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Sort by subject Finished

Stefan Behrens •

Forum name: #Feature Request •

The ability to sort tickets by subject

(Comments (۳

Darren Banfi

1 سال پیش

Indeed - This would be great to have, you can sort by nearly every other field apart from Subject. I had automated tickets come in with [COMPUTER-NAME] - needs xxxx - these come in daily - so over a weekend I get two the same, sorting by subject would let me merge them quickly

Amy Acheson

1 سال پیش

!Love this one too! Everything little thing helps to manage the tickets

Lara Proud

5 ماه پیش

This is a great suggestion and we've recently implemented the ability to group and sort ticket queues by ticket subject, this update was announced in the release of Deskpro Horizon 2023.43, you can see the full notes here:

<https://support.deskpro.com/en-US/news/posts/deskpro-horizon-release-202343>