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Create an OR function for custom filters Collecting Feedback



مجهول

اسم المنتدى: # Feature Request

Create an OR function for filters (i.e. create a filter to search for all tickets that are Unassigned or assigned to me)

تعليقات (4)

SP **Stephen Pienaar**

منذ 11 سنة

.The ability to create filters with OR operations will help with a current need we have

Geraldine Menard

منذ 12 سنة

In custom filters, the filter show tickets meeting ALL criteria selected. We would like to have the possibility to .have filters showing tickets meeting one criteria OR another or ALL criteria Except this one

TD **Thomas Dakan**

منذ 8 سنوات

It would be really helpful if it was possible to create custom filters with logical ORs. For example: All tickets .assigned to agent X OR all tickets assigned to Team Y

C **Christian**

منذ 5 سنوات

.This would be a way of adding greater flexibility to filters based on Urgency and Agent assigned