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Refine Ticket Search with a powerful new filtering sidebar

2022-08-30 - Lara Proud - Comments (0) - Product (Agent)

We have built a 'Refine Search' filter bar in the Agent interface to enhance the functionality of the Ticket Search feature, which helps you to locate a specific ticket in the helpdesk. This advanced filtering ability will allow Agents to refine searches even further to perform highly specific ticket searches.

6	Search ~	▲ My List (90) → Ticket Information On premise upgr john jeffenise@tecbethany_ionse@e	🖲 🏠 Q
8	HISTORY	Q Search	Refine Search Clear
	Urgent discount Gignature feature Deskpro Admin Ticketsubject: Discount Guigert: Deskpro, File Name: Microsoft	2789 Lessons and insights from 8 years of Pixelgrade Image: Cameron Williamson < timijerinings@example.com> - Pepsi Ltd. Image: Cameron Williamson < timijerinings@example.com> - Pepsi Ltd. Image: Cameron Williamson < timijerinings@example.com> - Pepsi Ltd. Image: Discounted_plan_proposal.pdf 3.45MB Image: Cameron Williamson < timijerinings@example.com> - Pepsi Ltd.	Search Author Me Date Written Message Type
G L	 ★ Ralph Edwards Microsoft Itd. ★ Ombudsman File name: Discount Return John Smith 	Lessons and insights from 8 years of Pixelgrade 2798 Image: Comparison of Comparis	Subject Ticket Subject Q Attachment File Name Discount Q File Content
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These are the filters you can now refine a Search by, or perform a Search against:

- Search: Ticket Author, Date Written, and Message Type
- Ticket Subject
- Attachment: File Name, File Content, and File Type
- Ticket Properties: Assigned Agent, Ticket Owner, and Labels