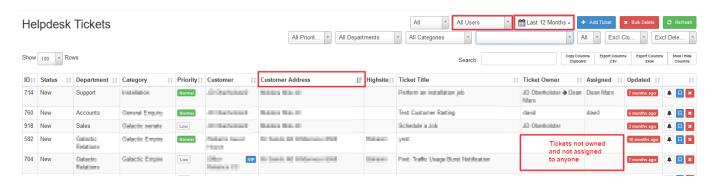Changes to helpdesk ticket default list view includes:

1. There is a user filter on helpdesk ticket list view which remembers the last user selected. The default user is "All Users", but once support staff chooses his/her username in the dropdown the system will remember the choice.
2. All users will see unassigned tickets (tickets not owned and not assigned to anyone) as well, otherwise no one will ever see those tickets. Filter by your own helpdesk department to see only unassigned tickets in your department.
3. On the Helpdesk ticket list a hidden customer address field was added, so that it is possible to search by address.
4. Added a date range filter to the helpdesk ticket list. The default date range is the last 12 months

This feature is only available on HeroTill version v1.21.09 onwards.