New Feature: Sort Search Results
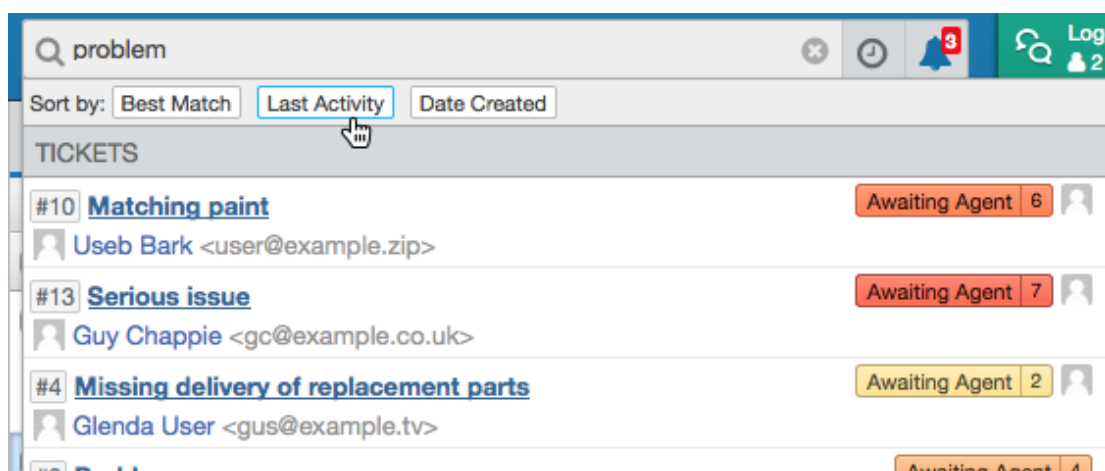
2014-10-08 - Ben Henley - [Comments (0)](#) - [Product](#)

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**.

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.