

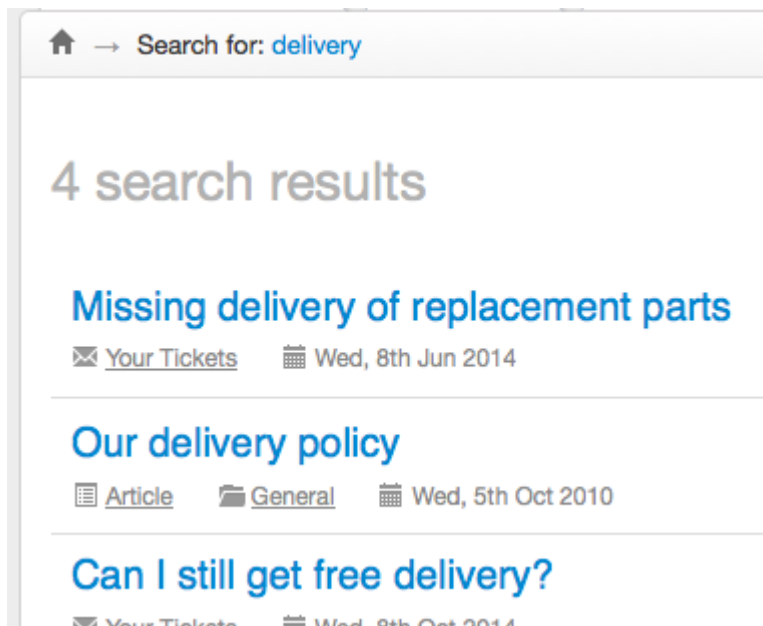
New Feature: Ticket Search for Users

2014-10-08 - Ben Henley - Comments (0) - Product

We know that in many helpdesks, users can have a long ticket history, or even multiple tickets open at once.

So we've extended DeskPRO's fast, full-text search to enable your users to search tickets from the portal.

Now when a repeat user searches the portal, they'll see matches from their complete ticket history: whether open or resolved. Along with your general help content, they'll be able to find solutions your agents gave them, even if it was years ago, meaning fewer repeat tickets for you to deal with.



The screenshot shows a search interface with a search bar containing the text "Search for: delivery". Below the search bar, it displays "4 search results". The first result is "Missing delivery of replacement parts" with a "Your Tickets" icon and a date of "Wed, 8th Jun 2014". The second result is "Our delivery policy" with an "Article" icon, a "General" folder icon, and a date of "Wed, 5th Oct 2010". The third result is "Can I still get free delivery?" with a "Your Tickets" icon and a date of "Wed, 8th Oct 2014".

And of course, if the user is an [organization manager](#), they can search *all* the tickets for their organization.



DeskPRO Cloud users, we'll be rolling this out to you automatically. If you're using DeskPRO Download, don't forget you'll need to set up [Elasticsearch](#) to get this feature (as well as our previous search improvements like [full-text search for tickets](#) and [chats](#) in the agent interface, and [better search on the rest of your portal](#)).

If there's something you'd like to be able to do on the portal that we don't yet support, please let us know at support@deskpro.com.