I'm having trouble with an Outlook message recall causing an email loop

Ben Henley - 2023-09-27 - Comments (0) - Deskpro Legacy

Question:

One of our agents sent an email into ticketing, but then tried to recall it via Outlook. Now, there are dozens of copies of the Outlook recall message going into Deskpro and being converted into tickets. How do I stop this?

Answer:

You can create a trigger to delete tickets from the recall message. If you're not sure how to do that, see this article: How do I stop email bounces, Out of Office messages, etc. getting turned into tickets?

To stop the recall messages being sent, you should also disable Outlook message recall in the agent's Outlook client, or delete and recreate their profile.

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