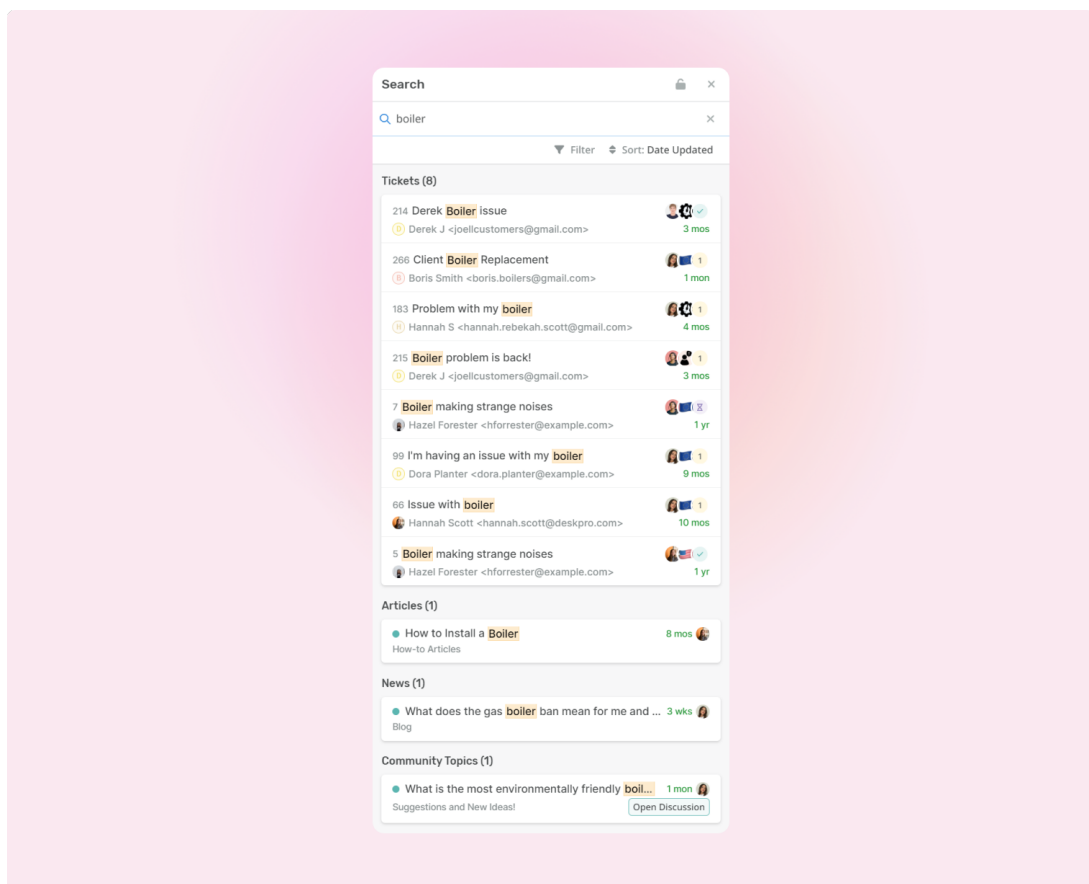


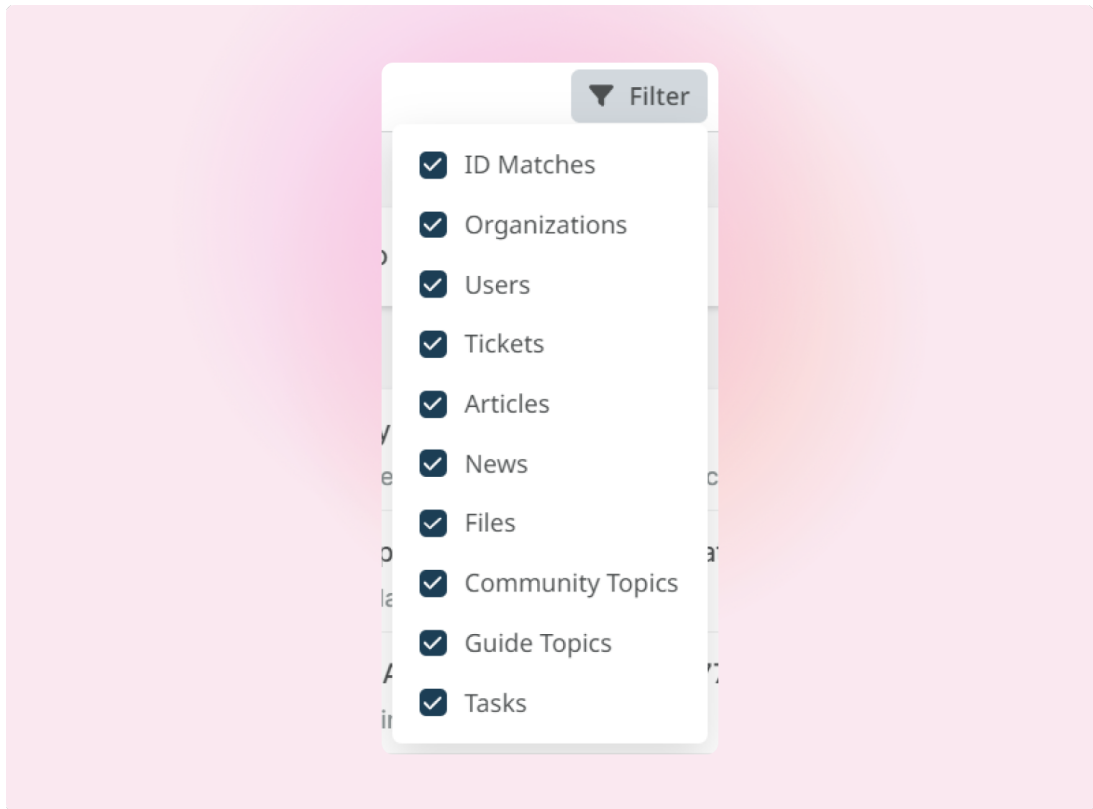
We have redesigned the Global Search UI

(Lara Proud - Comment (1) - Product (Agent) - 2022-11-28)

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



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:

Search results for "agatha" showing a list of users and tickets.

Search bar: agatha

Filter: 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> Agatha Bardle <agathabardle@example.com> 1 mon
- 250 Agatha Bardle <agathabardle@example.com> Agatha Bardle <agathabardle@example.com> 2 mos
- 247 Change payment information Agatha Bardle <agathabardle@example.com> 2 mos
- 246 I'm locked out of my account Agatha Bardle <agathabardle@example.com> 2 mos
- 141 Agatha Bardle <agathabardle@example.com> Agatha Bardle <agathabardle@example.com> 6 mos

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

Search results for "agatha" showing a list of articles, news, and guide topics.

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