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## Refine Ticket Search with a powerful new filtering sidebar

2022-08-30 - Lara Proud - Comment (1) - Product (Agent)

We have built a 'Refine Search' filter bar in the Agent interface to enhance the functionality of the Ticket Search feature, which helps you to locate a specific ticket in the helpdesk. This advanced filtering ability will allow Agents to refine searches even further to perform highly specific ticket searches.

6	Search ~	My List (90)     Ticket Information john jefferise@rec.     Def hary_jones@e.	🕑 🥠 Q
2	HISTORY	Q Search	Refine Search Clear
	Urgent discount  Gigenture feature Deskpro Admin Ticketsubject: Discount Guident: Deskpro, File Name: Microsoft	2788 Lessons and insights from 8 years of Pixelgrade       Image: Constraint of the provided and the p	Search Author Me Date Written Message Type Subject
ि वि	Raiph Edwards Microsoft Itd.     Ombudsman     File name: Discount     Return John Smith     Paul Jones contract     Return John Smith     Paul Jones contract     Return John Smith	Lessons and insights from 8 years of Pixelgrade 2798 (Instruments - michael mittelgewample.com > (Instruments	Ticket Subject a, Attachment File Name Discount a, File Content a, More Ticket Properties Assigned Agent
			Ticket Owner Labets
۲	Chris Padfield		

These are the filters you can now refine a Search by, or perform a Search against:

- Search: Ticket Author, Date Written, and Message Type
- Ticket Subject
- Attachment: File Name, File Content, and File Type
- Ticket Properties: Assigned Agent, Ticket Owner, and Labels