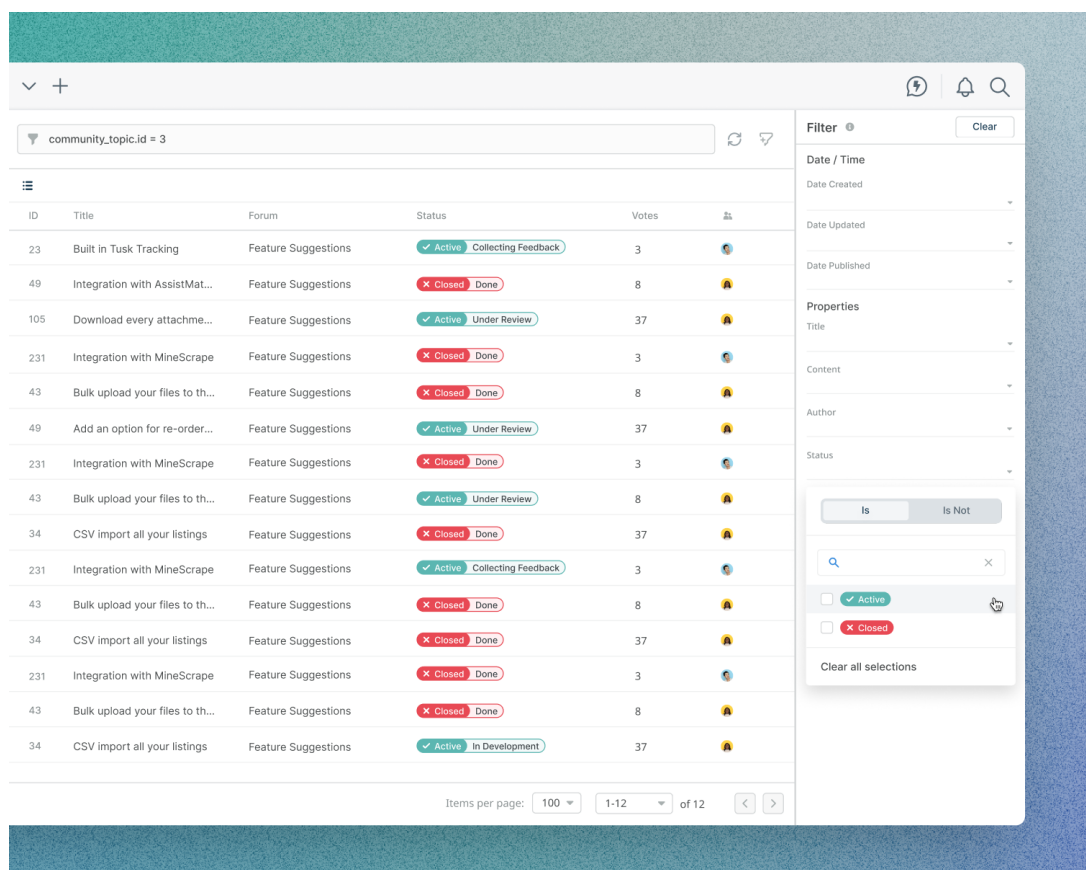


Easily filter your Community Topics with Lists

2024-02-06 - Lara Proud - Kommentare (0) - Product (Agent)

Continuing with our updates on the way you manage and filter your information in the helpdesk, we are introducing the Lists feature to Community.

This enhancement will help broaden Community capabilities by enabling agents to create custom no-code lists of your Community Topics. Agents will be able to form lists with the simple 'is/is not' filtering capabilities already available for Tickets and in the CRM.



The screenshot displays the Deskpro Community Topics interface. On the left, a table lists various topics with columns for ID, Title, Forum, Status, Votes, and a user icon. The status column shows different states like 'Active', 'Collecting Feedback', 'Under Review', 'Closed', and 'Done'. On the right, a 'Filter' sidebar is visible, allowing users to filter topics based on Date / Time (Date Created, Date Updated, Date Published) and Properties (Title, Content, Author, Status). The 'Status' filter is currently active, showing options for 'Active' and 'Closed'.

ID	Title	Forum	Status	Votes	User
23	Built in Task Tracking	Feature Suggestions	Active Collecting Feedback	3	[User Icon]
49	Integration with AssistMat...	Feature Suggestions	Closed Done	8	[User Icon]
105	Download every attachme...	Feature Suggestions	Active Under Review	37	[User Icon]
231	Integration with MineScrape	Feature Suggestions	Closed Done	3	[User Icon]
43	Bulk upload your files to th...	Feature Suggestions	Closed Done	8	[User Icon]
49	Add an option for re-order...	Feature Suggestions	Active Under Review	37	[User Icon]
231	Integration with MineScrape	Feature Suggestions	Closed Done	3	[User Icon]
43	Bulk upload your files to th...	Feature Suggestions	Active Under Review	8	[User Icon]
34	CSV import all your listings	Feature Suggestions	Closed Done	37	[User Icon]
231	Integration with MineScrape	Feature Suggestions	Active Collecting Feedback	3	[User Icon]
43	Bulk upload your files to th...	Feature Suggestions	Closed Done	8	[User Icon]
34	CSV import all your listings	Feature Suggestions	Closed Done	37	[User Icon]
231	Integration with MineScrape	Feature Suggestions	Closed Done	3	[User Icon]
43	Bulk upload your files to th...	Feature Suggestions	Closed Done	8	[User Icon]
34	CSV import all your listings	Feature Suggestions	Active In Development	37	[User Icon]

Agents can create personalized custom lists across the different Community forums, filtering against fields such as Date and Time, Author, Status, and more. Admins can also create lists on a per-team or global basis enabling powerful and efficient management of Community for your teams.