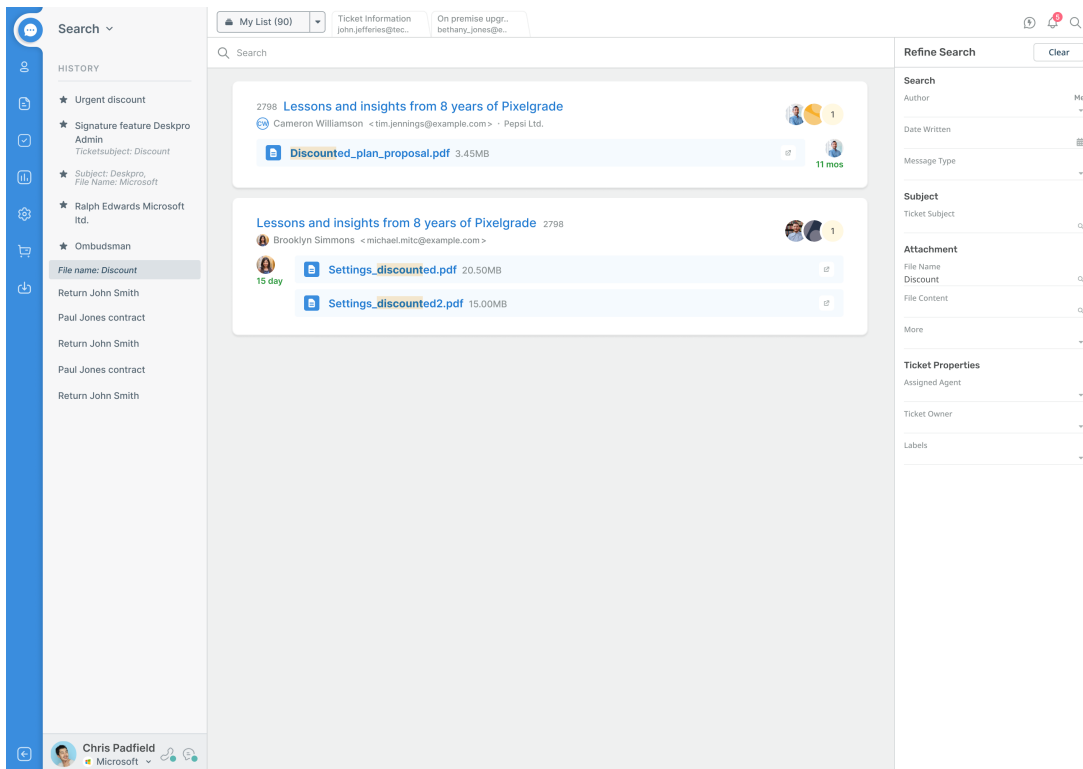


Refine Ticket Search with a powerful new filtering sidebar

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.



The screenshot displays the Deskpro Agent interface. On the left is a 'Search' sidebar with a 'HISTORY' section listing various search terms like 'Urgent discount', 'Signature feature Deskpro Admin', and 'Subject: Deskpro, File Name: Microsoft'. The main area shows search results for 'Lessons and insights from 8 years of Pixelgrade'. Two results are visible: one from Cameron Williamson (Pepsi Ltd.) with a 3.45MB PDF attachment 'Discounted_plan_proposal.pdf', and another from Brooklyn Simmons (example.com) with two PDF attachments: 'Settings_discounted.pdf' (20.50MB) and 'Settings_discounted2.pdf' (15.00MB). On the right, a 'Refine Search' sidebar is open, showing filters for 'Search' (Author, Date Written, Message Type), 'Subject' (Ticket Subject), 'Attachment' (File Name, Discount, File Content), and 'Ticket Properties' (Assigned Agent, Ticket Owner, Labels).

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

