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**.

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.