What does marking a ticket as spam do?

Ben Henley - 2023-08-31 - Comment (1) - Deskpro Legacy

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 just moves it to the **Spam** filter, where it will be automatically deleted after a period of time set by your admins (1 month by default).

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

To ban an email address, go to the user profile in the CRM and use **More > Delete User & Ban Email**.

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 create triggers to automatically delete nuisance tickets or mark them as spam.