

## Can I set my helpdesk so that users can't reopen tickets after ?a certain time period

CRM - (٠) تعليقات - Nabeel Zahid - 2023-09-13

Whether or not users can re-open a resolved ticket is controlled by this usergroup permission: in **Admin > CRM > Usergroups** click a .usergroup like **Everyone** or **Registered**



To stop users from re-opening tickets, you can set this permission .to **off** for *all* your usergroups

.This means that as soon as a ticket is resolved, users can't re-open it

If you want Users to be able to reopen Tickets for a specific period of time before they are unable to reopen them you can use the settings within this toggle to specify the period of .time, such as 1 week

You can also set the behavior that will occur if a User attempts to reply after the time limit .you set