

Why are User replies on Resolved Tickets creating new tickets?

Sean Kerwin - 2023-09-13 - Comments (0) - CRM

Question:

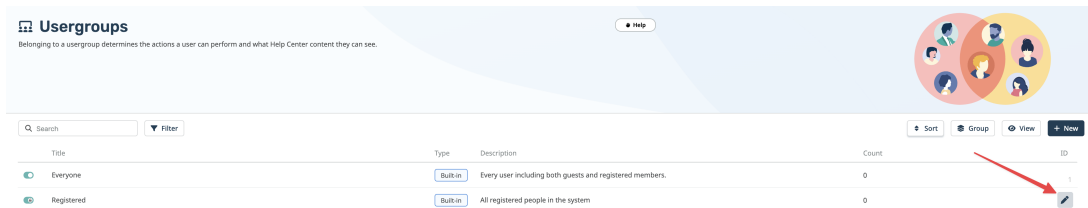
A user replied to a ticket that had been resolved. I'd expected their message to be added to the ticket thread, but instead, a new ticket was created. What's going on?

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 using the same address, the user probably did not have permission to re-open a resolved ticket.

Under **Admin > CRM > Usergroups**, hover over the usergroup that the user belongs to and click the **Pencil** edit button.



Usergroups
Belonging to a usergroup determines the actions a user can perform and what Help Center content they can see.

Search Filter Sort Group View New

| Title | Type | Description | Count | ID |
|------------|----------|--|-------|----|
| Everyone | Built-in | Every user including both guests and registered members. | 0 | 1 |
| Registered | Built-in | All registered people in the system | 0 | 2 |

Here you can check the settings for the **Can re-open resolved tickets** permission.



Edit: Registered

id: 2

Information **Permissions** Departments

Ticket Chat Help Center

Ticket Permissions

Toggle All

Can use tickets



Can re-open resolved tickets [△]



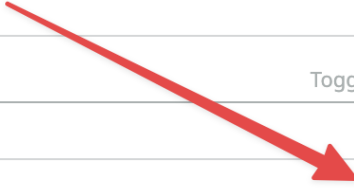
User can re-open resolved tickets after resolution, for up to

1 day



When email reply received after time limit

Create a new ticket



If none of the usergroups in your helpdesk grant permission to re-open resolved tickets, replies on resolved tickets may be rejected or accepted as a new ticket.