

Handling spam

Puzzel Case Management does not actively offer a spam filtering service. Instead we recommend that you implement your own spam filtering and set your policies upstream of Puzzel (normally on your mail exchange service). This gives you the control of how lenient/aggressive you want to set your own spam filtering policies.

Puzzel Case Management offers message header conditions so that you can define specific rules to look for flags which have been added to your message headers. You can then apply the appropriate actions for how you want your messages marked as spam to be handled in Puzzel Case Management.

Below, we will walkthrough an example configuration for handling spam.

Step 1

On your Mail Exchange service, you can add headers to a message when spam is identified. In the below example, the Mail Exchange service is MailGun, however other services such as Microsoft Exchange and Google Workspace etc offer similar functionality.

Edit inbound spam filter

Mailgun allows you to receive email at multiple subdomains of a single domain without actually adding them. You still need to add the appropriate MX records for your subdomain(s) at your DNS provider.

☐ No filtering

☐ Block detected spam

☒ Deliver spam, but add X-Mailgun-SFlag and X-Mailgun-SScore headers

Cancel

Save spam settings

On the above example, the message header 'X-Mailgun-SFlag' will be added when Spam is identified.

Step 2

A rule should be created in Puzzel Case Management, Settings -> Productivity -> New Ticket Rules -> Email. A condition should be created similar to the example below. Ensure the stated message header matches exactly the value which your mail exchange service is adding to the inbound messages.

Rule Conditions

If

any

 of the following conditions are met:

Raw Headers

contains

X-Mailgun-SFlag: Yes

X Remove

+ Add condition

☒ Stop checking further rules if the conditions of this rule are met.

☒ Stop checking further groups if the conditions of this rule are met.

Then you should configure your rule action for how you would like Puzzel Case Management to handle a message flagged

as Spam. Example below:

Rule Actions

Ticket Attributes

Assign to Team OFF
All Users

Set Priority ON
Junk

Set Status ON
Resolved

⚠ Ticket will not be Resolved if Force Choice to Resolve Categories are required by Team settings but not set.

Set Form/Form Fields OFF
Product BUG

Set Response Target OFF

Set Resolve Target OFF

Assign Categories ON Junk ✕

In the example above, the rule will set the priority to 'Junk', status to 'Resolved' and assigning a category of 'Junk'. You can customise the actions for how you want the rule to behave.