Option on tab closing after ticket reply Finished

- Chris
- **Forum name:** #Feature Request

In ver 3.5.2 there was an option in tech interface> Settings > General Where to redirect after replying to a ticket The options where Back to the ticket Next ticket in search Back to search listing Is there a way to add this so that when we reply the ticket won't close by default?

Comments (2)

Timo Francke

há 5 anos

You can just uncheck "Automatically close ticket tabs when" in your profile preferences.

Lara Proud

há 2 meses

There are two places this can be managed.

1) Admins can set up the default behavior in the helpdesk under **Business Rules > Interface Defaults**.

On this settings page, under **Ticket Reply**, you'll see the option:

Make sure you have **deselected** the option Automatically enable "Close Tab". This will update the helpdesk default so that when agents respond to a ticket the tab will remain open after their action takes place.

2) Agents can also set their preferred default behaviors in their Agent Settings:

In the Agent Preferences menu, open the **Preferences** tab. Here you can choose your preferred behavior for adding a ticket reply or agent note. Selecting "Ticket stays open" will ensure after you send a response the ticket tab will stay open on your screen:

Make sure to hit **save** on any updates you make to your preferences.