

Blacklist

Blacklisting an address identifies mail from an originator that should not be actioned by an agent in Puzzel Case Management. To facilitate this a New Ticket Rule must be set up closing the tickets automatically.

Blacklisted Addresses					Blacklist new address	1	<input type="checkbox"/>	
Originator	Subject	Blacklisted At	Blacklisted By	Actions				
sales@logicalware.com		2020-02-25 23:33:55 +0000	logicalware	Edit Delete				

Click on Blacklist new address.

Then input the address to be blacklisted.

The list shows all blacklisted addresses along with when this was blacklisted by whom. Each record can then be edited or deleted.