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## What does marking a ticket as spam do?

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## **Question:**

I've been marking some tickets as spam within Deskpro, but I keep seeing similar messages. What does the **Set Ticket as Spam** action actually do?

## **Answer:**

Marking a ticket as spam removes it from queues and into the 'Spam' list. If enabled, it will be deleted after a period of time set by Admins.

Doing this does *not* ban the sender, or teach Deskpro to recognize similar tickets in the future.

To ban an email address, go to **Admin > CRM > User Banning** to ban individuals, domains, or IP addresses.

If you are getting a lot of spam in your ticket email accounts, you should apply spam filtering on your mail server or email service provider, *before* the email is sent to Deskpro.

You can also use Triggers to automatically delete tickets or set them as Spam: <u>Automate</u> <u>with Triggers</u>

## Edit: Spam

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When agents spam a ticket, it is removed from view and is held under the 'spam' status.

Ticket count

1

Automatic cleanup

Select	•
Disabled	
1 day	
3 days	
5 days	
1 week	
2 weeks	
3 weeks	
1 month	
2 months	