of the Outlook recall message going into Deskpro and being converted into tickets. How do I stop this?

Answer:

You can create a trigger to delete tickets from the recall message. If you're not sure how to do that, see this article: How do I stop bounces and Out of Office messages being turned into tickets? To stop the recall messages being sent, you should also disable Outlook message recall in the agent's Outlook client, or delete and recreate their profile.