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## New Feature: Sort Search Results

2014-10-08 - Ben Henley - [Comments \(0\)](#) - [Product](#)

Our [fast, full-text search](#) in the agent interface is now more flexible.

By default, the search function ranks your matches by relevance - but sometimes you'll want to prioritise newer tickets or tickets with recent messages.

Now you can choose how to sort your results: **Best Match**, **Last Activity** or **Date Created**.

The screenshot shows the Desk agent interface. At the top, there is a search bar with the text 'problem'. Below the search bar, a navigation bar includes a magnifying glass icon, a clock icon, a bell icon with a red '3' notification, and a user icon. The main area is titled 'TICKETS' and shows a list of four tickets. Each ticket entry includes a ticket number, a subject, a user icon, an email address, and a status box with a count. The 'Sort by' dropdown menu is open, showing three options: 'Best Match' (disabled), 'Last Activity' (selected and highlighted with a blue border), and 'Date Created'.

Sort by:	Best Match	Last Activity	Date Created
	Disabled	Selected	Normal

TICKETS	
#10	<a href="#">Matching paint</a>
	Useb Bark <user@example.zip>
#13	<a href="#">Serious issue</a>
	Guy Chappie <gc@example.co.uk>
#4	<a href="#">Missing delivery of replacement parts</a>
	Glenda User <gus@example.tv>
<a href="#">View Details</a>	

Awaiting Agent 6   
Awaiting Agent 7   
Awaiting Agent 2   
Awaiting Agent 4

DeskPRO Cloud users, we'll be rolling this out to you automatically. If you're using DeskPRO Download, don't forget you'll need to set up [Elasticsearch](#) to get this feature (as well as our previous search improvements like [full-text search for tickets](#) and [chats](#) in the agent interface, and [better search on the rest of your portal](#)).

If there's something you'd like to be able to do on the portal that we don't yet support, please let us know at [support@deskpro.com](mailto:support@deskpro.com).