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Ability to see if a ticket has an attachment directly on the ticket overview Finished

- Malou
- **Forum name:** #Feature Request

It would be perfect if you could see if a ticket has an attachment directly on the ticket overiview.

Comments (2)

Mahmoud Sheikhian

8 years ago

I was try to find a ticket but I could only remember that the ticket has attachment and when I clicked to see all ticket of that customer I saw more than 20 ticket and to find my ticket I had to open all of them, but if we had this 'attachment icon' I could find it much faster.

Lara Proud

4 months ago

Although there isn't currently an attachment icon in the ticket queue view, Deskpro's Ticket Search feature allows you to search for tickets based on Message Attachments. This makes locating tickets with attachments much simpler. You can also use the filter panel on the right-hand side of the Ticket Search interface which lets you refine the search based on file name or file extension format. You can read more about Ticket Search in our guide:

https://support.deskpro.com/en-US/guides/agent-guide-1/ticket-search