

Improved Global Search Capabilities

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

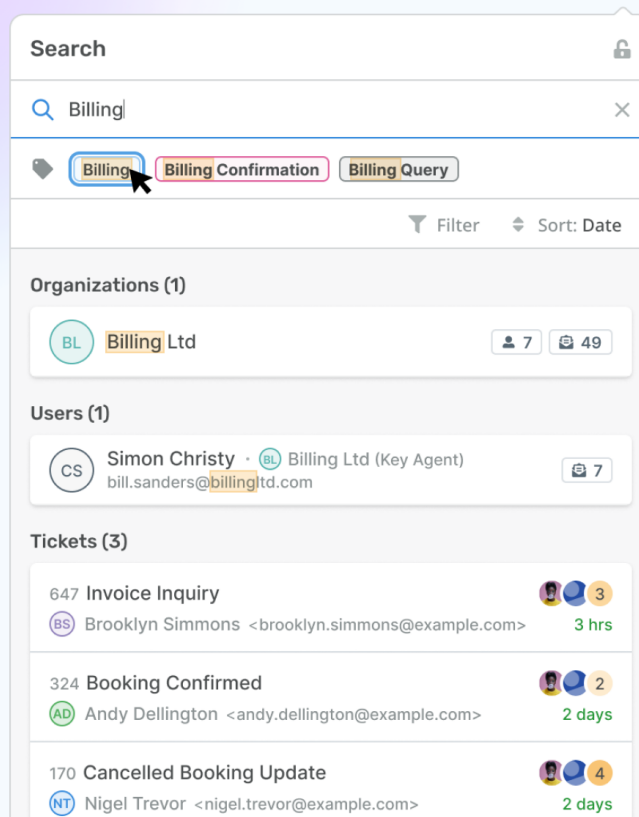
Searching more efficiently to find what you are looking for is one of the most valuable aspects of a helpdesk. Deskpro now supports searching for **Tickets**, **Users**, and **Organizations** using **Labels** as a filter in the Global Search app.

[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!



The screenshot shows the 'Search' interface with the query 'Billing'. Below the search bar, three labels are suggested: 'Billing', 'Billing Confirmation', and 'Billing Query'. The 'Billing' label is selected, and the results are filtered accordingly. The results are categorized into Organizations (1), Users (1), and Tickets (3).

Search

Billing

Labels: Billing, Billing Confirmation, Billing Query

Filter **Sort: Date**

Organizations (1)

- BL Billing Ltd (7 users, 49 tickets)

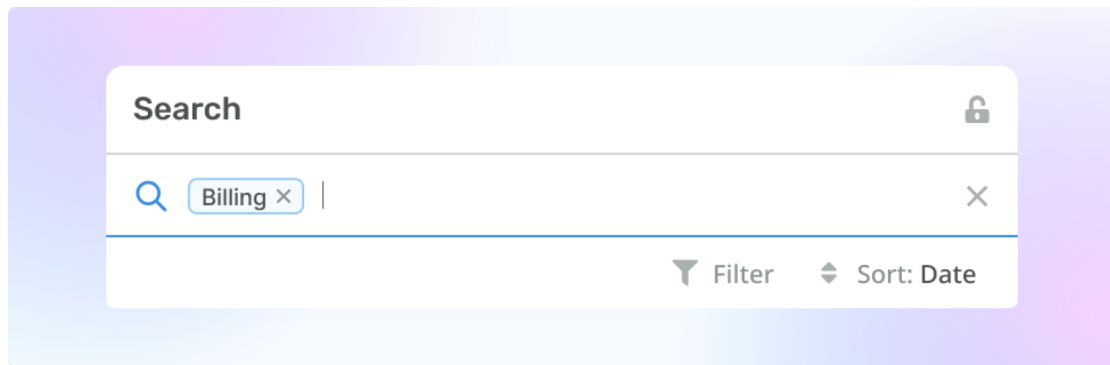
Users (1)

- CS Simon Christy (Key Agent, Billing Ltd) (7 tickets)

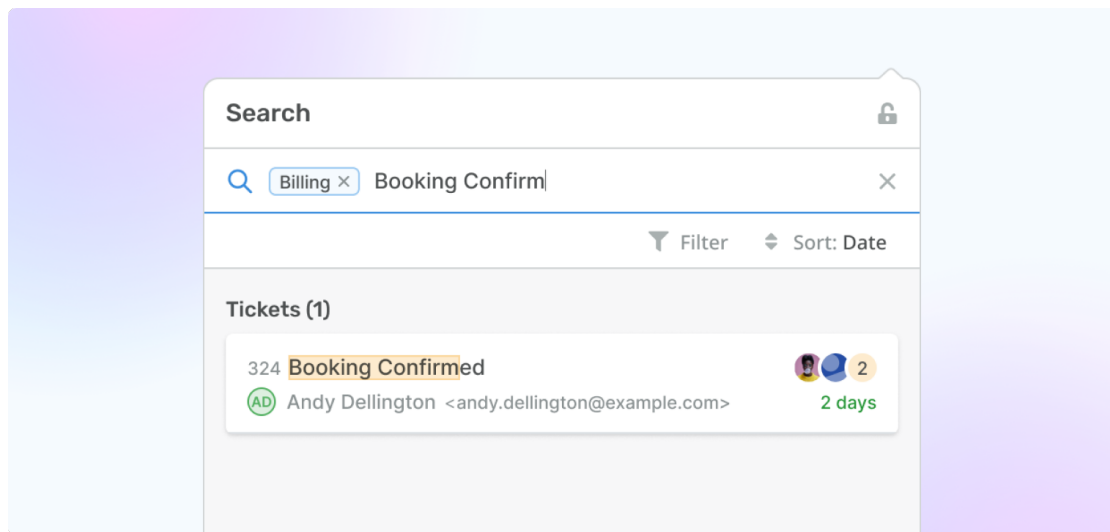
Tickets (3)

- 647 Invoice Inquiry (3 tickets, 3 hrs)
- 324 Booking Confirmed (2 tickets, 2 days)
- 170 Cancelled Booking Update (4 tickets, 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.