Enable searching for archived tickets

2024-03-06 - Lara Proud - Kommentare (0) - Product (Admin)

Following feedback highlighting the challenge of accessing information in archived tickets, we have implemented a new functionality - Searching Archived Tickets.
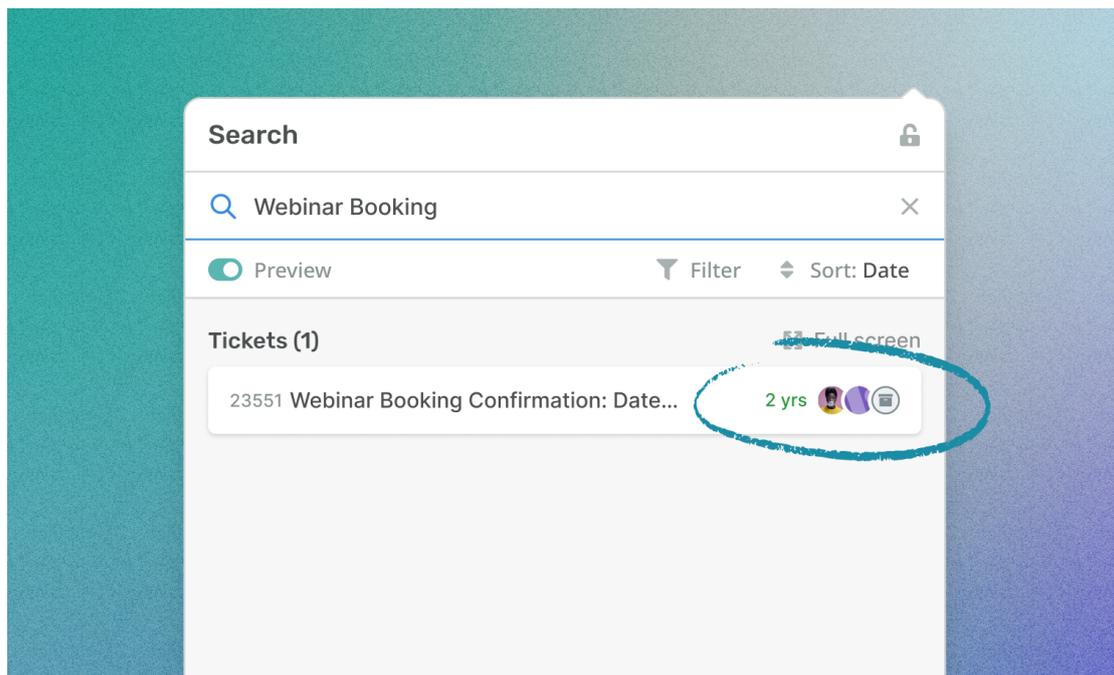
Admins can now choose to enable search functionality for archived tickets within the helpdesk. This enhancement allows agents to easily retrieve archived tickets through Global Search and Ticket Search.

By default, this setting will be disabled. To activate it, navigate to **Admin > Ticket Structure > Statuses**. Select **Archived** and then toggle on the option for **Search Archived Tickets**.

Ticket Count

123
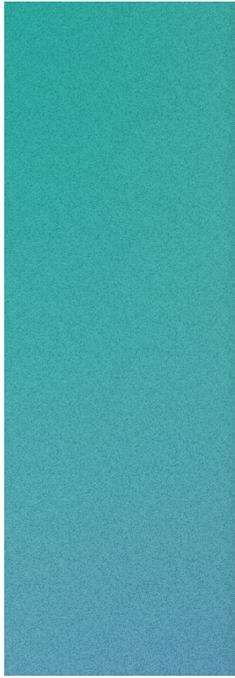
⬤ Enable Archived Status

Auto-Archive

1 Year

After this period, resolved tickets automatically be move to archived.

⬤ Search Archived Tickets

Disabling this setting will remove all archived tickets from the search index. If re-enabled in the future, these tickets will need to be re-indexed.

Reset Search Index

Reset

When archiving is enabled, Deskpro utilizes an optimized search index for improved queue performance.

In cases of helpdesk issues or database problems, it is possible the search index can become misaligned so it may be necessary to reset the search index.

Empowering agents to access past customer interactions without obstacles.