

I'm having trouble with resolved tickets creating new tickets when users reply

Ben Henley - 2018-03-14 - Comments (0) - Using Deskpro

Question:

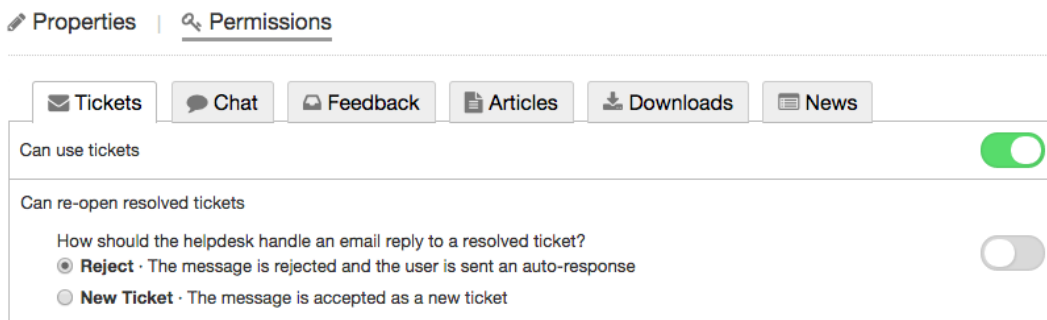
A user replied to a ticket that had been resolved. I'd expect their message to be added to the ticket thread, but instead a new ticket was created. What's going on?

Answer:

Check that the user did not reply from a different email address that is not associated with their account in Deskpro.

If they were definitely using the same address, the user probably did not have had permission to re-open a resolved ticket.

Under **Admin > CRM > User Groups**, check your settings for the "Can re-open resolved tickets" permission.



The screenshot shows the 'Permissions' tab for a user group in Deskpro. At the top, there are tabs for 'Properties' and 'Permissions'. Below these are several feature categories: 'Tickets', 'Chat', 'Feedback', 'Articles', 'Downloads', and 'News'. The 'Tickets' category is expanded, showing two main settings:

- Can use tickets**: A green toggle switch is turned on.
- Can re-open resolved tickets**: A grey toggle switch is turned off. Below this, a question is asked: "How should the helpdesk handle an email reply to a resolved ticket?". Two radio button options are provided:
 - Reject**: The message is rejected and the user is sent an auto-response (this option is selected).
 - New Ticket**: The message is accepted as a new ticket.

If none of the user's groups grants the permission to re-open resolved tickets, their message may be rejected or accepted as a new ticket.