

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

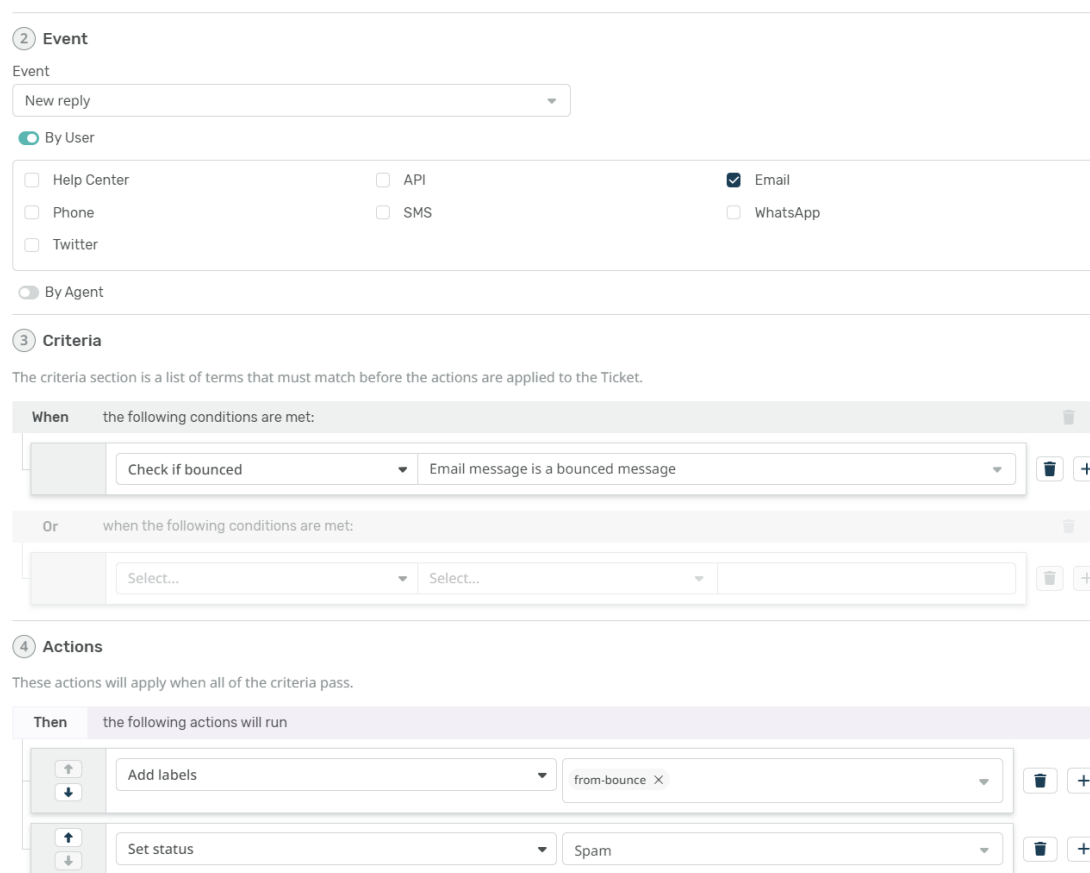
Matthew Wray - 2023-08-31 - [Comentários \(0\)](#) - [Business Rules](#)

### 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 'Triggers' configuration page in Deskpro. It is divided into four main sections: 1. **Event**: A dropdown menu is set to 'New reply'. Below it, the 'By User' radio button is selected, and a list of communication channels is shown: Help Center, Phone, Twitter, API, SMS, Email (checked), and WhatsApp. The 'By Agent' radio button is unselected. 2. **Criteria**: A heading states 'The criteria section is a list of terms that must match before the actions are applied to the Ticket.' Below this, there are two rows of criteria. The first row, under the 'When' header, shows a condition 'Check if bounced' followed by 'Email message is a bounced message'. The second row, under the 'Or' header, shows two empty 'Select...' dropdown menus. 3. **Actions**: A heading states 'These actions will apply when all of the criteria pass.' Below this, there are two rows of actions. The first row, under the 'Then' header, shows 'Add labels' followed by the label 'from-bounce'. The second row shows 'Set status' followed by the status 'Spam'. Each action row includes up/down arrows, a trash icon, and a plus icon to add more actions.

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**).