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We have redesigned the Global Search UI

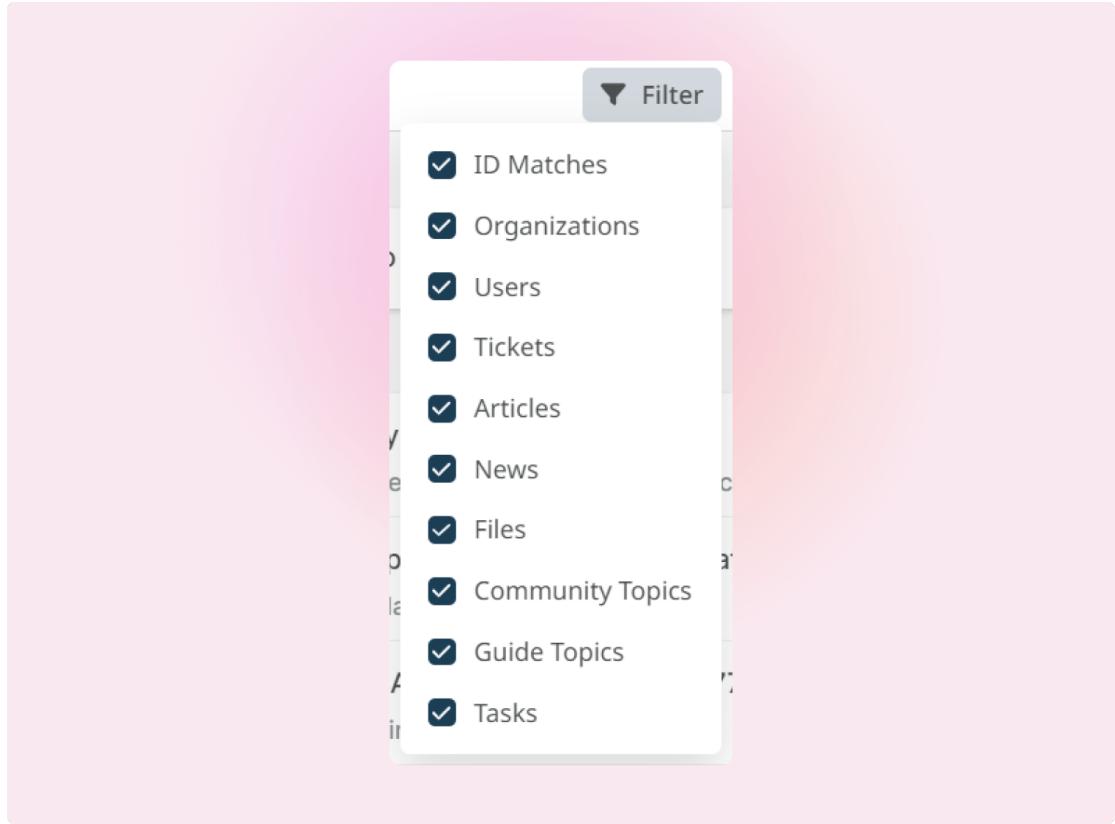
2022-11-28 - Lara Proud - [Komentarze \(0\)](#) - [Product \(Agent\)](#)

We wanted to improve your experience when searching the helpdesk, so we have updated the design of our Global Search app to make finding items in the helpdesk more organized and intuitive.

The screenshot shows the redesigned Global Search UI with a search bar at the top containing the query 'boiler'. Below the search bar, there are four main sections: Tickets (8), Articles (1), News (1), and Community Topics (1). Each section displays search results related to 'boiler'.

- Tickets (8):** Lists 8 tickets, each with a subject, author, and timestamp. Examples include "214 Derek Boiler issue" by Derek J (3 mos ago), "266 Client Boiler Replacement" by Boris Smith (1 mon ago), and "183 Problem with my boiler" by Hannah S (4 mos ago).
- Articles (1):** Lists 1 article titled "How to Install a Boiler" by Hazel Forester (8 mos ago).
- News (1):** Lists 1 news item titled "What does the gas boiler ban mean for me and ... 3 wks" by Dora Planter.
- Community Topics (1):** Lists 1 community topic titled "What is the most environmentally friendly boill..." by Hannah Scott (1 mon ago). A button labeled "Open Discussion" is visible.

Items are now more clearly segmented in the Search App, making it easier to find the specific objects you are searching for. You can also filter the search results by item type.



This allows you to refine searches down to the specific type of object you are looking for, making the Search app more useful for searching for specific items across the helpdesk.

Another change that has been made is listing User and Organization results above ticket results. This is based on feedback we received regarding ticket quantity overshadowing User and Organization search, which typically returns fewer results. You can see this in the example below, where the user Agatha is returned in the search results above tickets that have been submitted by or concerning Agatha:

🔍 agatha

Filter Sort: Date Created

Users (1)

Agatha Bardle · Energy.io (Key Agent)
<agathabardle@example.com> 22

Tickets (11)

268 Supplier
Boris Smith <boris.boilers@gmail.com> 1 mon

262 Agatha Bardle <agathabardle@example.com> 1 mon
Agatha Bardle <agathabardle@example.com>

250 Agatha Bardle <agathabardle@example.com> 2 mos
Agatha Bardle <agathabardle@example.com>

247 Change payment information 2 mos
Agatha Bardle <agathabardle@example.com> 3

246 I'm locked out of my account 2 mos
Agatha Bardle <agathabardle@example.com> 1

141 Agatha Bardle <agathabardle@example.com> 6 mos
Agatha Bardle <agathabardle@example.com>

The new design also shows more detail about the Help Center items in the results, making it easier to differentiate between similarly named items.

Articles (5)

How-to submit a Gas or Electricity meter 6 hrs
How-to Articles

How-to read my meter 7 hrs
How-to Articles

Finding the best way to pay 3 wks
Manage Your Account

Are you having trouble paying your meter bill? 6 mos
Manage Your Account

How to view your energy bill or statement 3 wks
How-to Articles

News (1)

How Ofgem is responding to the energy crisis 3 wks
Blog

Guide Topics (2)

Troubleshooting problems 4 mos