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

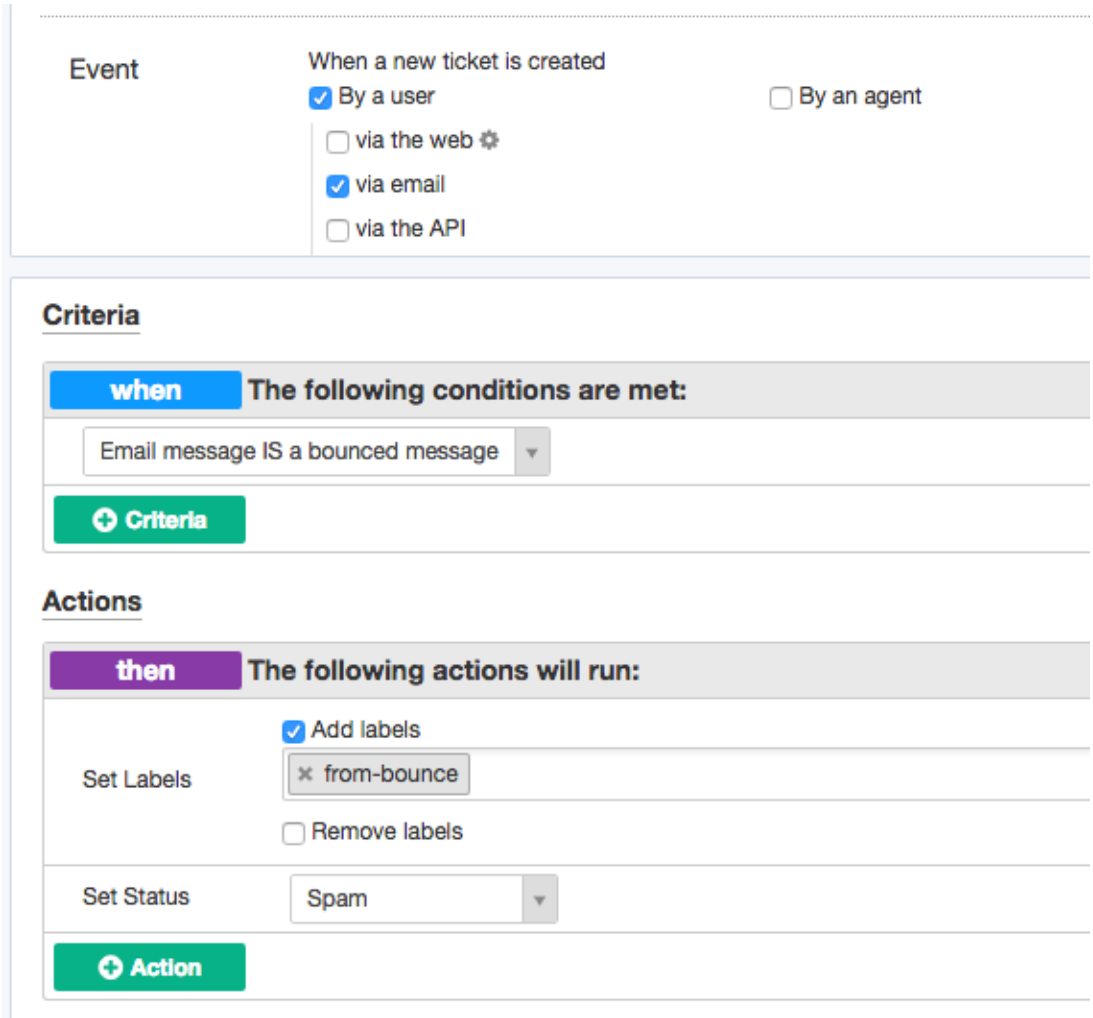
Ben Henley - 2023-08-31 - Comments (0) - Deskpro Legacy

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:



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**).