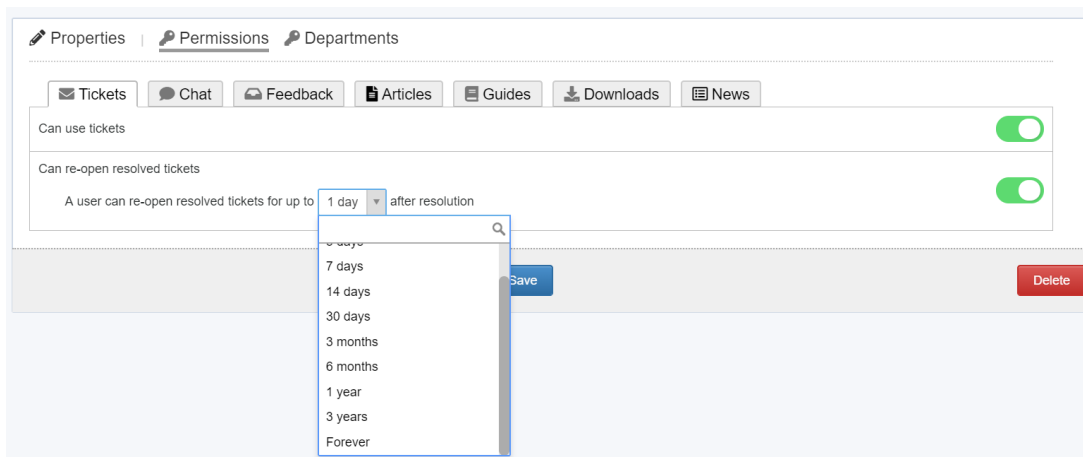


Re-Open Tickets Time Limit

Product - (·) Emily Booth - Comments - 2019-04-15

As part of [Deskpro's 2019.4 Release](#), there is a new feature that will allow you to place a limit on how much time Users have to [re-open a ticket](#). This feature allows you much more control over the behaviour of your users. Instead of simply granting or removing the ability to re-open a resolved ticket, you can decide what an appropriate amount of time is for the user to re-open the ticket. As this is set with the permissions of a User Group, you can allow .different time frames depending on the type of user



To set this time limit, head to Admin > CRM > User Interface > Permissions. There are a .number of time frames to select, ranging from 1 day to forever