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New Feature: Ticket Search for Users

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

We know that in many helpdesks, users can have a long ticket history, or even multiple tickets open at once.

So we've extended DeskPRO's fast, full-text search to enable your users to search tickets from the portal.

Now when a repeat user searches the portal, they'll see matches from their complete ticket history: whether open or resolved. Along with your general help content, they'll be able to find solutions your agents gave them, even if it was years ago, meaning fewer repeat tickets for you to deal with.

The screenshot shows a search results page with a header bar containing a home icon, a back arrow, and the search query 'Search for: delivery'. Below this, a large heading says '4 search results'. The results are listed as follows:

- Missing delivery of replacement parts**
✉ Your Tickets 📅 Wed, 8th Jun 2014
- Our delivery policy**
📄 Article 📁 General 📅 Wed, 5th Oct 2010
- Can I still get free delivery?**
✉ Your Tickets 📅 Wed, 5th Oct 2010

And of course, if the user is an [organization manager](#), they can search *all* the tickets for their organization.

The screenshot shows a user profile page for a user named 'Boss'. At the top, there is a search bar with the query 'rebooting' and a 'Search' button. To the left of the search bar is a sidebar with the text 'Us' and 'elp'. The main content area displays a 'Welcome back, Boss' message and a sidebar with the following links:

- 👤 Edit your profile
- ✉ View your 3 tickets
- ✉ View General Eclectic's 8 tickets
- 👤 Log Out

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.