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We have redesigned the Global Search UI

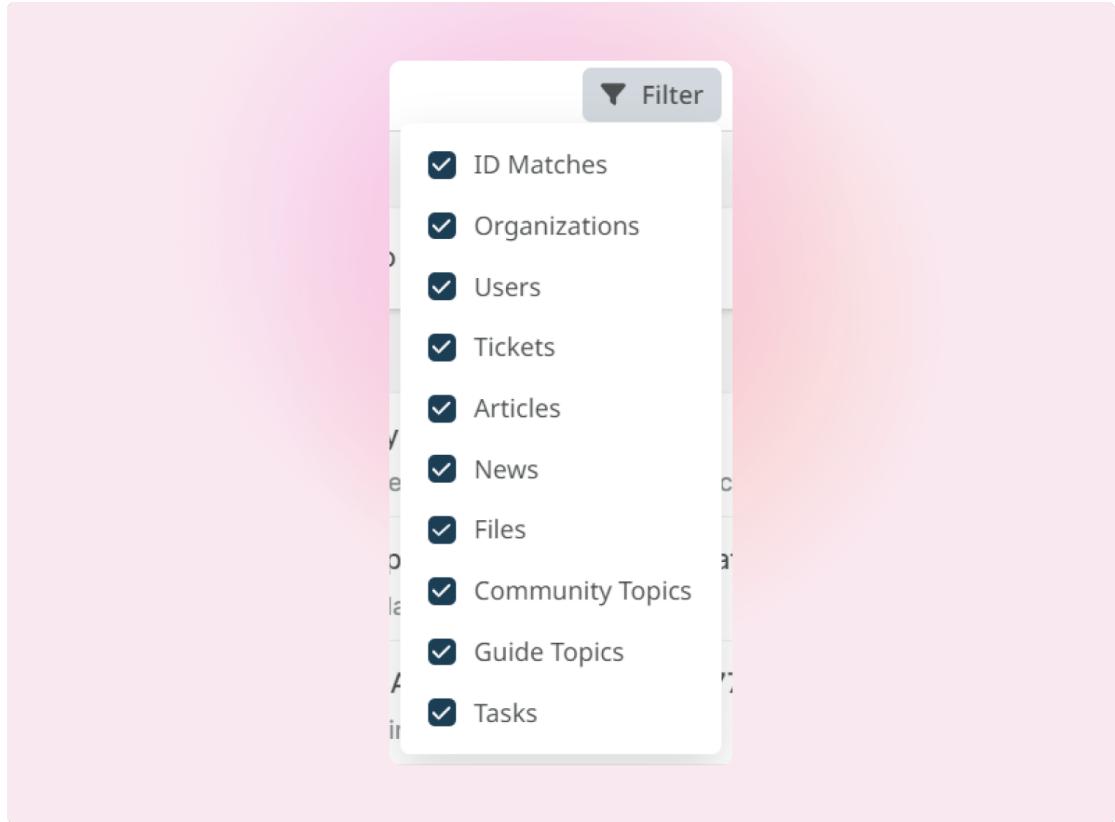
2022-11-28 - Lara Proud - [Comments \(0\)](#) - [Product \(Agent\)](#)

We wanted to improve your experience when searching the helpdesk, so we have updated the design of our Global Search app to make finding items in the helpdesk more organized and intuitive.

The screenshot shows the redesigned Global Search UI. At the top, there is a search bar with the query "boiler". Below the search bar, there are sections for Tickets, Articles, News, and Community Topics. The Tickets section shows 8 results, the Articles section shows 1 result, the News section shows 1 result, and the Community Topics section shows 1 result. Each item in the list includes a thumbnail, the title, the author, and the time since it was created.

Section	Count	Item 1	Item 2	Item 3	Item 4	Item 5	Item 6	Item 7	Item 8
Tickets	8	214 Derek Boiler issue	266 Client Boiler Replacement	183 Problem with my boiler	215 Boiler problem is back!	7 Boiler making strange noises	99 I'm having an issue with my boiler	66 Issue with boiler	5 Boiler making strange noises
Articles	1	How to Install a Boiler							
News	1	What does the gas boiler ban mean for me and ...							
Community Topics	1	What is the most environmentally friendly boill...							

Items are now more clearly segmented in the Search App, making it easier to find the specific objects you are searching for. You can also filter the search results by item type.



This allows you to refine searches down to the specific type of object you are looking for, making the Search app more useful for searching for specific items across the helpdesk.

Another change that has been made is listing User and Organization results above ticket results. This is based on feedback we received regarding ticket quantity overshadowing User and Organization search, which typically returns fewer results. You can see this in the example below, where the user Agatha is returned in the search results above tickets that have been submitted by or concerning Agatha:

🔍 agatha

Filter Sort: Date Created

Users (1)

Agatha Bardle · Energy.io (Key Agent)
<agathabardle@example.com> 22

Tickets (11)

268 Supplier
Boris Smith <boris.boilers@gmail.com> 1 mon

262 Agatha Bardle <agathabardle@example.com> 1 mon
Agatha Bardle <agathabardle@example.com>

250 Agatha Bardle <agathabardle@example.com> 2 mos
Agatha Bardle <agathabardle@example.com>

247 Change payment information 2 mos
Agatha Bardle <agathabardle@example.com> 3

246 I'm locked out of my account 2 mos
Agatha Bardle <agathabardle@example.com> 1

141 Agatha Bardle <agathabardle@example.com> 6 mos
Agatha Bardle <agathabardle@example.com>

The new design also shows more detail about the Help Center items in the results, making it easier to differentiate between similarly named items.

Articles (5)

How-to submit a Gas or Electricity meter 6 hrs
How-to Articles

How-to read my meter 7 hrs
How-to Articles

Finding the best way to pay 3 wks
Manage Your Account

Are you having trouble paying your meter bill? 6 mos
Manage Your Account

How to view your energy bill or statement 3 wks
How-to Articles

News (1)

How Ofgem is responding to the energy crisis 3 wks
Blog

Guide Topics (2)

Troubleshooting problems 4 mos