

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

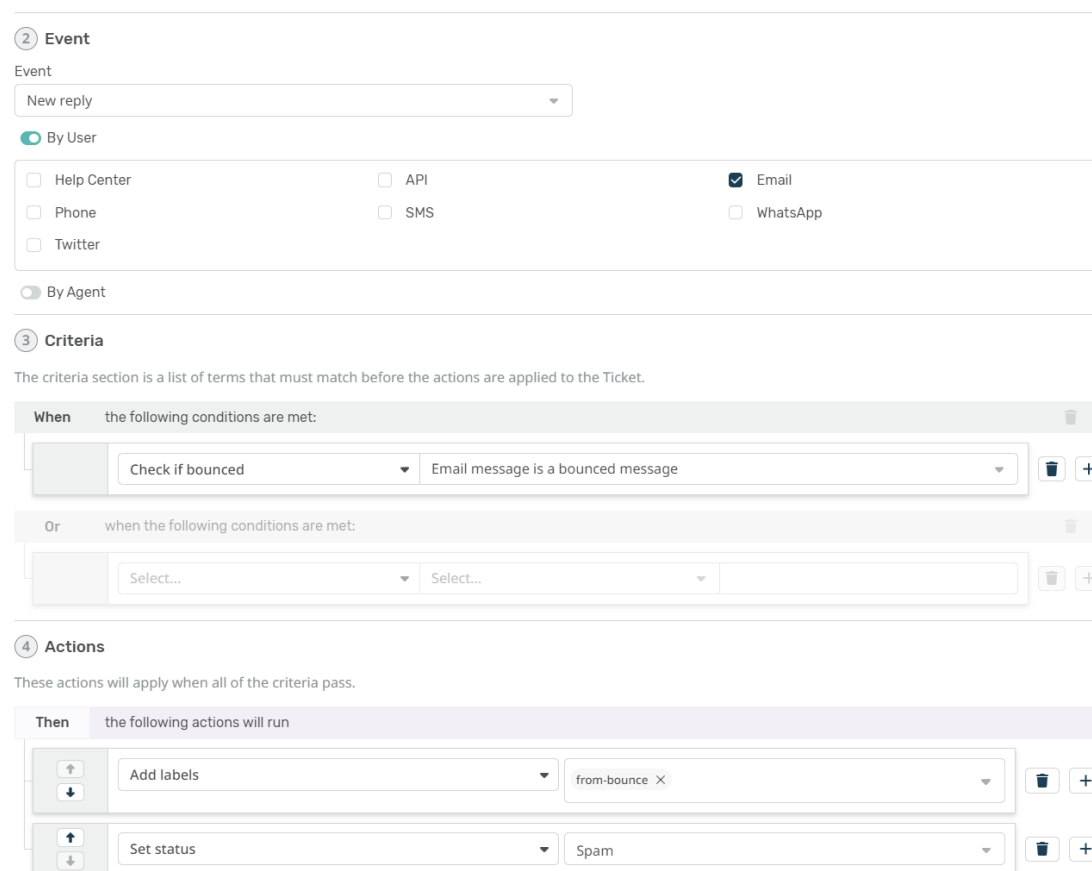
Matthew Wray - 2023-08-31 - [Reacties \(0\)](#) - [Business Rules](#)

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 > Business Rules > Triggers**, and create a trigger like this:



The screenshot shows the 'Triggers' configuration page in Deskpro. It is divided into four sections: 1. Event, 2. Criteria, 3. Actions, and 4. Triggers. The 'Event' section is selected, showing 'New reply' as the event type. The 'By User' section is active, with 'Email' selected. The 'Criteria' section shows a condition 'Check if bounced' with the value 'Email message is a bounced message'. The 'Actions' section shows two actions: 'Add labels' with the value 'from-bounce' and 'Set status' with the value 'Spam'.

2 Event

Event

New reply

☒ By User

☐ Help Center ☐ API ☒ Email ☐ Phone ☐ SMS ☐ WhatsApp ☐ Twitter

☐ By Agent

3 Criteria

The criteria section is a list of terms that must match before the actions are applied to the Ticket.

When the following conditions are met:

Check if bounced Email message is a bounced message

Or when the following conditions are met:

Select... Select...

4 Actions

These actions will apply when all of the criteria pass.

Then the following actions will run

Add labels from-bounce

Set status Spam

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 14 days in the **Spam** or **Recycle Bin** filters - the length of time is set in **Admin > Ticket Structure > Statuses**).