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Advanced Search for Followers and OR Function Collecting Feedback



- Steve, Lam Hang
- **Fórum neve:** #Feature Request

Just wondering if there are any plans to implement:

- 1 - Search for Followers
- 2 - Add OR function for multiple field selections

The screenshot displays a ticket management interface. At the top, there is a header with 'TICKETS', a search bar, and a notification for '0 TICKETS'. Below the header, the interface is divided into several sections:

- Status:** A dropdown menu showing 'Awaiting Agent, Awaiting User'.
- Agent:** A text field containing 'Jean Emmanuel Pierre, Martin Denis'.
- Fields:** A section with several empty input fields, each with a gear icon for settings.
- Subject:** An empty input field with a gear icon.
- Message:** An empty input field with a gear icon.
- User:** An empty input field with a gear icon.
- Organization:** An empty input field with a gear icon.
- Dates & Times:** An empty input field with a gear icon.
- Linked community topics:** An empty input field with a gear icon.

The main area of the interface is a search filter configuration panel. It includes the following elements:

- Ordered by:** A dropdown menu set to 'Date Created'.
- grouped by:** A dropdown menu set to 'None'.
- 0 selected:** A checkbox indicating the current selection state.
- Brand:** A dropdown menu set to 'is' followed by an empty input field.
- Department:** A dropdown menu set to 'is' followed by an empty input field.
- Product:** A dropdown menu set to 'is' followed by an empty input field.
- Workflow:** A dropdown menu set to 'is' followed by an empty input field.
- Help Desk Incident Type:** A dropdown menu set to 'is' followed by an empty input field.
- AND:** A logical connector between two filter rows.
- Software:** A category label with a dropdown arrow.
- In-House App:** A sub-category label with a dropdown arrow.
- ConneXt:** A sub-category label with a dropdown arrow.
- Bug:** A sub-category label with a dropdown arrow.
- Training:** A sub-category label with a dropdown arrow.

A callout box with a blue border and a white background is positioned over the 'Help Desk Incident Type' filter. It contains the text: 'Would like to search for multiple of the same categories'.

(1) megjegyzés



**Fusako Iwaya**

5 éve

Can you add the option to OR search text items in advanced ticket search?