

Znalostná databáza > Using Deskpro > Admin > CRM > How long does a User have to reopen a Resolved ticket?

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.

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R	CHANNELS	Q Se	-	Filter	¢ Sc	ort 📚 Group 🙆 View	+ New
	AGENTS		Title	Туре	Description	Count	ID
•	HELP CENTER		221B Solar Trial		Access to solar trial	6	9
\odot	TICKET STRUCTURE		Contractors		Contractors	2	
\$	FEATURES		Everyone	Built-in	Every user including both guests an	d regist 0	1
	BUSINESS RULES		Internal Users		Internal	7	10
	CRM ^		Registered	Built-in	All registered people in the system	0	
	🔎 User Auth & SSO	C	Support		Support	0	17
	📇 Usergroups						
	崮 Fields						
	Labels						
	Q Saved Searches						
	🛓 User Rules						
	🛇 User Banning						
	Profile Enrichment						
	Settings						
	APPS & INTEGRATIONS						

- 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.
- 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.

Edit: Regis	tered			id:
Information	Permissions	Departments		
Ticket Chat	Help Center			
Ticket Permissi	ions			Toggle All
Can use tickets				(
Can re-open res	solved tickets $ riangle$			(
User can re-op	oen resolved ticke	ts after resolution, for u	p to	1 year 🗸 🗸
When email re	eply received after	r time limit	Create a r	1 day
				1 year ✓
				14 days
				3 days
				3 months
				3 years
				30 days

 Once this limit has been set, it will come into effect and either allow the Users to reopen 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.