Read Only for Archived tickets Collecting Feedback

- Christian
- **Forum name:** #Feature Request

Just wondering if there is a way that tickets can be set to a "Read-Only" state once they are set to an Archived Status?
The read-only would be for users that do not have Admin permission only

Comments (2)

Christian

3 years ago

Having the Read-Only feature would preserve the data integrity in tickets so that creating reporting for previous years would be consistent.

Christian

3 years ago

This would prove very useful for reporting if the Read-Only status could be applied to Resolved tickets. It would ensure data integrity with reporting.