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New Feature: Sort Search Results

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

Our <u>fast, full-text search</u> in the agent interface is now more flexible.

By default, the search function ranks your matches by relevance - but sometimes you'll want to prioritise newer tickets or tickets with recent messages.

Now you can choose how to sort your results: **Best Match**, **Last Activity** or **Date Created**.

Q problem	Θ	9	1	fa.	Logg
Sort by: Best Match Last Activity Date Created					
TICKETS					
#10 Matching paint		Awa	aiting Age	ent 6	8
Useb Bark <user@example.zip></user@example.zip>					_
#13 Serious issue		Awa	aiting Age	ent 7	8
Guy Chappie <gc@example.co.uk></gc@example.co.uk>					
#4 Missing delivery of replacement parts		Awa	aiting Age	ent 2	8
Glenda User <gus@example.tv></gus@example.tv>					
#2 Dechlore		6	Awaiting	Agent	4

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 <u>Elasticsearch</u> to get this feature (as well as our previous search improvements like <u>full-text search for tickets</u> and <u>chats</u> in the agent interface, and <u>better search on the rest of your portal</u>).

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.