What does marking a ticket as spam do?

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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 removes it from queues and into the 'Spam' list. If enabled, it will be deleted after a period of time set by Admins.

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

To ban an email address, go to **Admin > CRM > User Banning** to ban individuals, domains, or IP addresses.

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 use Triggers to automatically delete tickets or set them as Spam: Automate with Triggers