

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

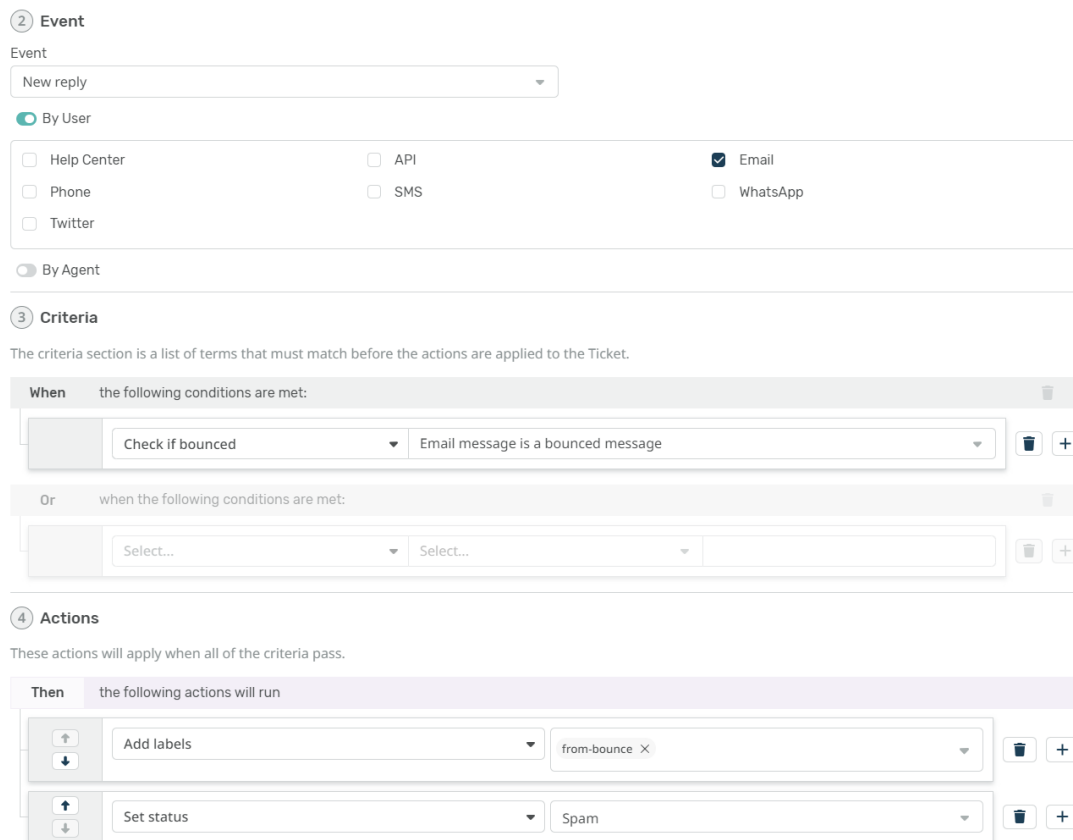
Matthew Wray - 2023-08-31 - Kommentarer (0) - Business Rules

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 displays the configuration interface for a Business Rule in Deskpro, divided into three main sections:

- 2 Event**:
 - Event type: New reply (dropdown)
 - Trigger type: By User (selected)
 - Channels: Help Center, Phone, Twitter, API, SMS, Email (checked), WhatsApp.
 - Trigger type: By Agent (unselected)
- 3 Criteria**:
 - Description: 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:
 - Condition 1: Check if bounced (dropdown) | Email message is a bounced message (dropdown)
 - Or: when the following conditions are met:
 - Condition 2: Select... (dropdown) | Select... (dropdown) | [Empty field]
- 4 Actions**:
 - Description: These actions will apply when all of the criteria pass.
 - Then: the following actions will run:
 - Action 1: Add labels (dropdown) | from-bounce (dropdown)
 - Action 2: Set status (dropdown) | Spam (dropdown)

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**).