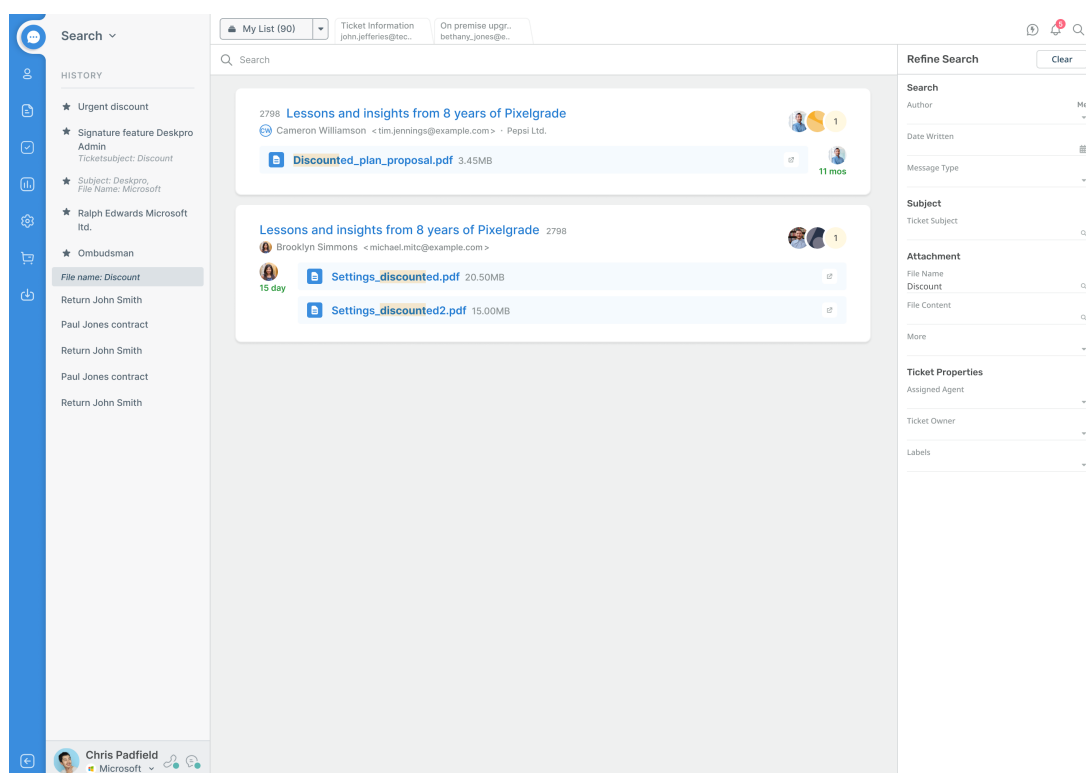


## Refine Ticket Search with a powerful new filtering sidebar

(Lara Proud - Comment (1) - Product (Agent) - 2022-08-30)

We have built a 'Refine Search' filter bar in the Agent interface to enhance the functionality of the Ticket Search feature, which helps you to locate a specific ticket in the helpdesk. This advanced filtering ability will allow Agents to refine searches even further to perform highly .specific ticket searches



:These are the filters you can now refine a Search by, or perform a Search against

**Search:** Ticket Author, Date Written, and Message Type •

**Ticket Subject** •

**Attachment:** File Name, File Content, and File Type •

**Ticket Properties:** Assigned Agent, Ticket Owner, and Labels •

