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## New Feature: Better Search for Users

2014-10-02 - Ben Henley - [Comments \(0\)](#) - [Product](#)

Last month we launched improved search for DeskPRO agents using Elasticsearch technology.

Now we're adding the same powerful search to the user portal.

The new system returns more relevant results, so users will find it much easier to find the help content they need.

Because it's powered by specialist search technology, the results are lightning fast. Your users will see their top matches before they even finish typing.

The screenshot shows the DeskPRO Support Center interface. At the top, there's a blue header with the 'Support Center' logo. Below the header, there's a search bar with the placeholder 'Search for: faster'. To the left of the search bar are two buttons: 'Knowledgebase' (with 'Read help articles') and 'Feedback' (with 'Customer S...'). Below the search bar, there are three main sections: 1) 'Getting lightning-fast search' (Article, General, Tue, 23rd Sep 2014), 2) 'Improved user experience' (Article, Getting Started, Tue, 23rd Sep 2014), and 3) a search result for 'How to make searching your helpdesk feel like searching the web' with a 'Nothing suitable? ...' link and 'Contact Us', 'Submit Feedback', and 'Start Chat' buttons.

If you're a DeskPRO Download customer, don't forget to [set up Elasticsearch](#) and update to the latest DeskPRO version. (As usual, DeskPRO Cloud customers, you don't have to lift a finger - we'll roll out these improvements to you shortly).

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