

## Why are User replies on Resolved Tickets creating new tickets

Sean Kerwin - 2023-09-13 - Comment (1) - CRM

### :Question

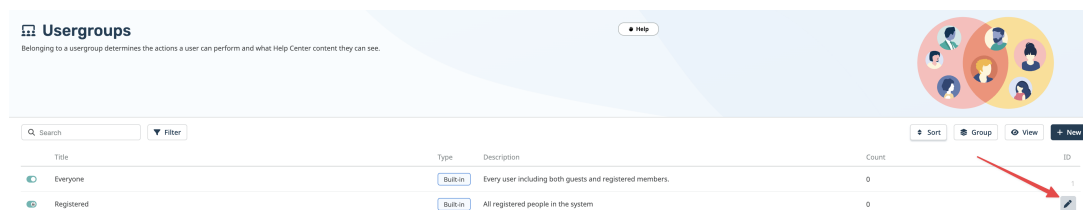
A user replied to a ticket that had been resolved. I'd expected their message to be added to the ticket thread, but instead, a new ticket was created. What's going on

### :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 using the same address, the user probably did not have permission to re-open a resolved ticket

Under **Admin > CRM > Usergroups**, hover over the usergroup that the user belongs to and click the **Pencil** edit button



Title	Type	Description	Count	ID
Everyone	Built-in	Every user including both guests and registered members.	0	1
Registered	Built-in	All registered people in the system	0	2

.Here you can check the settings for the **Can re-open resolved tickets** permission

## Edit: Registered

id: 2



Information **Permissions** Departments

**Ticket** Chat Help Center

### Ticket Permissions

Toggle All

Can use tickets



Can re-open resolved tickets <sup>△</sup>



User can re-open resolved tickets after resolution, for up to

1 day



When email reply received after time limit

Create a new ticket



If none of the usergroups in your helpdesk grant permission to re-open resolved tickets, replies on resolved tickets may be rejected or accepted .as a new ticket