Auto-close incident when all associated tickets are resolved Collecting Feedback

- Steffen Kemme
- **Όνομα φόρουμ:** #Feature Request

We use the Problems & Incidents feature in DeskPro and we noticed that, when there are no more open tickets for a specific incident, there is no possible way to close the incident. You have to close the incident before you resolve the last associated ticket. We are used to close an incident after all customer tickets related to the incident have been resolved, not before.

Auto-closing an incident when there are no more open associated tickets would take care of this automatically.