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Re-Open Tickets Time Limit

2019-04-15 - Emily Booth - [Kommentare \(0\)](#) - [Product](#)

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.

The screenshot shows the 'Permissions' tab for 'Tickets'. Under the 'Can re-open resolved tickets' section, the toggle is turned on. Below it, a text field says 'A user can re-open resolved tickets for up to' followed by a dropdown menu currently showing '1 day', and then 'after resolution'. The dropdown menu is open, displaying the following options: 1 day, 7 days, 14 days, 30 days, 3 months, 6 months, 1 year, 3 years, and Forever. At the bottom right of the form, there are 'Save' and 'Delete' buttons.

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.