

Can I set my helpdesk so that users can't reopen tickets after a certain time period?

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Whether or not users can re-open a resolved ticket is controlled by this usergroup permission: in **Admin > CRM > Usergroups** click a usergroup like **Everyone** or **Registered**.

Edit: Everyone

id: 1

Information

Permissions

Departments

Ticket

Chat

Help Center

Ticket Permissions

Toggle All

Can use tickets

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Can re-open resolved tickets [⬆]

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

1 day [⬇]

When email reply received after time limit

Create a new ticket [⬇]

To stop users from re-opening tickets, you can set this permission to **off** for *all* your usergroups.

This means that as soon as a ticket is resolved, users can't re-open it.

If you want Users to be able to reopen Tickets for a specific period of time before they are unable to reopen them you can use the settings within this toggle to specify the period of time, such as 1 week.

You can also set the behavior that will occur if a User attempts to reply after the time limit you set.