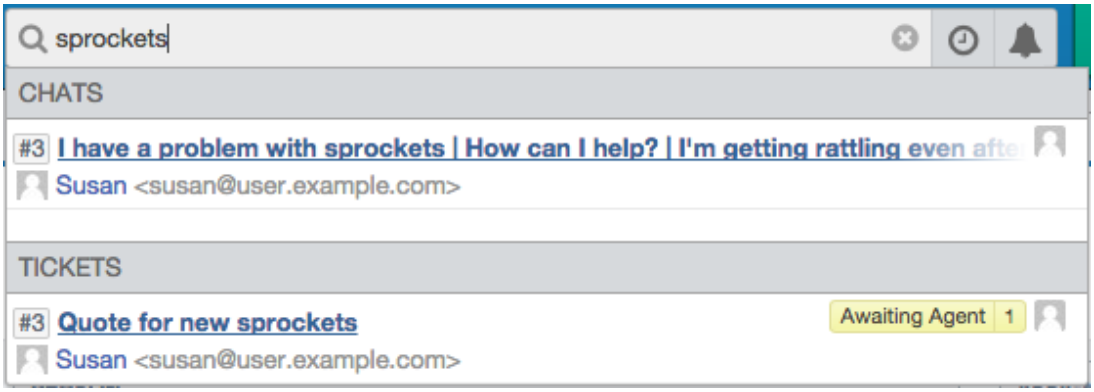
New Feature: Chat Search

2014-10-02 - Ben Henley - Comments (0) - Product

We're pleased to announce that we've further improved DeskPRO's agent interface search. You can now search the full text of all chats with users.

This upgrade employs the same specialist search technology we used to add full-text search for ticket messages, so it's lightning-fast and returns smarter results.

Now it's quick and easy for your agents to track down any communication with a user.



If you use DeskPRO Download, you'll need to update to the latest DeskPRO version (and make sure you've set up Elasticsearch) to see this change. (DeskPRO Cloud helpdesks will receive this feature automatically over the next week).

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