

We've made it easier to find tickets from specific Users or Organizations

(Lara Proud - Comment (1) - Product (Agent - 2023-07-27

This latest improvement to User and Organization searching in the Global Search app will now make it even easier for agents to find the information they need with a sub-searching .functionality

Building on a previous update, these new features allow agents to drill down into more depth when searching including into an Organization's Users and Tickets, as well as User's .Tickets, leading to a more efficient and streamlined search experience



With Organizations at the top level, you can now select the **User** icon to open a list of Organization Members, or select the **Ticket** icon, to open a list of tickets associated with .the Organization



But you can also dive deeper by selecting the Ticket icon next to one of the Organization's .members which will show you a list of their most recent tickets with your helpdesk



Similarly, with User search, select the Ticket icon to show a dropdown of their recent tickets .with your helpdesk

Plus the **Search** icon above the sub-search bar will open the search in the Ticket Search .interface, or selecting the **List** icon will open the results in a list view

