

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

Ben Henley - 2023-09-13 - Commenti (0) - Deskpro Legacy

Question:

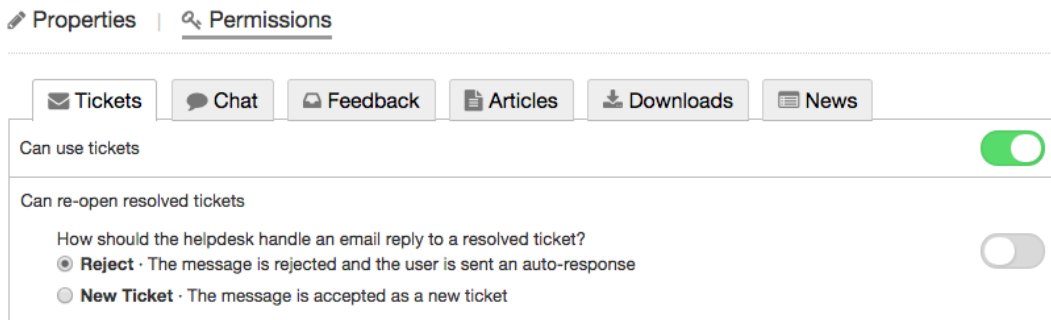
A user replied to a ticket that had been resolved. I'd expect their message to be added to the ticket thread, but instead a new ticket was created. What's going on?

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 navigation tabs for 'Tickets', 'Chat', 'Feedback', 'Articles', 'Downloads', and 'News'. Below these, there are two main settings:

- Can use tickets**: A toggle switch that is turned on (green).
- Can re-open resolved tickets**: A toggle switch that is turned off (grey). Below this toggle is a question: "How should the helpdesk handle an email reply to a resolved ticket?". There are two radio button options:
 - Reject**: The message is rejected and the user is sent an auto-response (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.