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You can now clear your Ticket Search History

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

We've added the ability for you to quickly and easily clear your Ticket Search History by adding a 'Delete All' function.

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8	Queues	^
E	Lists	^
	Search	^
(1,	🖉 New Search	
ණ	STARRED	^
	* Discount	
\$	★ Referrals	
	HISTORY Darlene Robertson 2	Delete All 019 Jan
	Return John Smith	
	Paul Jones contract	
	Contract expired	
	Problems (3)	^

You will now be able to clear your search history by clicking the Recycling Bin icon next to the History header.

This new feature reduces the need for you to manually remove search entries and helps keep your Navigation Panel decluttered to provide a calmer and more user-friendly navigation experience in the helpdesk.