

<u>Product</u> > <u>New Feature: Sort Search Results</u> < الاخبار

New Feature: Sort Search Results

Product - (•) تعليقات - Ben Henley - 2014-10-08

.Our <u>fast, full-text search</u> in the agent interface is now more flexible

By default, the search function ranks your matches by relevance - but sometimes you'll want to prioritise newer tickets or tickets with recent messages.

.Now you can choose how to sort your results: Best Match, Last Activity or Date Created

	Q problem	Θ	0	1	<i>f</i> a	Logg
	Sort by: Best Match Last Activity Date Created					
	TICKETS					
	#10 Matching paint		Awa	aiting Age	nt 6	
	Useb Bark <user@example.zip></user@example.zip>					
	#13 Serious issue		Awa	aiting Age	nt 7	
	Guy Chappie <gc@example.co.uk></gc@example.co.uk>					
	#4 Missing delivery of replacement parts		Awa	aiting Age	nt 2	8
	Glenda User <gus@example.tv></gus@example.tv>					
	#2 Broblem			Awaiting	Agent	4

DeskPRO Cloud users, we'll be rolling this out to you automatically. If you're using DeskPRO Download, don't forget you'll need to set up <u>Elasticsearch</u> to get this feature (as well as our previous search improvements like .(<u>full-text search for tickets</u> and <u>chats</u> in the agent interface, and <u>better search on the rest of your portal</u>

If there's something you'd like to be able to do on the portal that we don't yet support, please let us know .at support@deskpro.com