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You can now search against custom fields to locate tickets

2022-12-06 - Lara Proud - Comments (0) - Product (Agent)

Our Global Search app now supports searching against your helpdesk's ticket custom fields, making it easier to locate specific tickets in the helpdesk when using the search functionality.

We have added the ability to run searches against ticket custom fields, including:

- Single-line text fields
- Multi-line text fields
- URL fields
- Number fields
- Currency fields

If you've added information to one of these custom field types, you will be able to locate a ticket by searching for the field's content.

In this example, the ticket contains the custom ticket field **Account Number** that is 2579:

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- 2 mos 4 wks Next event Ticket Open User Waiting Agatha Bardle agathabardle@example.com Agatha Bardle agathabardle@example.com •<
Next event Ticket Open User Waiting Agatha agatha agatha
 agathabardle@example.com agathabardle@example.com ± Add Ref ZLRV-4282-VJDP Brand 2E 221B Energy Department* Customer Support - USA Language English What are you hoping to get in touch about?
Ref ZLRV-4282-VJDP Brand @E 221B Energy Department* Image Customer Support - USA Language Image English What are you hoping to get in touch about?
ZLRV-4282-VJDP Brand (2E) 221B Energy Department* Customer Support - USA Language English What are you hoping to get in touch about?
Brand (2E) 221B Energy Department* Customer Support - USA Language English What are you hoping to get in touch about?
 221B Energy Department* Customer Support - USA Language English What are you hoping to get in touch about?
Department* Customer Support - USA Language English What are you hoping to get in touch about?
Customer Support - USA Language English What are you hoping to get in touch about?
Language English What are you hoping to get in touch about?
English What are you hoping to get in touch about?
What are you hoping to get in touch about?
Updating an existing account
Account Number
2579

When using Global Search, entering 2579 returns the ticket that references the **Account Number** custom ticket field in the ticket properties:

Search Q 2579 X Tickets (1) 247 Change payment information Q 3 Agatha Bardle <agathabardle@example.com> 2 mos</agathabardle@example.com>
 Filter \$ Sort: Date Updated Tickets (1) 247 Change payment information 3
Tickets (1) 247 Change payment information (3)
247 Change payment information (2) (3)
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We added this to make locating specific tickets with the Global Search app easier, increasing the feature's usefulness.

On-Premise Customers will need to repopulate their Elasticsearch Index after

upgrading.