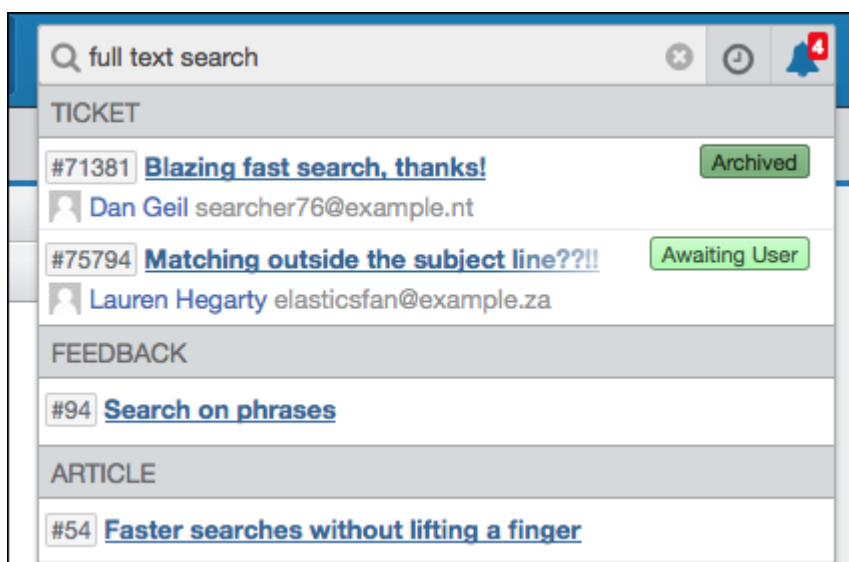


New Feature: Fast & Full-Text Search

Product - (.) تعليقات - Ben Henley - 2014-08-28

We're upgrading the DeskPRO search bar with powerful specialist search technology from [Elasticsearch](#), enabling you to **search the full text of ticket messages** and other .helpdesk content, right from the toolbar

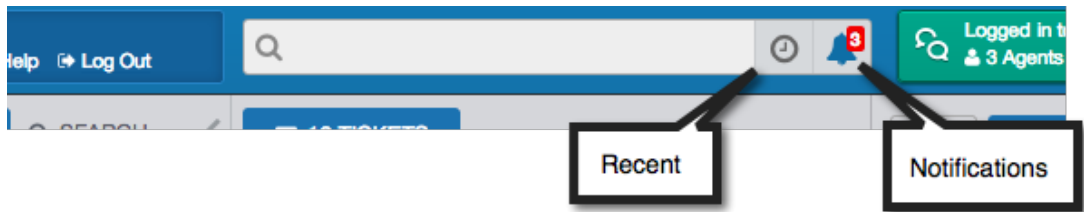


Full text search means no more need to depend on subject or label matches; now •
DeskPRO searches full ticket message history, plus the full text of Publish content
.and Feedback items

.Searches are much faster, with near-instant results •

Search for a phrase using quotation marks: for example, you can search for "audio •
feedback" or "sales call" without seeing mentions of your search terms in other
.contexts

To reflect the improved search capability, we've moved the search box in the toolbar to a
more central location. The Recent and Notifications buttons have been integrated into the
.search control



.DeskPRO Cloud helpdesks will have Elasticsearch enabled over the next 2 weeks

Enabling Elasticsearch for your DeskPRO Download installation is simple and takes only a few minutes. Just upgrade to the latest DeskPRO build and then see our [Knowledgebase article for full instructions](#)