Title: How to Reopen a Ticket

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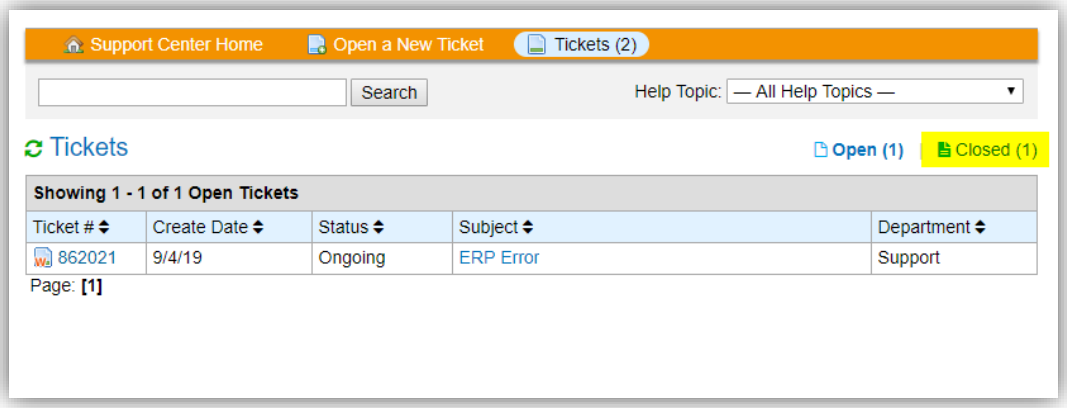
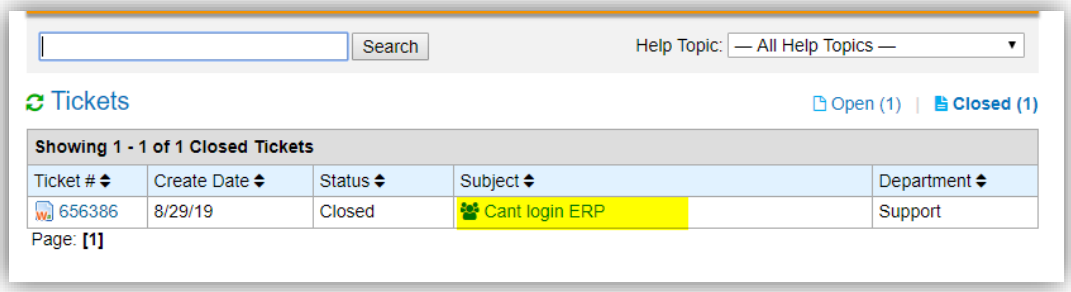
The ticket can be reopened after the it is closed by the ERP team. This is done when users feel that the ticket is not resolved yet.

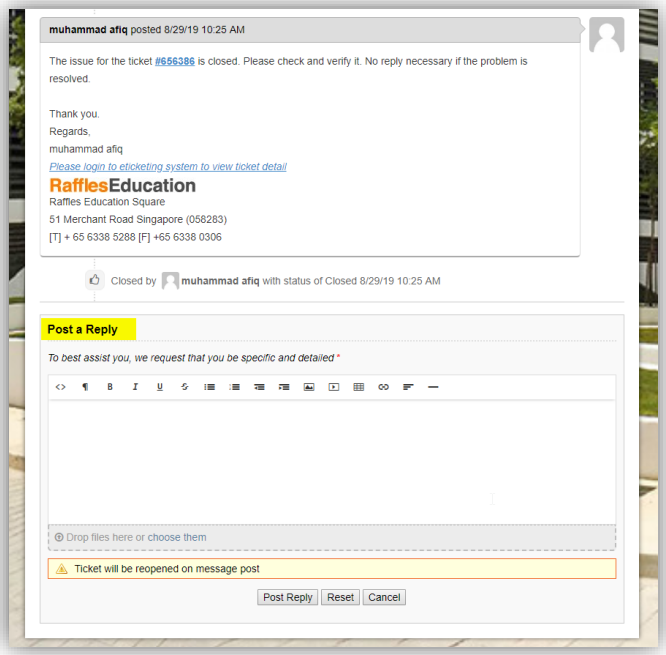
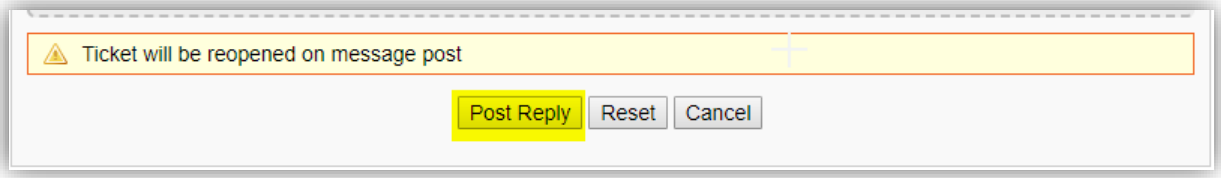
1. Click Closed ticket icon.



2. Select ticket that need to be reopened.



3. Scroll down and filled in ‘Post Reply’.



4. Click ‘Post Reply’ Button