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

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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 configuration for a Business Rule trigger in Deskpro. It is divided into four main sections:

- 2 Event**: The event is set to "New reply". The trigger is configured to be "By User". Under "By User", the "Email" checkbox is selected, while "Help Center", "Phone", "Twitter", "API", "SMS", and "WhatsApp" are not.
- 3 Criteria**: The criteria section is titled "When the following conditions are met:". It contains one condition: "Check if bounced" with the value "Email message is a bounced message". Below this, there is an "Or" section with two "Select..." dropdown menus.
- 4 Actions**: The actions section is titled "Then the following actions will run". It contains two actions: "Add labels" with the label "from-bounce" and "Set status" with the 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**).