

뉴스 > Product > Re-Open Tickets Time Limit

Re-Open Tickets Time Limit

2019-04-15 - Emily Booth - <u>댓글 (0)</u> - <u>Product</u>

As part of <u>Deskpro's 2019.4 Release</u>, there is a new feature that will allow you to place a limit on how much time Users have to <u>re-open a ticket</u>. This feature allows you much more control over the behaviour of your users. Instead of simply granting or removing the ability to re-open a resolved ticket, you can decide what an appropriate amount of time is for the user to re-open the ticket. As this is set with the permissions of a User Group, you can allow different time frames depending on the type of user.

| Tickets Deat Fee | lback | E Guides | 🛓 Downloads | III News | |
|---|-------------------------|----------|-------------|----------|----|
| Can use tickets | | | | | |
| an re-open resolved tickets | | | | | |
| A user can re-open resolved tickets for u | o to 1 day 🔻 after reso | lution | | | |
| | | ٩ | | | |
| | 7 days | | | | |
| | 14 days | Save | | | De |
| | 30 days | | | | |
| | 3 months | | | | |
| | 6 months | | | | |
| | 1 year | | | | |
| | 3 years | | | | |
| | Forever | | | | |

To set this time limit, head to Admin > CRM > User Interface > Permissions. There are a number of time frames to select, ranging from 1 day to forever.