

Why are User replies on Resolved Tickets creating new tickets?

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Question:

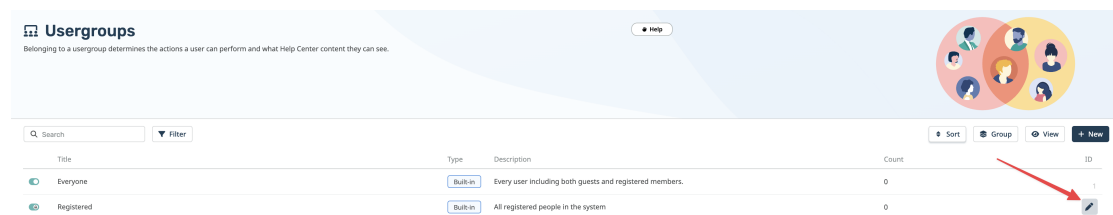
A user replied to a ticket that had been resolved. I'd expected their message to be added to the ticket thread, but instead, a new ticket was created. What's going on?

Answer:

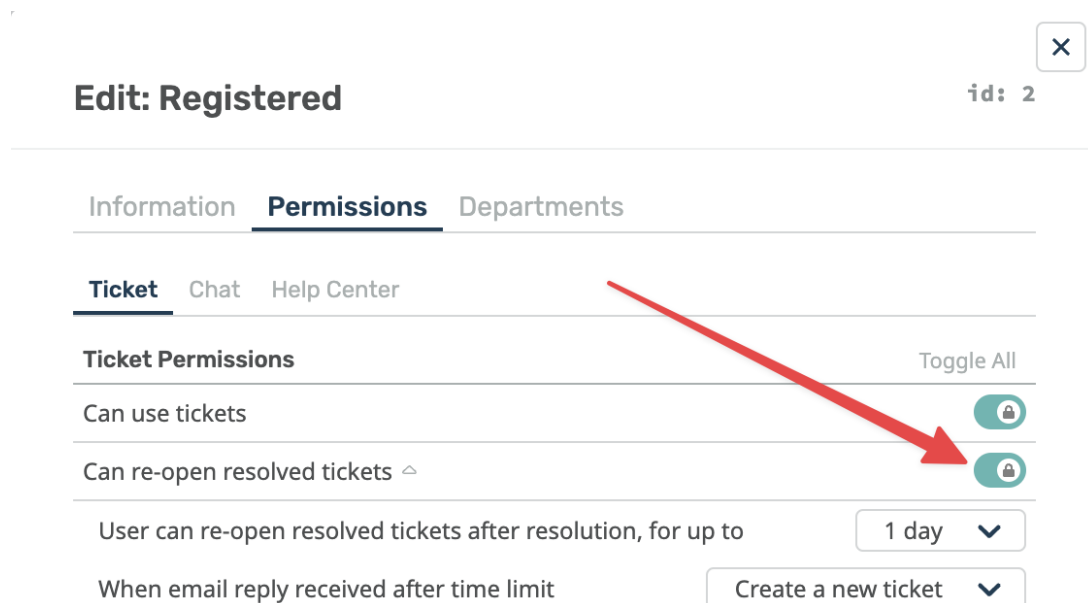
Check that the user did not reply from a different email address that is not associated with their account in Deskpro.

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.



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



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.