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Create an OR function for custom filters Collecting Feedback

- Anonymous
- **Forum name:** #Feature Request

Create an OR function for filters (i.e. create a filter to search for all tickets that are Unassigned or assigned to me)

Comments (4)

Stephen Pienaar

há 9 anos

The ability to create filters with OR operations will help with a current need we have.

Geraldine Menard

há 10 anos

In custom filters, the filter show tickets meeting ALL criteria selected. We would like to have the possibility to have filters showing tickets meeting one criteria OR another or ALL criteria Except this one.

Thomas Dakan

há 7 anos

It would be really helpful if it was possible to create custom filters with logical ORs. For example: All tickets assigned to agent X OR all tickets assigned to Team Y.

Christian

há 3 anos

This would be a way of adding greater flexibility to filters based on Urgency and Agent assigned.