# New Feature: Sort Past Tickets From CRM Records

2014-08-11 - Ben Henley - Commentaire (1) - Product

The DeskPRO CRM app is designed to make it easy to keep track of your helpdesk's past interactions with users and organizations.

You could already see a list of past tickets for a user. Now you can **sort past tickets from user CRM records**, making it much easier to find the right ticket - even if you're looking at a long-standing customer with dozens or hundreds of tickets.
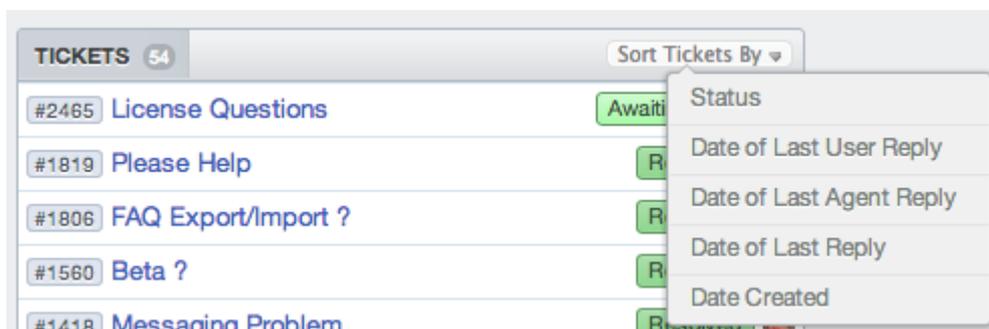
When you remember that this user had the exact same problem last summer, or you need to quickly find their five unresolved tickets out of 100, the new sorting function is there to help.