



[Help Center](#) > [Community](#) > [Feature Request](#) > [Option on tab closing after ticket reply](#)

Option on tab closing after ticket reply Finished

- C Chris
- **Forum name:** #Feature Request

In ver 3.5.2 there was an option in tech interface> Settings > General Where to redirect after replying to a ticket The options where Back to the ticket Next ticket in search Back to search listing Is there a way to add this so that when we reply the ticket won't close by default?

Comments (2)

TF **Timo Francke**

7 years ago

You can just uncheck "Automatically close ticket tabs when" in your profile preferences.

Lara Proud

2 years ago

There are two places this can be managed.

1) Admins can set up the default behavior in the helpdesk under **Business Rules > Interface Defaults**.

On this settings page, under **Ticket Reply**, you'll see the option:

Ticket Reply

Set status Awaiting User

Set agent (when ticket is unassigned) Assign to self

Set agent (when ticket is already assigned) Keep agent

Set team (when ticket has no team) Keep no team

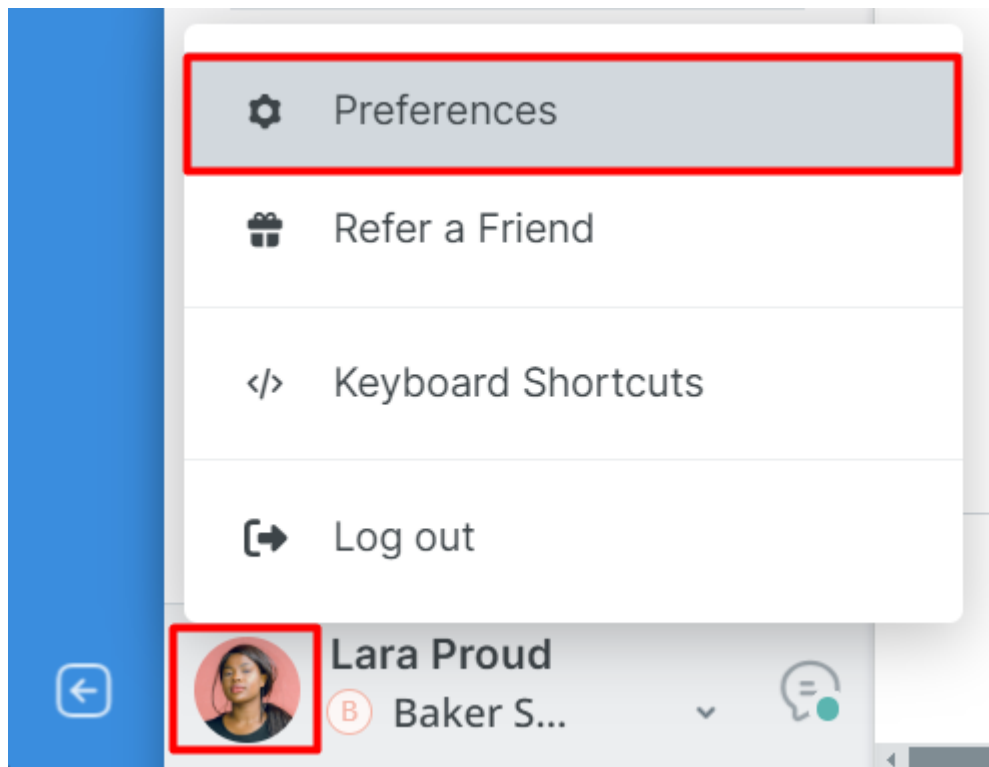
Set team (when ticket is already assigned to a team) Keep team

Automatically enable "close tab"
Automatically select the "close tab" option when sending an email, adding a note or forwarding message.

Default to "Note" tab
The reply box will default to the "Note" tab

Make sure you have **deselected** the option Automatically enable "Close Tab". This will update the helpdesk default so that when agents respond to a ticket the tab will remain open after their action takes place.

2) Agents can also set their preferred default behaviors in their Agent Settings:



In the Agent Preferences menu, open the **Preferences** tab. Here you can choose your preferred behavior for adding a ticket reply or agent note. Selecting "Ticket stays open" will ensure after you send a response the ticket tab will stay open on your screen:

Preferences

Profile

Security

Preferences

Notifications

When I send a reply

Ticket stays open



Ticket stays open



Next ticket opens

Ticket closes

Make sure to hit **save** on any updates you make to your preferences.