Why does my helpdesk reject replies to a resolved ticket?

Ben Henley - 2023-09-19 - Commenti (0) - Using Deskpro

Question:

A user replied to a resolved ticket, and got an automatic rejection email from the helpdesk:

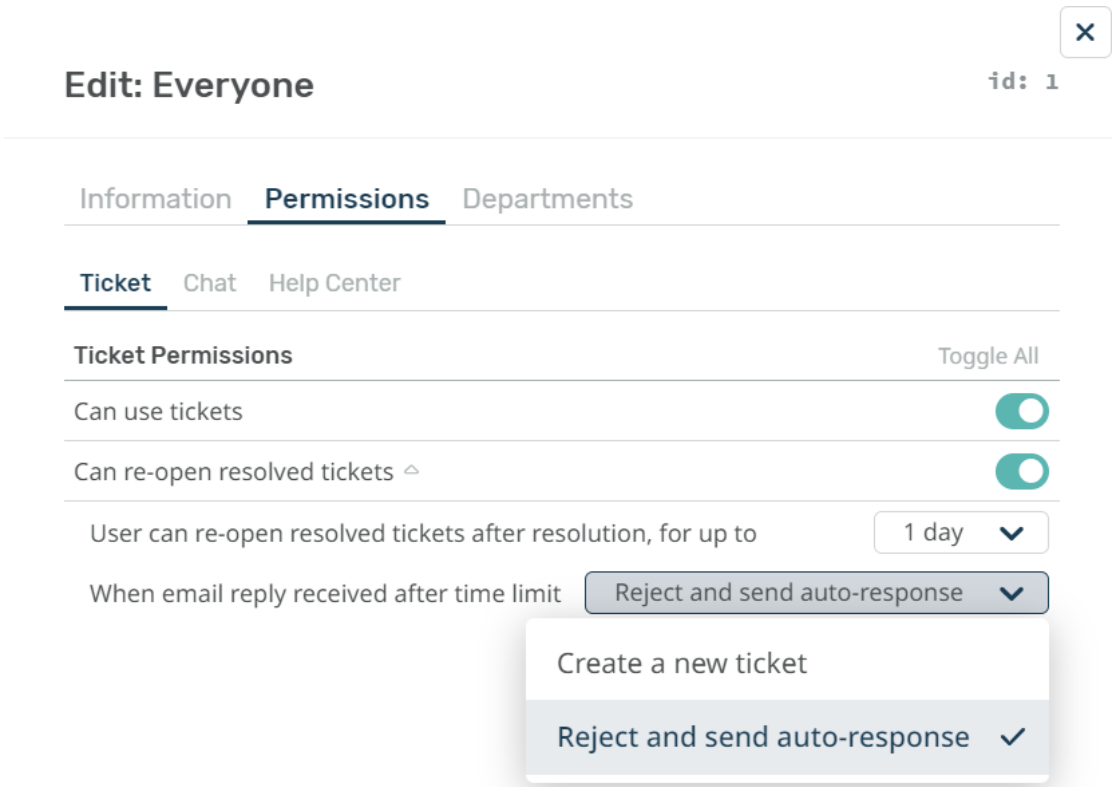
> Your reply was not accepted because your ticket has already been marked as resolved. Our agents will not read or reply to this message.
>
> If you would like to create a brand new ticket you can send a new email to support@example.com

Why was this sent? Can I have the helpdesk re-open the ticket instead?

Answer:

The way the helpdesk responds to an email about a resolved ticket depends on the user's permissions.

You can find these settings under **Admin > CRM > Usergroups.** Then under each user group you can specify how long you would like users to be able to reply to resolved tickets, and what you would like to happen when someone replies.


Edit: Everyone
id: 1
Information
Permissions
Departments
Ticket
Chat
Help Center
Ticket Permissions
Toggle All
Can use tickets
Can re-open resolved tickets
User can re-open resolved tickets after resolution, for up to
1 day
When email reply received after time limit
Reject and send auto-response
Create a new ticket
Reject and send auto-response