

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

CRM - 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**

Edit: Everyone

id: 1

Information

Permissions

Departments

Ticket

Chat

Help Center

Ticket Permissions

Toggle All

Can use tickets

☒

Can re-open resolved tickets

☒

User can re-open resolved tickets after resolution, for up to

1 day

▼

When email reply received after time limit

Create a new ticket

▼

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