

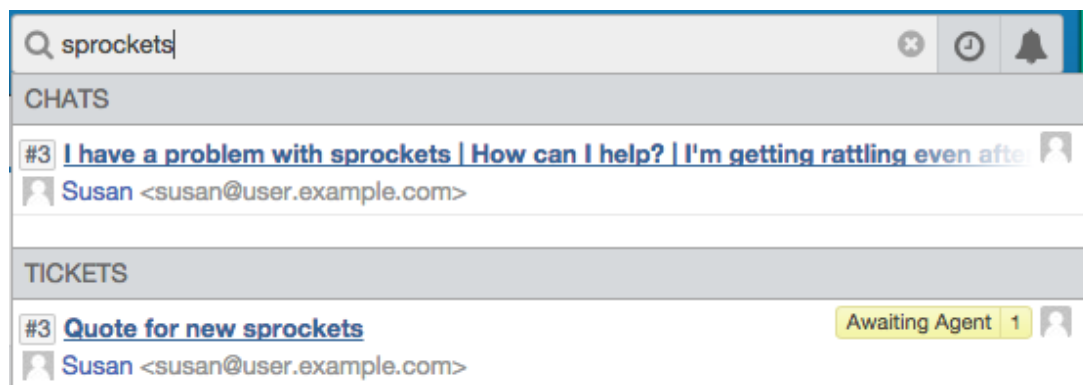
New Feature: Chat Search

Ben Henley - Comment (1) - Product - 2014-10-02

We're pleased to announce that we've further improved DeskPRO's agent interface search. You can now search the full text of all chats with users

This upgrade employs the same specialist search technology we used to add full-text search for ticket messages, so it's lightning-fast and returns smarter results

.Now it's quick and easy for your agents to track down any communication with a user



If you use DeskPRO Download, you'll need to update to the latest DeskPRO version (and make sure you've [set up Elasticsearch](#)) to see this change. (DeskPRO Cloud helpdesks will receive this feature automatically over the next week)

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