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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 redirects 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 helpdesk interface. At the top, there is a list of agents with their profile pictures, names, and email addresses. Below this is a section titled 'Tickets (10)'. The first ticket is titled '170 Why check a theme that look bad with your b...' and is from Brooklyn Simmons, posted 3 hours ago. The second ticket is titled '23551 How to improve your site footer' and is from Theresa Webb, posted 15 hours ago. A 'Full screen' button is circled in blue in the top right corner 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!