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Refine Ticket Search with a powerful new filtering sidebar

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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 Dynamics 365 Agent interface. On the left is a navigation sidebar with a 'Search' dropdown and a 'HISTORY' section listing recent search terms like 'Urgent discount' and 'Signature feature Deskpro Admin'. The main area shows search results for a ticket titled 'Lessons and insights from 8 years of Pixelgrade' with two attachments: 'Discounted_plan_proposal.pdf' (3.45MB) and 'Settings_discounted.pdf' (20.50MB). On the right, a 'Refine Search' sidebar is open, showing filter categories: Search (Author, Date Written, Message Type), Subject (Ticket Subject), Attachment (File Name, 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