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## Improved Global Search Capabilities

2023-02-07 - Lara Proud - [Comments \(0\)](#) - [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 Global Search interface with the search bar containing 'Billing'. Below the search bar, there are three suggested labels: 'Billing', 'Billing Confirmation', and 'Billing Query'. The 'Billing' label is selected, and its results are displayed below. The results are categorized into Organizations (1), Users (1), and Tickets (3).

**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

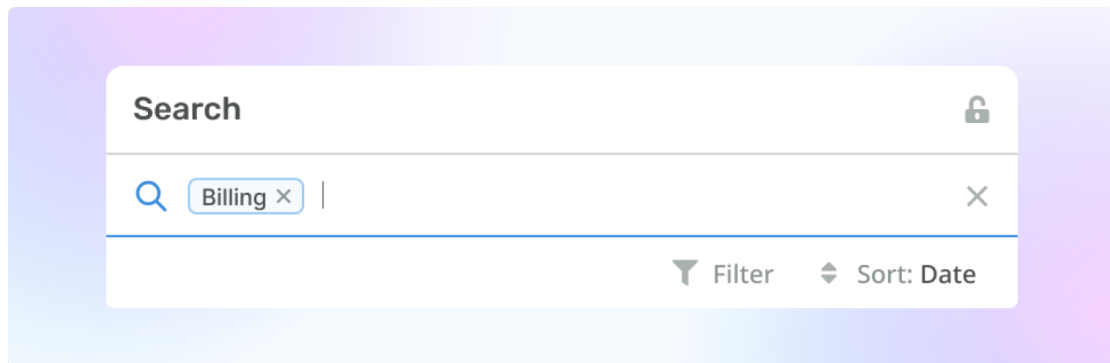
**Tickets (3)**

647 Invoice Inquiry 3  
BS Brooklyn Simmons <brooklyn.simmons@example.com> 3 hrs

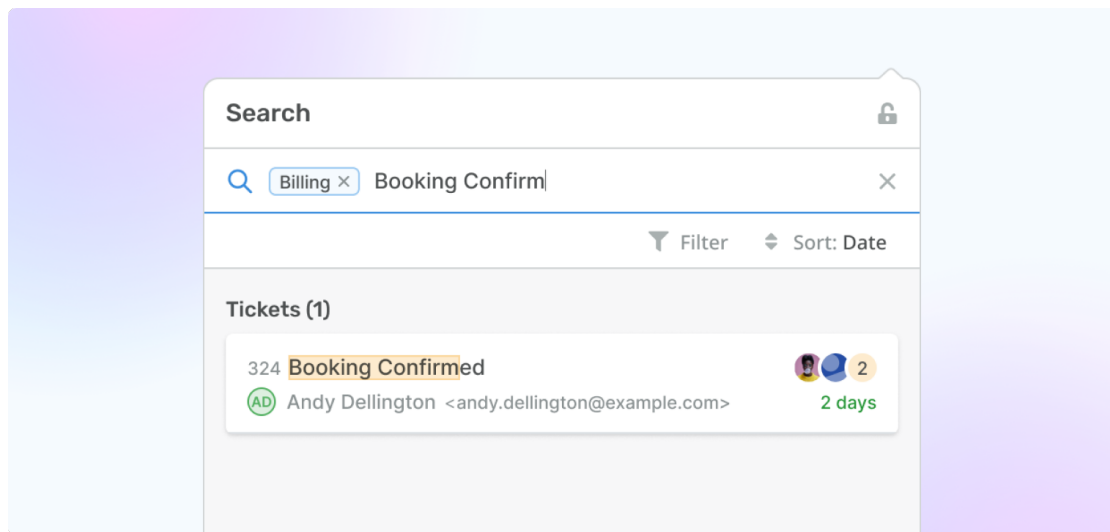
324 Booking Confirmed 2  
AD Andy Dellington <andy.dellington@example.com> 2 days

170 Cancelled Booking Update 4  
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.