

New Feature: Better Search for Users

2014-10-02 - Ben Henley - Comments (0) - Product

Last month we launched improved search for DeskPRO agents using Elasticsearch technology.

Now we're adding the same powerful search to the user portal.

The new system returns more relevant results, so users will find it much easier to find the help content they need.

Because it's powered by specialist search technology, the results are lightning fast. Your users will see their top matches before they even finish typing.



If you're a DeskPRO Download customer, don't forget to [set up Elasticsearch](#) and update to the latest DeskPRO version. (As usual, DeskPRO Cloud customers, you don't have to lift a finger - we'll roll out these improvements to you shortly).

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