



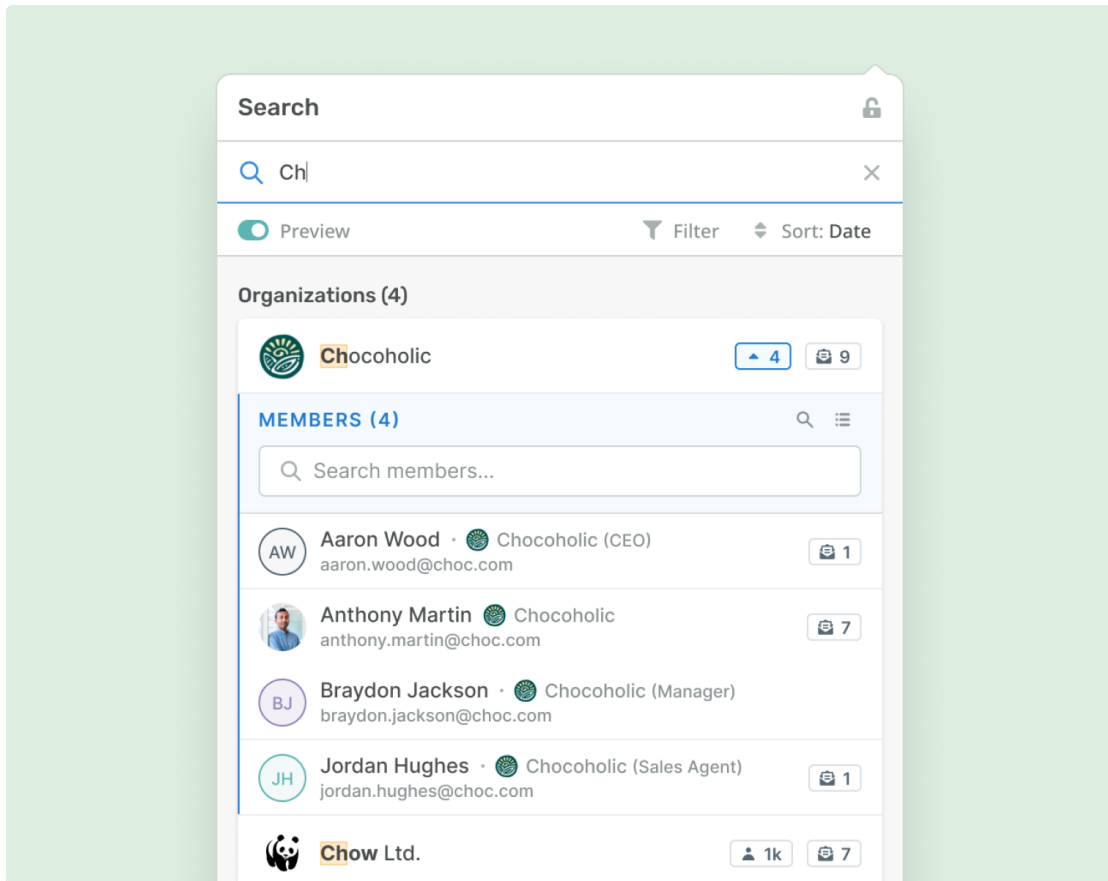
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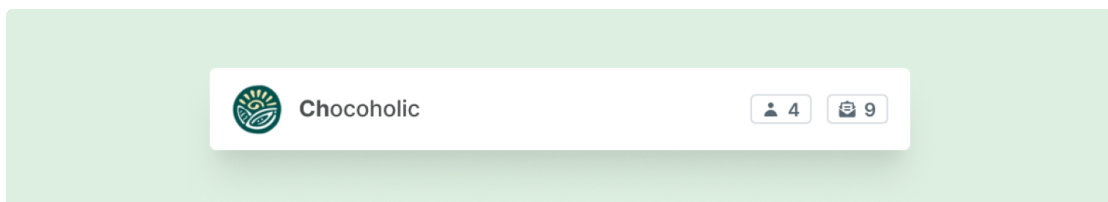
2023-07-27 - Lara Proud - [Comments \(0\)](#) - [Product \(Agent\)](#)

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.

The screenshot displays the 'Organizations (4)' interface for 'Chocoholic'. It features a search bar for members and a list of members including Aaron Wood (CEO) and Anthony Martin. Below the members list is a 'TICKETS (7)' section with a search bar and a list of tickets such as 'Automatic Subscription Renewal', 'How can I create an automatic upda...', and 'I need to add a user to my account'. Each ticket entry includes a ticket ID, title, status, and time taken. At the bottom, a manager profile for Braydon Jackson is visible.

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.

This image shows two close-up views of the search interface. The top view highlights the 'List View' option, which is selected by clicking the list icon (three horizontal lines) next to the search bar. The bottom view highlights the 'Content Search' option, which is selected by clicking the search icon (magnifying glass) next to the search bar.