



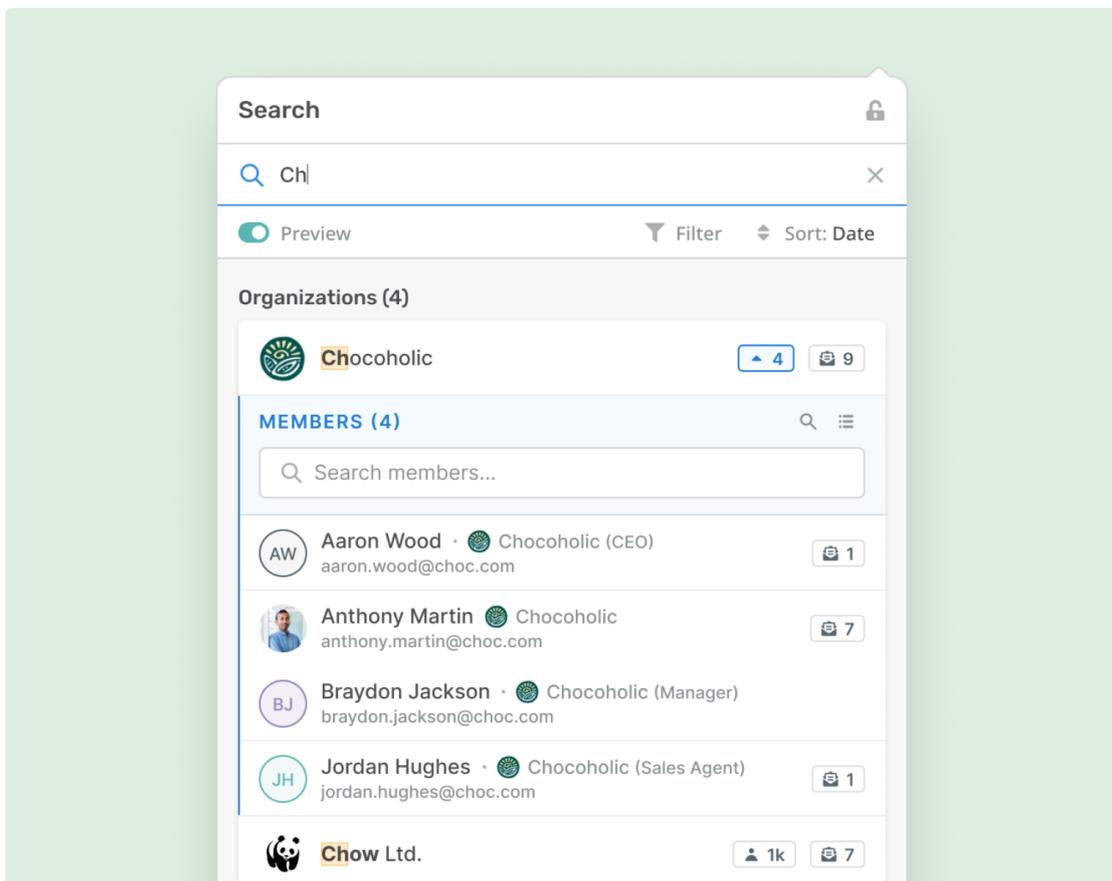
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## We've made it easier to find tickets from specific Users or Organizations

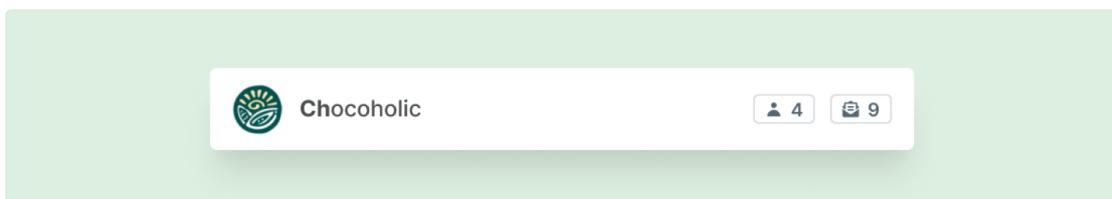
2023-07-27 - Lara Proud - [Kommentarer \(0\)](#) - [Product \(Agent\)](#)

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 shows a helpdesk interface for an organization named "Chocoholic". At the top, it says "Organizations (4)". Below that, the organization's name "Chocoholic" is displayed with a logo, a count of 4 members, and 9 tickets. The interface is divided into two main sections: "MEMBERS (4)" and "TICKETS (7)".

**MEMBERS (4)**

- A search bar with the placeholder text "Search members...".
- A member card for Aaron Wood, CEO of Chocoholic, with email bill.sanders@example.com and 1 ticket.
- A member card for Anthony Martin, Chocoholic, with email michael.mtc@example.com and 7 tickets.

**TICKETS (7)**

- A search bar with the placeholder text "Search tickets...".
- A list of tickets with details: ID, title, status, time, and assignees.

ID	Title	Status	Time	Assignees
2461	Automatic Subscription Renewal	CC	22 min	2
1439	How can I create an automatic upda...		15 hrs	6
9462	I need to add a user to my account		1hr	2
4152	Adding a new brand to our account		25 min	6
2461	Start a blog to reach your creative peak		1 hr	2
7791	Caring is the new marketing	CC	40 min	2
4600	How does writing influence your pers...		45 min	6

At the bottom, a manager card 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 "MEMBERS (4)" section of the helpdesk interface, highlighting search and view options.

**Top View:** Shows the "MEMBERS (4)" header, a search bar "Search members...", and a dropdown menu. A hand cursor is pointing to the "List" icon (three horizontal lines), with a callout box that says "Open in List View".

**Bottom View:** Shows the same "MEMBERS (4)" header and search bar. A hand cursor is pointing to the "Search" icon (magnifying glass), with a callout box that says "Open in Content Search".