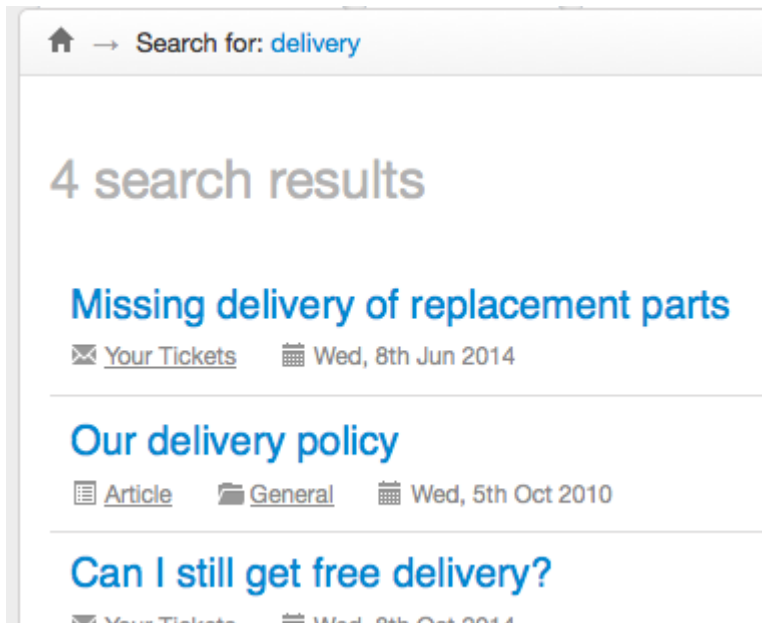# New Feature: Ticket Search for Users

Product - (٠) 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.

And of course, if the user is an organization manager, they can search *all* the tickets for their organization.
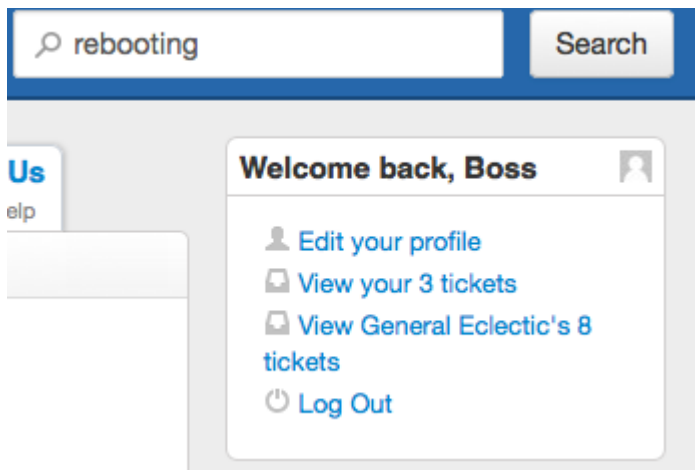
DeskPRO Cloud users, we'll be rolling this out to you automatically. If you're using DeskPRO Download, don't forget you'll need to set up Elasticsearch to get this feature (as well as our previous search improvements like full-text search for tickets and chats in the agent interface, and better search 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.