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How does user auto-response flood protection work?

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## Question:

There is no way for the user to opt out of receiving ticket emails, but I found this when looking at the phrase editor:

user.emails.ticket\_no-autoresponse: Warning: Confirmation emails turned off

When would this be sent to the user?

## Answer:

When a user sends a lot of email messages in a short time, it usually indicates that there is a feedback loop where the user's account is sending an automatic response, Deskpro is sending an auto-reply, which triggers another automatic response, and so on.

In this situation, Deskpro will automatically disable ticket notifications to the user. A final email is sent to inform the user what has happened, which will include this phrase.

If you wish to renable auto-replies for the user, look at the **Detail** section of the user record.

NOTES () ACTIV	/ITY STREAM DETAIL
ID	29
Created	Wed, 21st May 2014 3:25pm (2 months ago)
Creation By	User registered using the website
Last Login	Tue, 3rd Jun 2014 5:10pm (10 weeks ago)
Auto-responder 🕅	User is an auto-responder. Auto-replies will not be sent.

You can click on the "**User is an auto-responder**" text to re-enable auto-replies, for example if the user has returned from vacation and turned off the automatic response.