

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 •

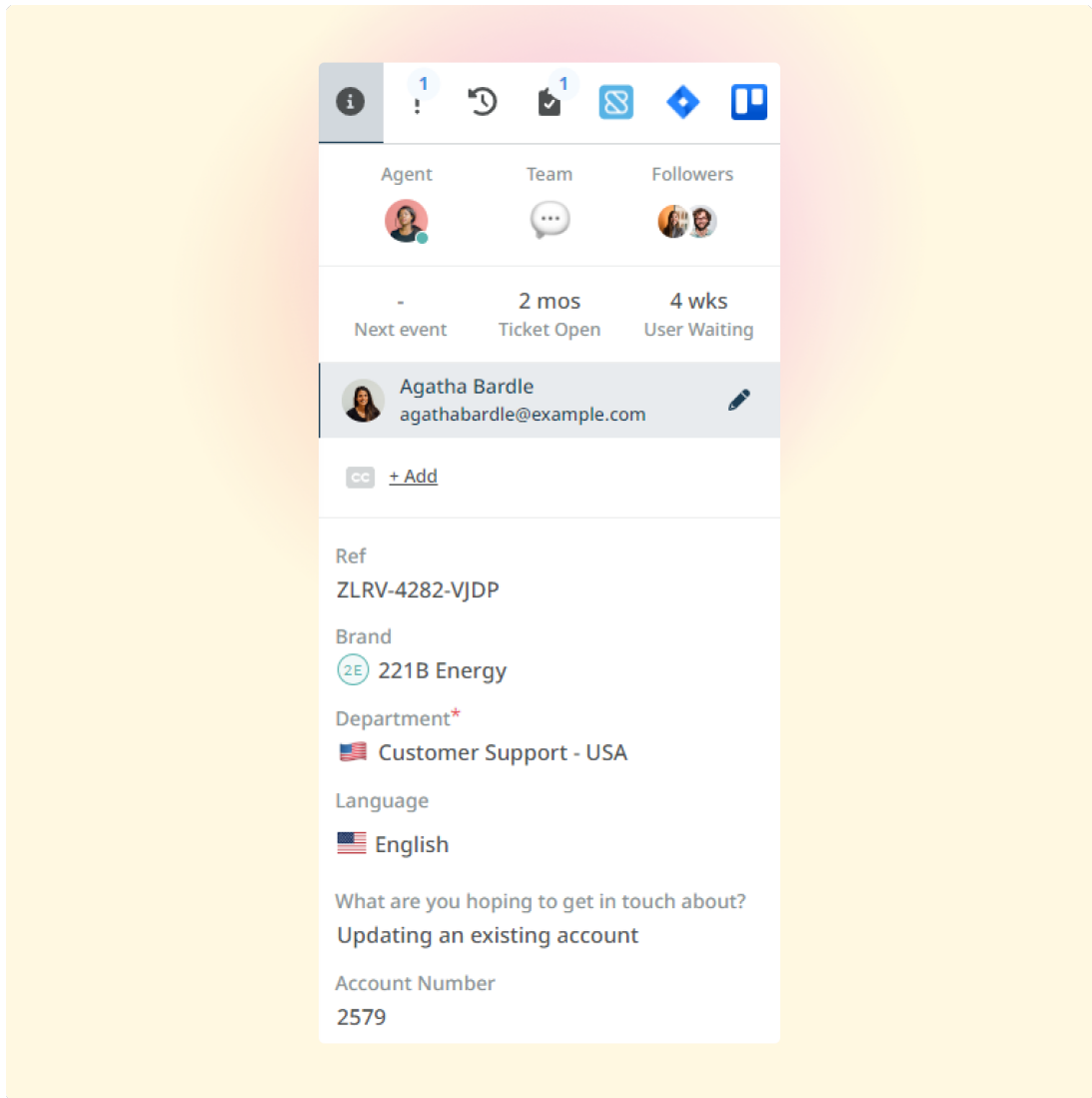
URL fields •

Number fields •

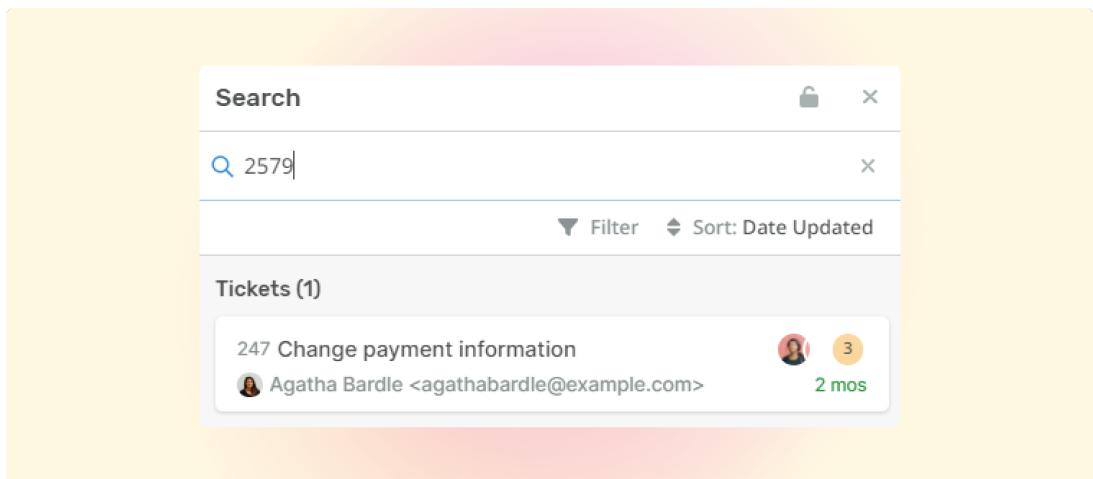
Currency fields •

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:



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