

?How long does a User have to re-open a Resolved ticket

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The amount of time that users have to re-open a resolved ticket can be set within the .Usergroup permissions. If you would like to change this, follow the steps below

.Go to **Admin > CRM > Usergroups > Permissions** .1



This will show a table of usergroups, the default group for users signed up on the .2 Help Center is **Registered**. Click the edit icon next to the usergroup you would like .to change the time limit for

You can change the limit under the **Permissions** tab, choose from a variety of .3 options all the way from **One Day** to **Forever**, and apply different limits to each .Usergroup



Once this limit has been set, it will come into effect and either allow the Users to re- .4 open the ticket (if it is within the time frame) **or** remove the ability to re-open the .(ticket (if too much time has passed

Note

This will also prevent users from emailing in to re-open the ticket, and they will be sent a rejection email to inform them that the ticket has been rejected if this email .was sent outside of the set time limit