Deskpro

New Feature: Sort Search Results

2014-10-08 - Ben Henley - Comments (0) - Product

Our fast, full-text search in the agent interface is now more flexible.

By default, the search function ranks your matches by relevance - but sometimes you'll want to prioritise newer tickets or tickets with recent messages.

Now you can choose how to sort your results: **Best Match**, **Last Activity** or **Date Created**.
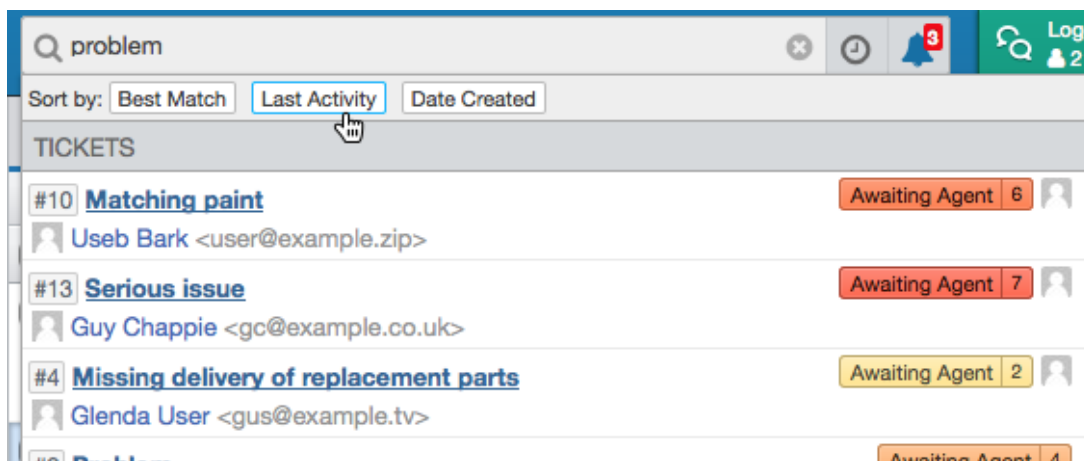
DeskPRO Cloud users, we'll be rolling this out to you automatically. If you're using DeskPRO Download, don't forget you'll need to set up Elasticsearch to get this feature (as well as our previous search improvements like full-text search for tickets and chats in the agent interface, and better search on the rest of your portal).

If there's something you'd like to be able to do on the portal that we don't yet support, please let us know at support@deskpro.com.