

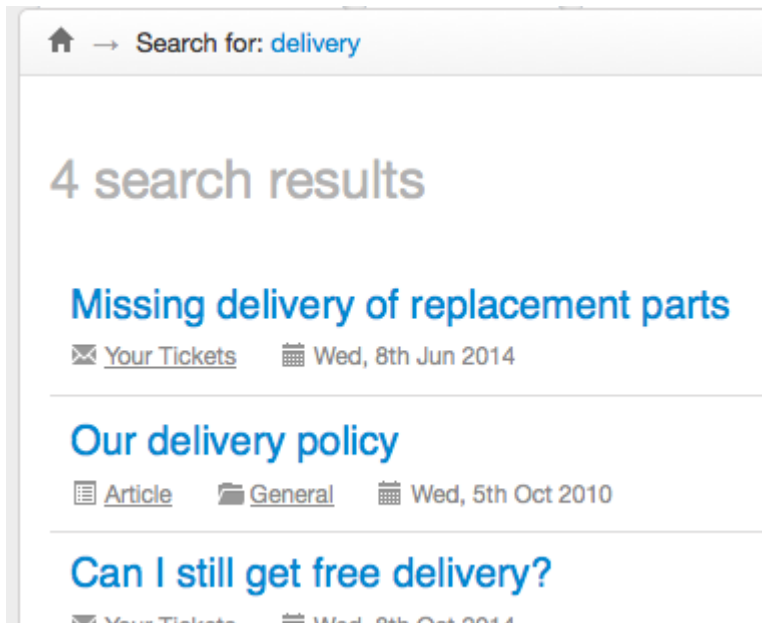
New Feature: Ticket Search for Users

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

We know that in many helpdesks, users can have a long ticket history, or even multiple .tickets open at once

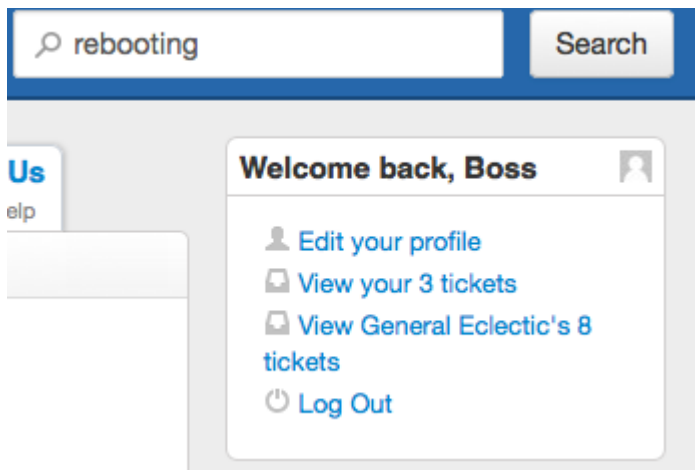
So we've extended DeskPRO's fast, full-text search to enable your users to search tickets .from the portal

Now when a repeat user searches the portal, they'll see matches from their complete ticket history: whether open or resolved. Along with your general help content, they'll be able to find solutions your agents gave them, even if it was years ago, meaning fewer repeat .tickets for you to deal with



The screenshot shows a search bar with a home icon and a search icon, containing the text "Search for: delivery". Below the search bar, it displays "4 search results". The first result is "Missing delivery of replacement parts" with a sub-label "Your Tickets" and a date "Wed, 8th Jun 2014". The second result is "Our delivery policy" with sub-labels "Article" and "General", and a date "Wed, 5th Oct 2010". The third result is "Can I still get free delivery?" with a sub-label "Your Tickets" and a date "Wed, 8th Oct 2014".

And of course, if the user is an [organization manager](#), they can search *all* the tickets for .their organization



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 [Elasticsearch](#) to get this feature (as well as our previous search improvements like [full-text search for tickets](#) and [chats](#) in the agent interface, and [better search on the rest of your portal](#)

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