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

Karsten Lloyd - 2023-08-24 - Comments (0) - CRM

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.

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

œ	OVERVIEW		Jsergroups			• Help							
8	CONFIGURATION	Belonging to a usergroup determines the actions a user can perform and what Help Center content they can see.											
R	CHANNELS	Q Se	arch	T Filter			🗢 Sort 😫	Group	⊘ View + New				
	AGENTS		Title	т	ype	Description		Count	ID				
	HELP CENTER		221B Solar Trial			Access to solar trial		6	9				
\bigcirc	TICKET STRUCTURE	C	Contractors			Contractors		2					
6	FEATURES	۲	Everyone	(Built-in	Every user including both g	uests and regist	. 0	1				
	BUSINESS RULES	۰	Internal Users			Internal		7	10				
	CRM ^		Registered	(Built-in	All registered people in the	system	0	1				
_	🔎 User Auth & SSO		Support			Support		0	17				
	📸 Usergroups												
	≌ Fields												
	Labels												
	Q Saved Searches												
	Luser Rules												
	🛇 User Banning												
	Profile Enrichment												
	Settings												
	APPS & INTEGRATIONS												

- 2. This will show a table of usergroups, the default group for users signed up on the Help Center is **Registered**. Click the edit icon next to the usergroup you would like to change the time limit for.
- 3. You can change the limit under the **Permissions** tab, choose from a variety of options all the way from **One Day** to **Forever**, and apply different limits to each Usergroup.

Edit: Regis	tered			id:
Information	Permissions	Departments		
Ticket Chat	Help Center			
Ticket Permiss	ions			Toggle A
Can use tickets				
Can re-open re	solved tickets $ riangle$			
User can re-o	pen resolved ticke	ts after resolution, for u	o to	1 year 🗸 🗸
When email re	eply received after	r time limit	Create a n	1 day
				1
				year 🗸
				year
				year 14 days
				year 14 days 3 days 3

4. Once this limit has been set, it will come into effect and either allow the Users to re-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.