

Junk cases

Set up “Junk” case registration

Version 8.0



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PRODUCTS: SERVICE CREATIO

Creation can process incoming “junk” emails, e.g., spam, auto-replies, and internal emails so that the agents do not spend time on them.

The setup procedure is as follows:

1. Specify email addresses, address strains or email domains of “junk” emails in the **Blacklist of email addresses and domains for case registration** lookup. By default, the lookup contains the following values commonly used in the bulk emails: postmaster, noreply, no-reply, mail-daemon, mailer-daemon.
2. Specify the processing routine for “junk” emails in the **“Create cases from junk emails”** (CreateCasesFromJunkEmails) system setting.
 - a. Clear the [*Default value*] checkbox to **disable creating cases based on “junk” emails**.
 - b. Select the [*Default value*] checkbox to **create cases based on “junk” emails**.
3. If you select the [*Default value*] checkbox in the “Create cases from junk emails” system setting, populate the [*Default value*] field of the **“Junk case default status”** (JunkCaseDefaultStatus) system setting. For instance, select “Canceled” to automatically cancel any cases created from “junk” emails.