

Ticket property keywords for Ticket Search

You can search on the following ticket properties:

Keyword	Description
Ticket ID	<p>There isn't a property keyword for the ticket ID. Instead, you simply search for the ticket by its ID number in the following format:</p> <div style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p style="text-align: center;">233</p> </div>
created	<p>The date, or date and time, the ticket was created. Enter date in yyyy-mm-dd format.</p> <div style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p style="text-align: center;">created:2021-05-01</p> </div> <p>Search within a date or time range. Enter times using ISO 8601 syntax. For example, to search for a ticket created between 10:30 a.m. and 12 p.m. (UTC) on May 1, 2021:</p> <div style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p style="text-align: center;">created>2021-05-01T10:30:00Z created<2021-05-01T12:00:00Z</p> </div>
updated	<p>The date of the most recent ticket update.</p> <div style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p style="text-align: center;">updated>2021-05-15</p> </div>
solved	<p>The date the ticket was set to solved.</p> <div style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p style="text-align: center;">solved<2021-06-01</p> </div>
requester	<p>The ticket requester. You can specify "none", "me", user name (full name or partial), email address, user ID, or phone number.</p> <div style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p style="text-align: center;">requester:amy@mondocam.com</p> </div>
subject	<p>The text in the ticket's subject.</p> <div style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p style="text-align: center;">subject:"upgrade account"</p> </div>

description	<p>The text in the ticket's description and comments.</p> <pre>description: defective</pre>
commenter	<p>People who have added comments to tickets. You can specify "none", "me", user name (full name or partial), email address, user ID, or phone number.</p> <pre>commenter: "Mike"</pre>
cc	<p>People who have been CC'd on tickets. You can specify "none", "me", user name (full name or partial), email address, user ID, or phone number.</p> <pre>cc: amanda@mondocam.com</pre>
has_attachment	<p>Search for all tickets with or without attachments using <code>true</code> or <code>false</code>.</p> <p>To search for tickets with attachments:</p> <pre>has_attachment: true</pre> <p>To search for all tickets without attachments:</p> <pre>has_attachment: false</pre>
form	<p>Search for all tickets created with a particular ticket form.</p> <p>If the name of the ticket form includes multiple words, use quotation marks. For example:</p> <pre>form: "Technical Support"</pre> <p>If the name of the ticket form is a single word, you don't have to use the quotation marks. For example:</p> <pre>form: Colocation</pre>