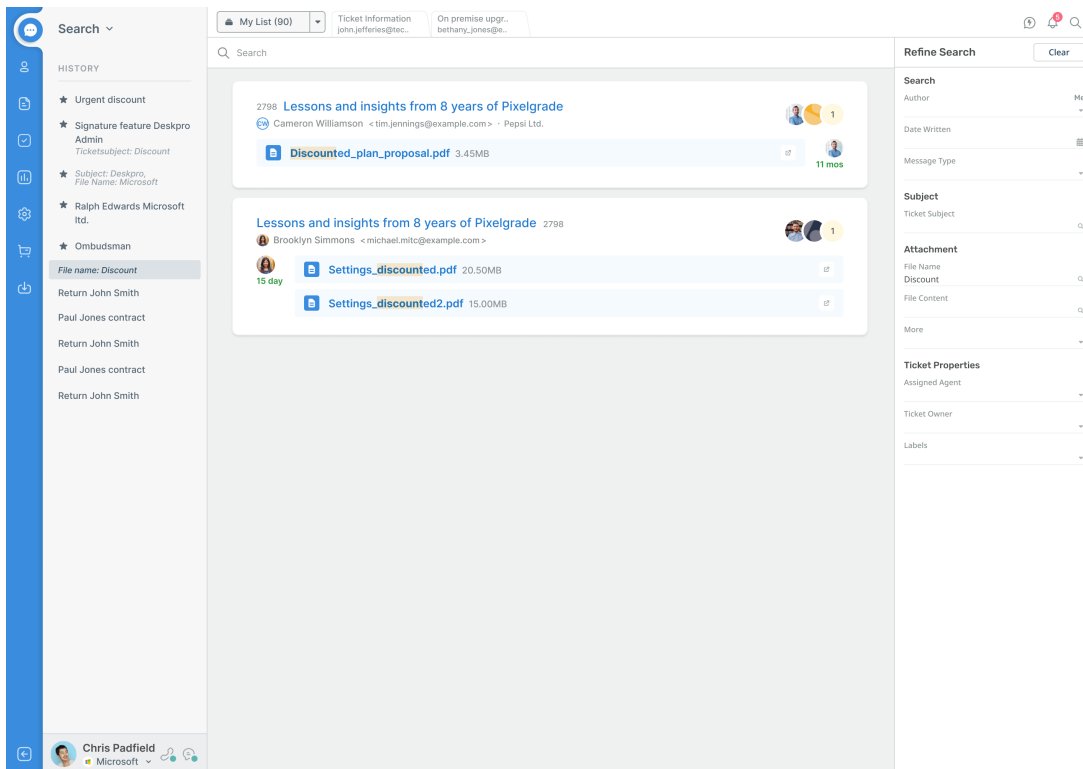


Refine Ticket Search with a powerful new filtering sidebar

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.



The screenshot displays the Deskpro Agent interface. On the left is a 'Search' sidebar with a 'HISTORY' section listing various search results. The main area shows a list of tickets, including one titled 'Lessons and insights from 8 years of Pixelgrade' with an attachment 'Discounted_plan_proposal.pdf'. On the right is a 'Refine Search' sidebar with filters for Author, Date Written, Message Type, Subject, Attachment, and Ticket Properties.

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

