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Add more filtering options for tickets in the user portal e.g. date filters Finished

- Hasan Hüseyin Gençer
- **Forum name:** #Feature Request

Often if a client has logged many tickets, it can take a long time for them to find specific tickets within the user portal. We'd like there to be a date filtering option to make it easier for users to search for tickets.

Comments (2)

Hasan Hüseyin Gençer

5 years ago

Any update on this?

Lara Proud

9 months ago

We're pleased to share that we have added improved filtering options for Users to manage their Tickets on the Help Center. By default, when a User accesses the My Tickets area of the Help Center, their tickets will be separated into three different statuses: - You need to respond - Tickets that require a User's action or reply - We will respond - Tickets that require an Agent's action or reply - Resolved - Tickets which have been resolved by either the User or Agent At the top of each section, the number of tickets per status will be displayed. Users can then sort tickets by using the arrow icon at the top of the column, in this instance, they would use Date Created to help them find the ticket they need to access. Users can also use the search bar at the top of this view to locate tickets more easily.