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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**

6 years ago

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

Lara Proud

1 year 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**.

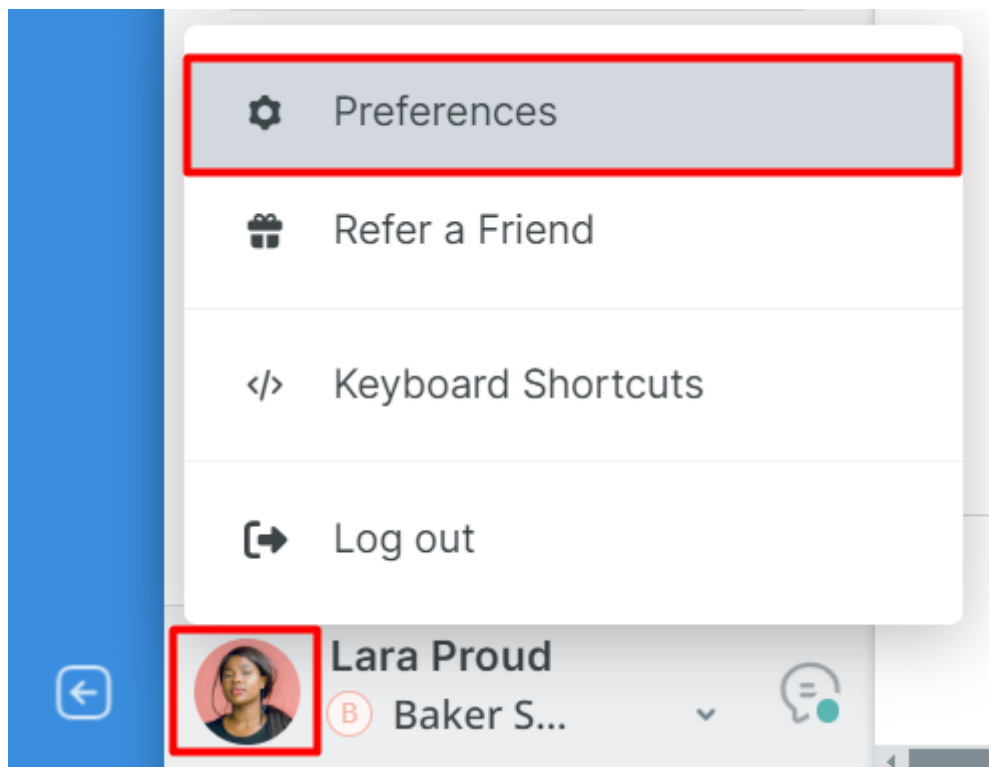
On this settings page, under **Ticket Reply**, you'll see the option:

Ticket Reply

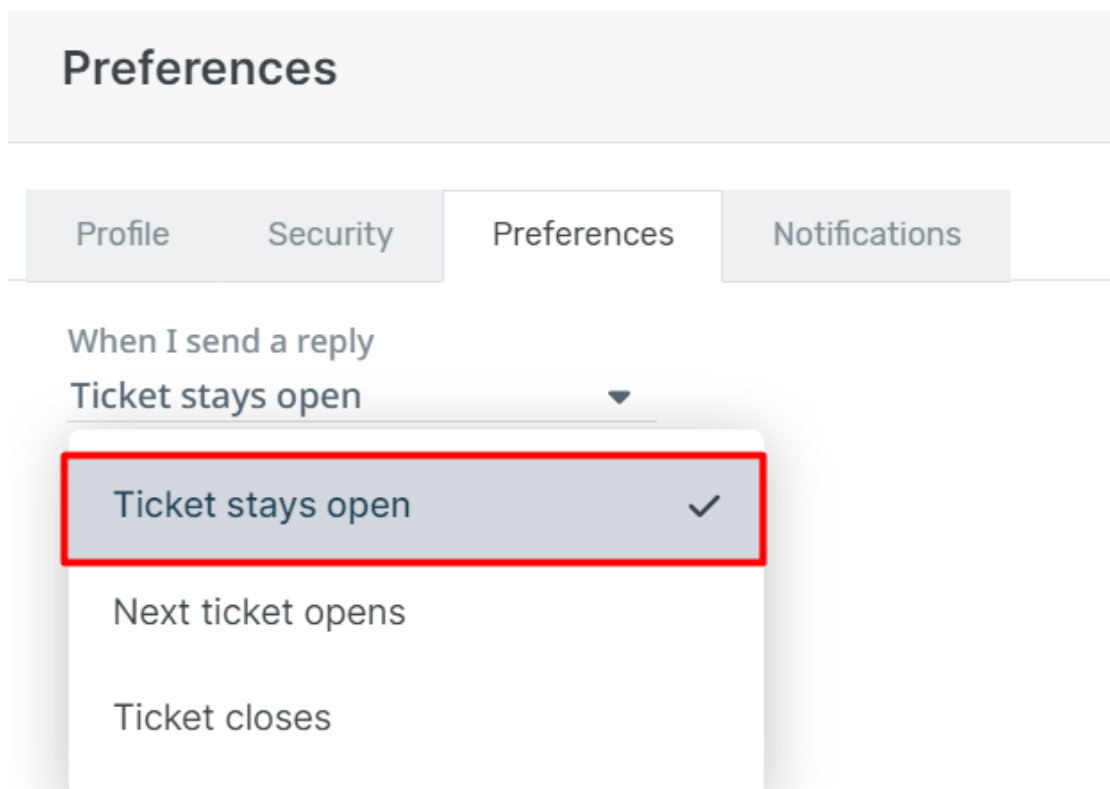
Set status	Awaiting User ▼
Set agent (when ticket is unassigned)	Assign to self ▼
Set agent (when ticket is already assigned)	Keep agent ▼
Set team (when ticket has no team)	Keep no team ▼
Set team (when ticket is already assigned to a team)	Keep team ▼
<input type="checkbox"/> Automatically enable "close tab"	Automatically select the "close tab" option when sending an email, adding a note or forwarding message.
<input type="checkbox"/> 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:



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