

Product > Product (Agent) > You can now search against custom fields to locate tickets < الاخبار

You can now search against custom fields to locate tickets

<u>(Product (Agent - (۰) تعليقات -</u> Lara Proud - 2022-12-06

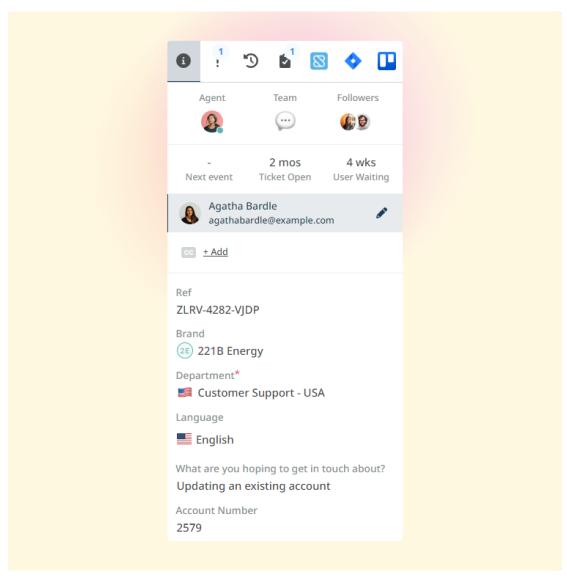
Our Global Search app now supports searching against your helpdesk's ticket custom fields, making it easier to locate specific tickets in the helpdesk when using the search functionality

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

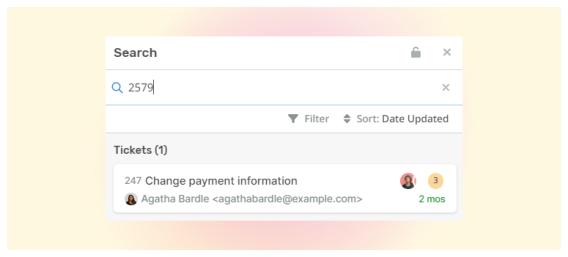
- Single-line text fields •
- Multi-line text fields
 - URL fields •
 - Number fields •
 - Currency fields •

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:



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



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