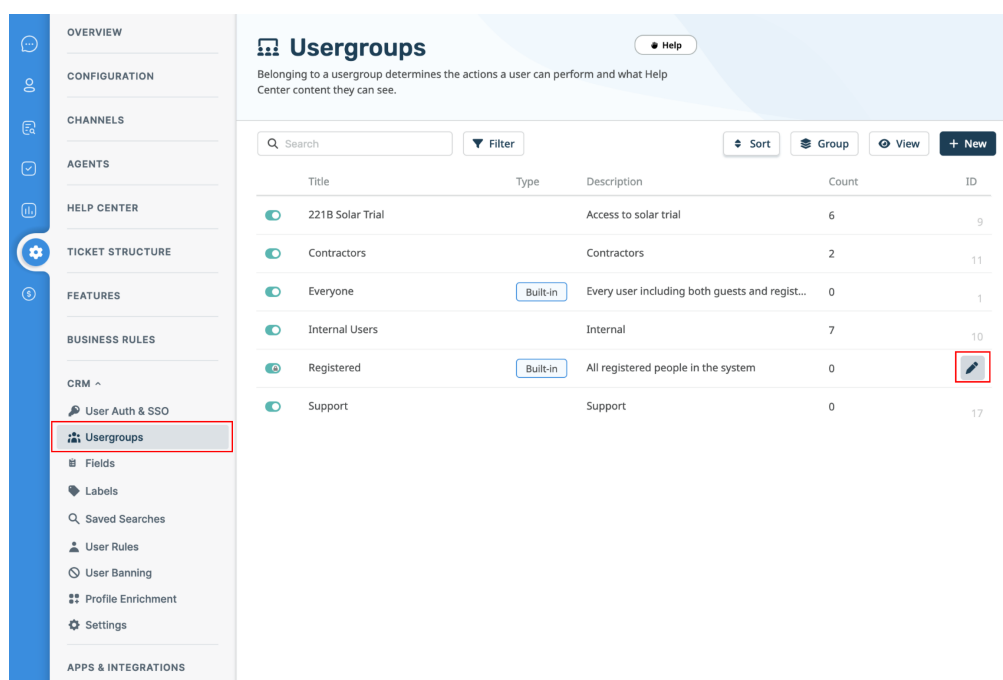


How long does a User have to re-open a Resolved ticket?

Karsten Lloyd - 2023-08-24 - Comments (0) - CRM

The amount of time that users have to re-open a resolved ticket can be set within the Usergroup permissions. If you would like to change this, follow the steps below.

1. Go to **Admin > CRM > Usergroups > Permissions**.



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
221B Solar Trial		Access to solar trial	6	9
Contractors		Contractors	2	11
Everyone	Built-in	Every user including both guests and regist...	0	1
Internal Users		Internal	7	10
Registered	Built-in	All registered people in the system	0	17
Support		Support	0	

2. This will show a table of usergroups, the default group for users signed up on the Help Center is **Registered**. Click the edit icon next to the usergroup you would like to change the time limit for.
3. You can change the limit under the **Permissions** tab, choose from a variety of options all the way from **One Day** to **Forever**, and apply different limits to each Usergroup.

id: 2

×

Edit: Registered

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 year

When email reply received after time limit

Create a new ticket

1 day

1 year

14 days

3 days

3 months

3 years

30 days

4. Once this limit has been set, it will come into effect and either allow the Users to re-open the ticket (if it is within the time frame) **or** remove the ability to re-open the ticket (if too much time has passed).

Note

This will also prevent users from emailing in to re-open the ticket, and they will be sent a rejection email to inform them that the ticket has been rejected if this email was sent outside of the set time limit.