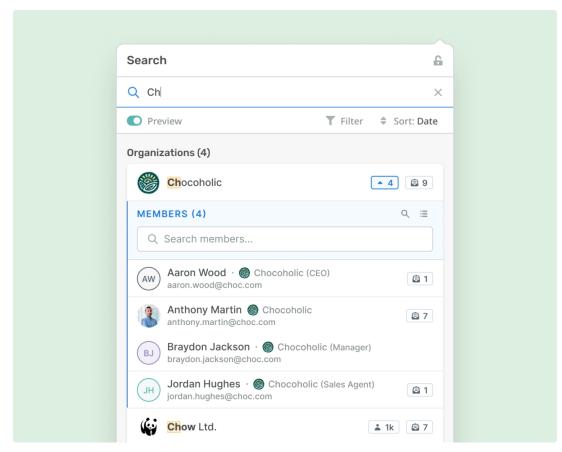


## We've made it easier to find tickets from specific Users or Organizations

2023-07-27 - Lara Proud - Comments (0) - Product (Agent)

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.

Organizations (4)		
Chocoholic	<b>•</b> 4	8 9
MEMBERS (4)		୍ ∷≣
Q Search members		
Aw Aaron Wood · (CEO) bill.sanders@example.com		<b>a</b> 1
Anthony Martin  Chocoholic michael.mitc@example.com		<b>~</b> 7
TICKETS (7)		୍ ∷≣
Q Search tickets		
2461 Automatic Subscription Renewal	22 min	
1439 How can I create an automatic upda	15 hrs	
9462 I need to add a user to my account	1hr	
4152 Adding a new brand to our account	25 min	260
2461 Start a blog to reach your creative peak	1 hr	<b>30</b> 0
7791 Caring is the new marketing	40 min	690
4600 How does writing influence your pers	45 min	<b>S</b> (6)
Braydon Jackson · 🎯 Chocoholic (Manag	ger)	

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.

