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Refine Ticket Search with a powerful new filtering sidebar

2022-08-30 - Lara Proud - Comments (0) - Product (Agent)

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.

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2	HISTORY	Q Search	Refine Search Clear
	Urgent discount Signature feature Deskpro Admin Tricketsubject: Discount Subject: Coskpro. File Name: Microsoft Ralph Edwards Microsoft Id.	2798 Lessons and insights from 8 years of Pixelgrade Image: Second s	Search Author Me Date Written Message Type Subject Ticket Subject
रू च	★ Ombudsman File name: Discount Return John Smith	Lessons and insights from 8 years of Pixelgrade 2798 Image: Comparison of the comparison of	Q. Attachment File Name Discount Q.
	Paul Jones contract Return John Smith	Settings_discounted2.pdf 15.00MB	File Content Q. More
	Paul Jones contract Return John Smith		Ticket Properties Assigned Agent Ticket Owner
			Labels
¢	Chris Padfield Microsoft 🗸 🖓 🚱		

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