Deskpro

Centro de asistencia > Comunidad > Feature Request > Create an OR function for custom filters

Create an OR function for custom filters Collecting Feedback

- Anónimo
- **Nombre del foro:** #Feature Request

Create an OR function for filters (i.e. create a filter to search for all tickets that are Unassigned or assigned to me)

Comentarios (4)

Stephen Pienaar

9 years ago

The ability to create filters with OR operations will help with a current need we have.

Geraldine Menard

10 years ago

In custom filters, the filter show tickets meeting ALL criteria selected. We would like to have the possibility to have filters showing tickets meeting one criteria OR another or ALL criteria Except this one.

Thomas Dakan

7 years ago

It would be really helpful if it was possible to create custom filters with logical ORs. For example: All tickets assigned to agent X OR all tickets assigned to Team Y.

Christian

4 years ago

This would be a way of adding greater flexibility to filters based on Urgency and Agent assigned.