

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 without actually add your subdomain(s) | to receive email at multiple subdomains of a single ding them. You still need to add the appropriate MX at your DNS provider. | domain records for |
| No filtering | | |
| Block detected | spam | |
| O Deliver snam | but add X-Mailgun-SElag and X-Mailgun-SScore b | |

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 | | | | |
|----------------------|-------------------------------|------------------|----------------------|----------|
| f any 💙 of the follo | wing conditions are met: | | | |
| Raw Headers | contains | ¢ | X-Mailgun-SFlag: Yes | × Remove |
| + Add condition | | | | |
| Stop checking furthe | er rules if the conditions of | this rule are m | net. | |
| Stop checking furth | er groups if the conditions o | 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:

| cket Attributes | |
|--|-----------|
| Assign to Team | OFF ● |
| All Users | \$ |
| Set Priority | (ON |
| Junk | \$ |
| Set Status | (ON |
| Resolved | \$ |
| Ticket will not be Resolved if Force Choice | |
| Ticket will not be Resolved if Force Choice to Resolve Categories are required by Team settings but not set. | OFF |
| Ticket will not be Resolved if Force Choice to Resolve Categories are required by Team settings but not set. Set Form/Form Fields Product BUG | (orr ¢ |
| Ticket will not be Resolved if Force Choice to Resolve Categories are required by Team settings but not set. Set Form/Form Fields Product BUG Set Response Target | COFF @ |

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.