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How does user auto-response flood protection work?

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

Ouestion:

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

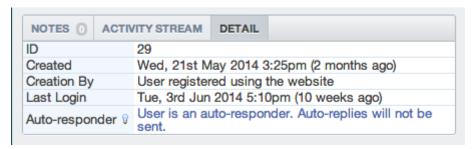
When would this be sent to the user?

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.



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.