How long can User open a Resolved ticket

Emily Booth - 2023-08-24 - Kommentarer (0) - Deskpro Legacy

The amount of time that users have to re-open a resolved ticket can be set within the User Group permissions. In order to choose this Time Limit, head to Admin > CRM > User Groups > Permissions, and you can choose from a variety of limits all the way from One Day to Forever, and apply different limits to each User Group: