

Enable searching for archived tickets

2024-03-06 - Lara Proud - Commentaire (1) - Product (Admin)

Following feedback highlighting the challenge of accessing information in archived tickets, we have implemented a new functionality - Searching Archived Tickets.



Admins can now choose to enable search functionality for archived tickets within the helpdesk. This enhancement allows agents to easily retrieve archived tickets through Global Search and Ticket Search.

By default, this setting will be disabled. To activate it, navigate to **Admin > Ticket Structure > Statuses**. Select **Archived** and then toggle on the option for **Search Archived Tickets**.



Empowering agents to access past customer interactions without obstacles.