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You can now search against custom fields to locate tickets

[\(Product \(Agent\) - تعليقات \(.\)](#) - Lara Proud - 2022-12-06

Our Global Search app now supports searching against your helpdesk's ticket custom fields, making it easier to locate specific tickets in the helpdesk when using the search functionality

:We have added the ability to run searches against ticket custom fields, including

Single-line text fields •

Multi-line text fields •

URL fields •

Number fields •

Currency fields •

If you've added information to one of these custom field types, you will be able to locate a ticket by searching for the field's content

In this example, the ticket contains the custom ticket field **Account Number** that is 2579:

Agent

Team

Followers

-

Next event

2 mos

Ticket Open

4 wks

User Waiting

Agatha Bardle

agathabardle@example.com

cc

+ Add

Ref

ZLRV-4282-VJDP

Brand

221B Energy

Department*

Customer Support - USA

Language

English

What are you hoping to get in touch about?

Updating an existing account

Account Number

2579

When using Global Search, entering 2579 returns the ticket that references the **Account Number** custom ticket :field in the ticket properties

Search

Filter

Sort: Date Updated

Tickets (1)

247 Change payment information

3

Agatha Bardle <agathabardle@example.com>

2 mos

We added this to make locating specific tickets with the Global Search app easier, increasing the feature's usefulness

.On-Premise Customers will need to repopulate their Elasticsearch Index after upgrading