User Portal Search by Ticket ID Finished

- Rudy
- **Forum name:** #Feature Request

Recently, we referenced on an invoice a Ticket ID in our help desk system that had a lot of billing information associated with it. However, when our client went to go and look and enter the ticket ID on the bill, Deskpro search did not return any results. I e-mailed support and they said open a new feature request. I think the User Portal should be able to search by ticket ID (not necessary display all the Ticket ID Numbers in front of the case, but at least search when necessary). Hopefully other Deskpro customers will feel like we do too.

Comment (1)

Lara Proud

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Hi Rudy, users can now search using the Ticket ID or Ref Code in their My Tickets area to return the ticket they are looking for. This was changed to make it easier for users to find specific tickets from the Help Center.