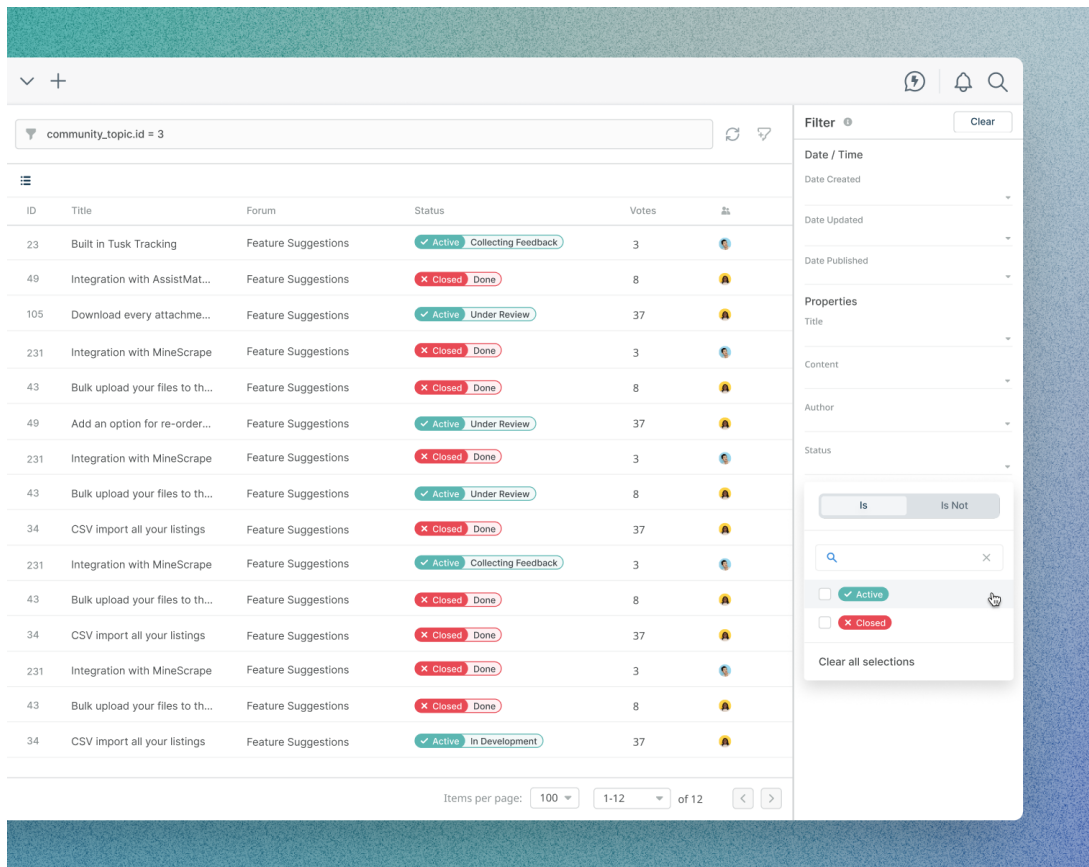


Easily filter your Community Topics with Lists

2024-02-06 - Lara Proud - Comments (0) - Product (Agent)

Continuing with our updates on the way you manage and filter your information in the helpdesk, we are introducing the Lists feature to Community.

This enhancement will help broaden Community capabilities by enabling agents to create custom no-code lists of your Community Topics. Agents will be able to form lists with the simple 'is/is not' filtering capabilities already available for Tickets and in the CRM.



The screenshot displays the Deskpro interface for managing community topics. A table lists various topics with columns for ID, Title, Forum, Status, Votes, and a user icon. The status column includes labels like 'Active', 'Collecting Feedback', 'Under Review', 'Closed', and 'Done'. A sidebar on the right provides a 'Filter' panel with options for 'Date / Time' (Date Created, Date Updated, Date Published) and 'Properties' (Title, Content, Author, Status). The 'Status' filter is currently active, showing 'Active' and 'Closed' options. A search bar and 'Clear all selections' button are also visible in the filter panel. At the bottom of the table, there is a pagination control showing 'Items per page: 100' and '1-12 of 12'.

ID	Title	Forum	Status	Votes	
23	Built in Tusk Tracking	Feature Suggestions	Active Collecting Feedback	3	
49	Integration with AssistMat...	Feature Suggestions	Closed Done	8	
105	Download every attachme...	Feature Suggestions	Active Under Review	37	
231	Integration with MineScrape	Feature Suggestions	Closed Done	3	
43	Bulk upload your files to th...	Feature Suggestions	Closed Done	8	
49	Add an option for re-order...	Feature Suggestions	Active Under Review	37	
231	Integration with MineScrape	Feature Suggestions	Closed Done	3	
43	Bulk upload your files to th...	Feature Suggestions	Active Under Review	8	
34	CSV import all your listings	Feature Suggestions	Closed Done	37	
231	Integration with MineScrape	Feature Suggestions	Active Collecting Feedback	3	
43	Bulk upload your files to th...	Feature Suggestions	Closed Done	8	
34	CSV import all your listings	Feature Suggestions	Closed Done	37	
231	Integration with MineScrape	Feature Suggestions	Closed Done	3	
43	Bulk upload your files to th...	Feature Suggestions	Closed Done	8	
34	CSV import all your listings	Feature Suggestions	Active In Development	37	

Agents can create personalized custom lists across the different Community forums, filtering against fields such as Date and Time, Author, Status, and more. Admins can also create lists on a per-team or global basis enabling powerful and efficient management of Community for your teams.