

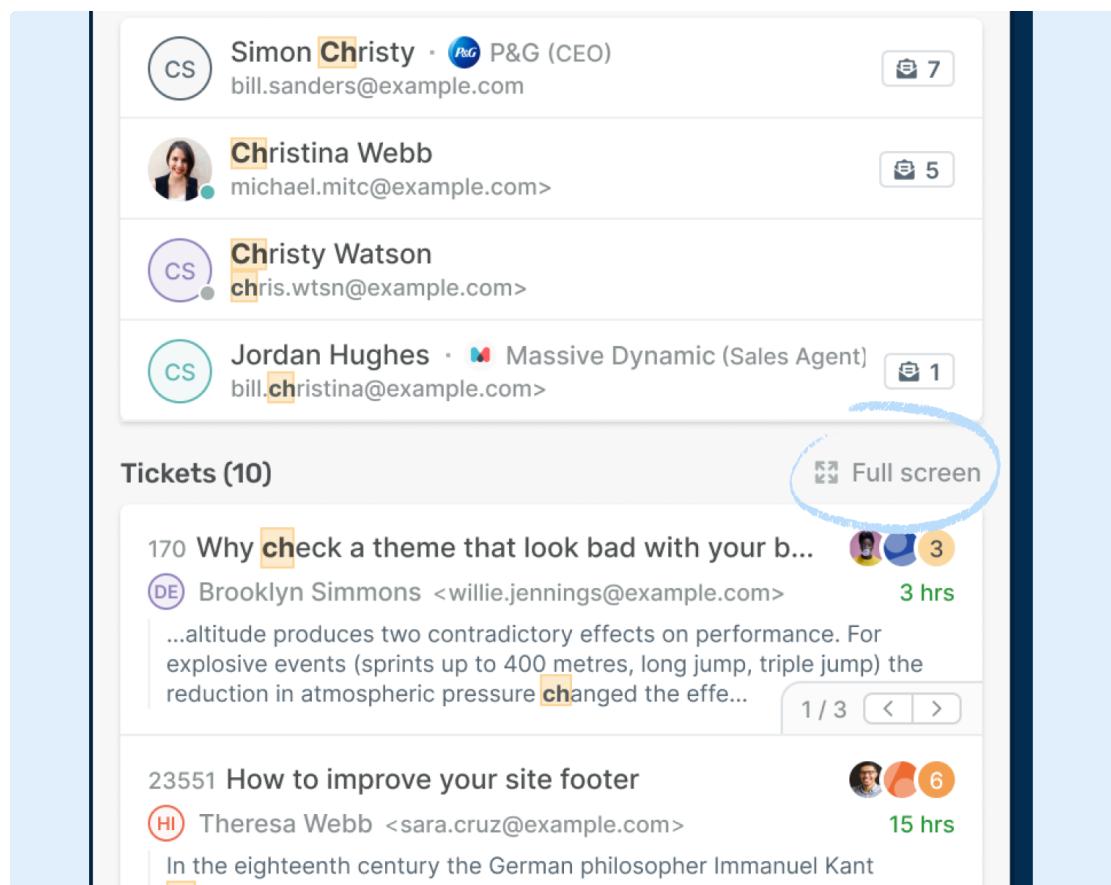


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## Benefit from improved navigation between our search features

2023-06-05 - Lara Proud - [Comments \(0\)](#) - [Product \(Agent\)](#)

We've added a button to quickly redirect you to our Ticket Search feature to make searching for Tickets in the helpdesk easier. Access Ticket Search directly from the Global Search app results by clicking the **Full Screen** button.



The screenshot shows a list of search results for 'Ticket' in the Global Search app. The results are as follows:

- Simon Christy · P&G (CEO)  
bill.sanders@example.com (7 messages)
- Christina Webb  
michael.mitc@example.com> (5 messages)
- Christy Watson  
chris.wtsn@example.com>
- Jordan Hughes · Massive Dynamic (Sales Agent)  
bill.christina@example.com> (1 message)

Below the results, there is a section titled "Tickets (10)" with two ticket items:

- 170 Why check a theme that look bad with your b...  
Brooklyn Simmons <willie.jennings@example.com> 3 hrs  
...altitude produces two contradictory effects on performance. For explosive events (sprints up to 400 metres, long jump, triple jump) the reduction in atmospheric pressure changed the effe...  
1 / 3 < >
- 23551 How to improve your site footer  
Theresa Webb <sara.cruz@example.com> 15 hrs  
In the eighteenth century the German philosopher Immanuel Kant

A blue circle highlights the "Full screen" button located to the right of the ticket list.

No more navigating to a different part of the interface or repeating your search. With just one click, you're seamlessly directed to the Ticket Content Search, saving you time and effort.

We understand that searching for specific tickets and retrieving information quickly is crucial for your workflow. This new functionality minimizes time spent toggling between the Global and Ticket Search, allowing you to locate and access the tickets you need efficiently.

We believe this improved search capability will enhance your productivity and navigation within the helpdesk and provide a smoother and more streamlined search experience!