

Gorgias Rule Setup Guide

Auto-Close Out-of-Office and Automatic Reply Emails

Overview

When Z-CoiL sends marketing or transactional emails to customers, some recipients' email systems automatically send back out-of-office or auto-reply messages. These land in Gorgias as open tickets and clutter the Unassigned queue, even though no human response is needed. The rule below will automatically detect and close these tickets so your team only sees genuine customer inquiries.

Rule 1: Auto-Close Out-of-Office Replies

Navigate to: Settings > Rules > Create Rule > Create Custom Rule

Trigger

WHEN	Ticket created
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Conditions (ALL must match)

IF	Ticket channel IS Email
AND	Ticket subject CONTAINS ANY OF:
	automatic reply
	auto reply
	auto-reply
	out of office
	out-of-office
	away from the office
	on vacation
	I am currently out
	autoreply

	[BULK]
	[External]Cust

Actions

THEN	Add Tag: ooo-autoreply
THEN	Set ticket status to: Closed

Tip: Always add the tag BEFORE closing the ticket. This lets you pull up auto-closed tickets later if needed, and exclude them from your support stats. Tags are case-sensitive in Gorgias.

Rule 2: Auto-Close by Intent (Recommended Add-On)

Gorgias's built-in Intent detection can catch auto-replies that slip past subject line matching. This rule works alongside Rule 1 as a second safety net.

Navigate to: Settings > Rules > Create Rule > Create Custom Rule

Trigger

WHEN	Ticket created
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Conditions (ALL must match)

IF	Ticket channel IS Email
AND	Ticket intent IS other/no_reply

Actions

THEN	Add Tag: auto-no-reply
THEN	Set ticket status to: Closed

Tip: The 'other/no_reply' intent is Gorgias's built-in classifier for automated non-support messages. Using both rules together gives you maximum coverage.