Deskpro

You can now search against custom fields to locate tickets

2022-12-06 - Lara Proud - Σχόλια (0) - Product (Agent)

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.