

Uutiset > Product > Product (Agent) > Refine Ticket Search with a powerful new filtering sidebar

Refine Ticket Search with a powerful new filtering sidebar

2022-08-30 - Lara Proud - Comments (0) - Product (Agent)

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.

6	Search ~	My List (90) → Ticket Information On premise upgr john jeffenes@tec bethanz, jone@e	ନ୍ତି 🖓 ପ
2	HISTORY	Q Search	Refine Search Clear
2 ~	Urgent discount Signature feature Deskpro Admin Ticketsubject: Discount Subject: Deskpro, File Name: Microsoft	2788 Lessons and insights from 8 years of Pixelgrade Image: Comparison of the period of the peri	Search Author Me
ڑھ ات	★ Ralph Edwards Microsoft Itd. ★ Ombudsman File name: Discount	Lessons and insights from 8 years of Pixelgrade 2788 Set 1 Brooklyn Simmons <michael.mit:@example.com> Brookly</michael.mit:@example.com></michael.mit:@example.com></michael.mit:@example.com></michael.mit:@example.com></michael.mit:@example.com></michael.mit:@example.com></michael.mit:@example.com></michael.mit:@example.com></michael.mit:@example.com></michael.mit:@example.com></michael.mit:@example.com></michael.mit:@example.com></michael.mit:@example.com></michael.mit:@example.com></michael.mit:@example.com></michael.mit:@example.com></michael.mit:@example.com></michael.mit:@example.com></michael.mit:@example.com></michael.mit:@example.com></michael.mit:@example.com></michael.mit:@example.com></michael.mit:@example.com></michael.mit:@example.com></michael.mit:@example.com></michael.mit:@example.com></michael.mit:@example.com></michael.mit:@example.com></michael.mit:@example.com></michael.mit:@example.com></michael.mit:@example.com></michael.mit:@example.com></michael.mit:@example.com></michael.mit:@example.com></michael.mit:@example.com></michael.mit:@example.com></michael.mit:@example.com></michael.mit:@example.com></michael.mit:@example.com></michael.mit:@example.com></michael.mit:@example.com></michael.mit:@example.com></michael.mit:@example.com></michael.mit:@example.com></michael.mit:@example.com>	Ticket Subject
ዋ	Return John Smith Paul Jones contract	Settings_discounted2.pdf 15.00MB	Discount Q. File Content Q. More
	Return John Smith Paul Jones contract Return John Smith		Ticket Properties Assigned Agent Ticket Owner
			Labels
C	Chris Padfield Microsoft		

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