

## Improved Global Search Capabilities

([Product \(Agent\)](#) - [تعليقات \(0\)](#) - Lara Proud - 2023-02-07

Searching more efficiently to find what you are looking for is one of the most valuable aspects of a helpdesk. Deskpro now supports searching for **Tickets**, **Users**, and **Organizations** using **Labels** as a filter in the Global Search app.

[Labels](#) are tags you can apply to tickets, users, and organizations to categorize them.

### Booking Confirmed

 324 | [Billing](#) × | [+ Add](#)

The Global Search bar will now suggest any Labels in your helpdesk that match your search query so you can select it as a filter. Making it even easier to locate the ticket, user, or organization you're looking for.

Search

Billing

Billing

Billing Confirmation

Billing Query

Filter

Sort: Date

Organizations (1)

BL

Billing Ltd

7

49

Users (1)

CS

Simon Christy · 

BL

 Billing Ltd (Key Agent)

bill.sanders@billingltd.com

7

Tickets (3)

647 Invoice Inquiry

BS

Brooklyn Simmons <brooklyn.simmons@example.com>

3 hrs

324 Booking Confirmed

AD

Andy Dellington <andy.dellington@example.com>

2 days

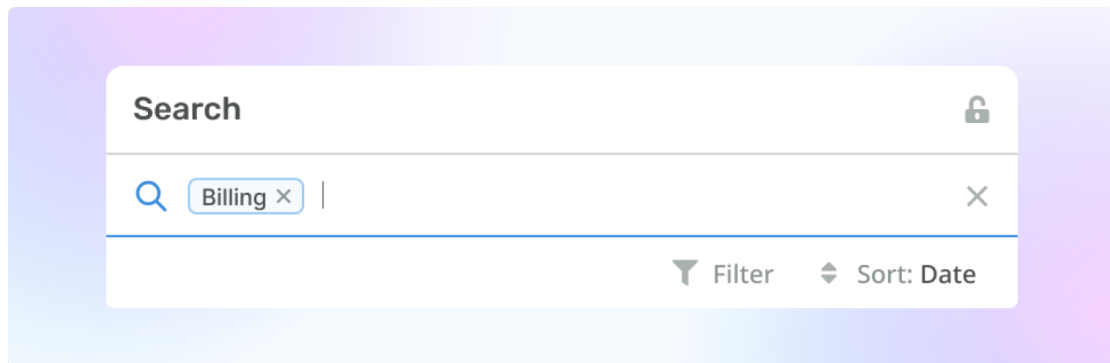
170 Cancelled Booking Update

NT

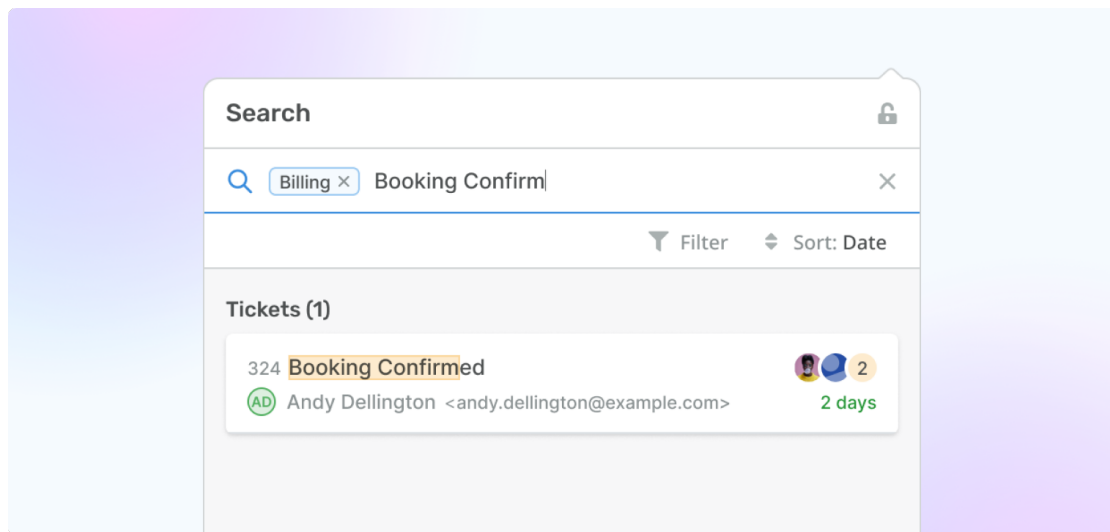
Nigel Trevor <nigel.trevor@example.com>

2 days

Once you select a Label, it will be applied to the search bar, and only items that match it will be displayed in the results.



Once a Label is added as a filter, you can enter search terms to refine the search results even further or apply additional Labels to the search



This new feature aims to make it easier for you to find Tickets, Users, and Organizations and improve the overall efficiency of searching in the helpdesk