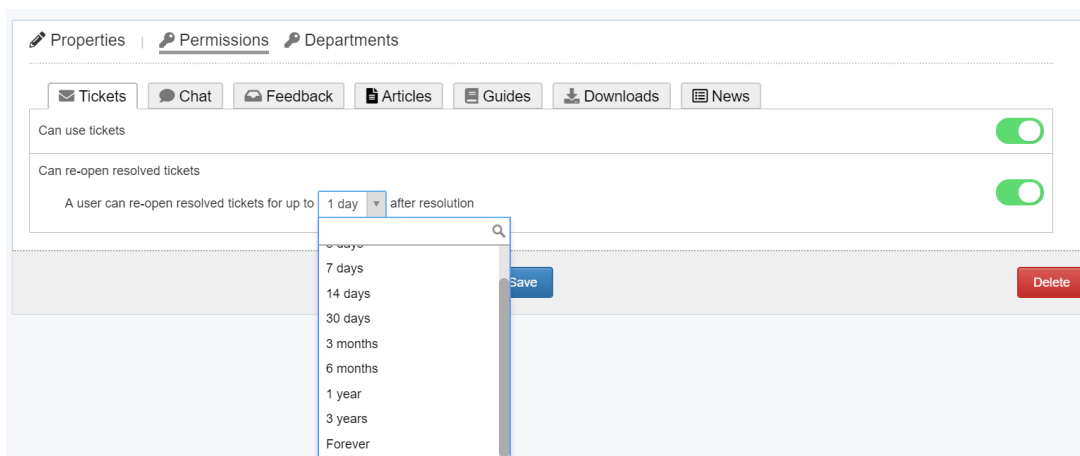


Re-Open Tickets Time Limit

Emily Booth - Comment (1) - Product - 2019-04-15

As part of [Deskpro's 2019.4 Release](#), there is a new feature that will allow you to place a limit on how much time Users have to [re-open a ticket](#). This feature allows you much more control over the behaviour of your users. Instead of simply granting or removing the ability to re-open a resolved ticket, you can decide what an appropriate amount of time is for the user to re-open the ticket. As this is set with the permissions of a User Group, you can allow .different time frames depending on the type of user



The screenshot shows the 'Permissions' tab in the Deskpro interface. Under the 'Tickets' section, there are two toggle switches: 'Can use tickets' and 'Can re-open resolved tickets', both of which are turned on. Below the 'Can re-open resolved tickets' toggle, there is a text field that says 'A user can re-open resolved tickets for up to' followed by a dropdown menu currently showing '1 day' and 'after resolution'. The dropdown menu is open, showing a list of time frames: 1 day, 7 days, 14 days, 30 days, 3 months, 6 months, 1 year, 3 years, and Forever. At the bottom right of the form, there are 'Save' and 'Delete' buttons.

To set this time limit, head to Admin > CRM > User Interface > Permissions. There are a .number of time frames to select, ranging from 1 day to forever