

Self Service 3.0 ticket search

[Timothy Hill's Blog](#),

In Self Service 3.0 you cannot simply search for an existing ticket. It would be great if the search results include submitted tickets next to Related Knowledge and Service request.

Currently the sorting under myactivity is done based on last modify date, but as customer has no easy way to search for submitted tickets, nor do we the option to sort based on column headers etc. I see ticket number and description, that it.

Please add the search and filter option in Self Service 3.0.