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User Ticket Search Functionality in User Interface Finished

- Lenny LaRose
- **Forum name:** #Feature Request

1.) Please include the Ticket Number in the Search Results.<br /><br /> 2.) The TICKETS section, in search results, shows both OPEN and RESOLVED tickets, which are not shown in their respective categories.<br /><br /> 3. Please provide capability to search on Ticket Number or Keyword, as is possible in the Agent Interface.<br /><br /> 4. When searching on Category or Last Reply, please show those fields in the search results, and add status (OPEN, RESOLVED) as a filter as well.

Comments (3)

**Raul Lopez**

pre 9 godina

It is really urgent for us that customer can use the search of tickets. No one is interested in that option?

**Chris Padfield**

pre 9 godina

It's coming very soon :)

**Chris Padfield**

pre 9 godina

This feature has been released. The plan is to launch on cloud services on Monday.