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Read Only for Archived tickets Collecting Feedback

- Christian
- フォーラム名: #Feature Request

Just wondering if there is a way that tickets can be set to a "Read-Only" state once they are set to an Archived Status?

The read-only would be for users that do not have Admin permission only

Comments (2)

Christian

4年前

Having the Read-Only feature would preserve the data integrity in tickets so that creating reporting for previous years would be consistent.

Christian

4年前

This would prove very useful for reporting if the Read-Only status could be applied to Resolved tickets. It would ensure data integrity with reporting.