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

2023-07-27 - Lara Proud - [Komentarze \(0\)](#) - [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.

Search Ch X

Preview Filter Sort: Date

Organizations (4)

Organization	Members	Tickets
Chocoholic (4)	4	9
Chow Ltd. (4)	1k	7

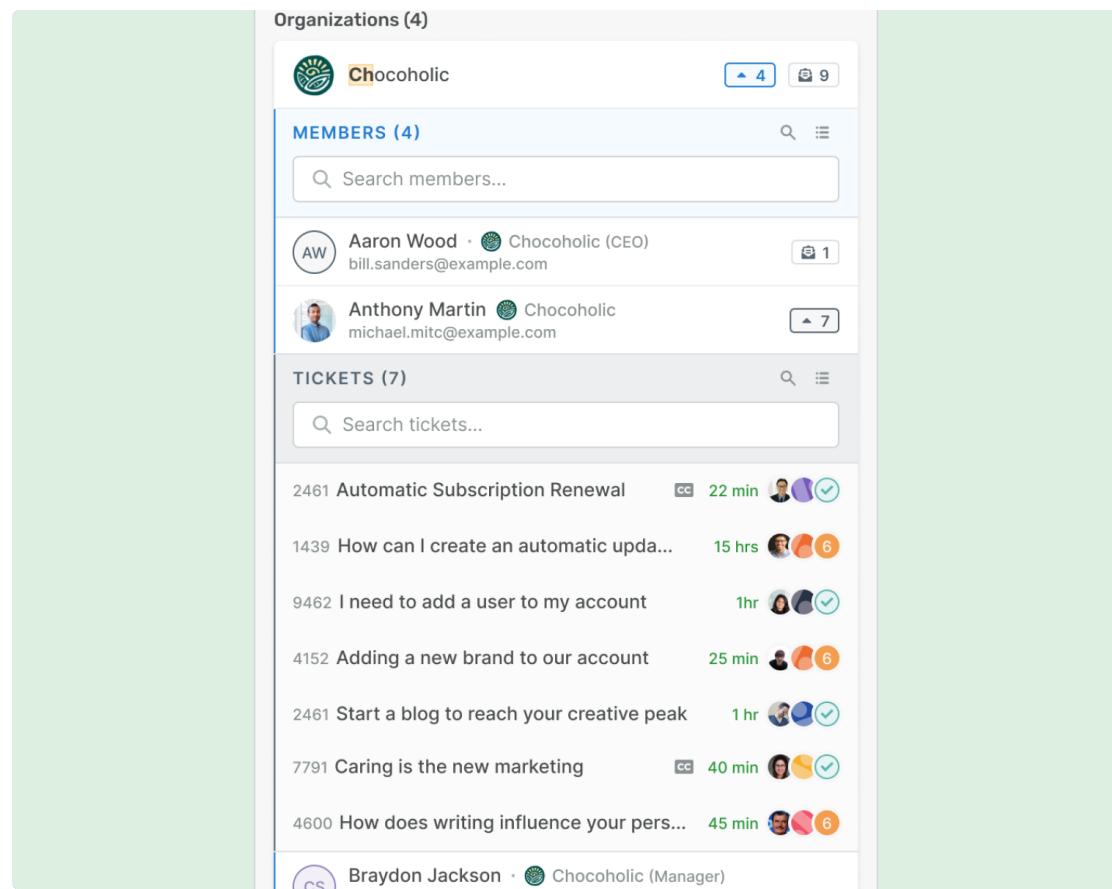
MEMBERS (4)

User	Name	Role	Email	Tickets
AW	Aaron Wood	Chocoholic (CEO)	aaron.wood@choc.com	1
AM	Anthony Martin	Chocoholic	anthony.martin@choc.com	7
BJ	Braydon Jackson	Chocoholic (Manager)	braydon.jackson@choc.com	1
JH	Jordan Hughes	Chocoholic (Sales Agent)	jordan.hughes@choc.com	1k

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.

Chocoholic 4 9

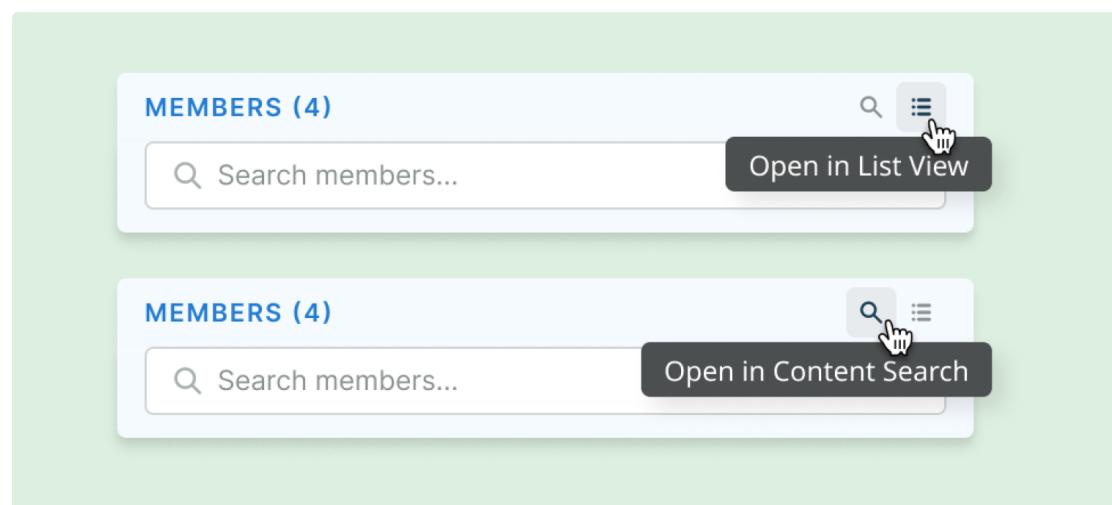
But you can also dive deeper by selecting the Ticket icon next to one of the Organization's members which will show you a list of their most recent tickets with your helpdesk.



The screenshot shows the Helpdesk interface. At the top, it says "Organizations (4)". Below that, there is a section for "Chocoholic" with 4 tickets and 9 messages. Under "MEMBERS (4)", there are two entries: "Aaron Wood" (CEO) and "Anthony Martin". Each member has a search bar below their name. Under "TICKETS (7)", there is a list of recent tickets with their details, including ticket number, subject, duration, and a list of users involved. At the bottom, it shows "Braydon Jackson" (Manager).

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.



The screenshot shows the Helpdesk interface. At the top, it says "MEMBERS (4)". Below that, there is a search bar with "Search members..." and a button "Open in List View" with a hand cursor icon. Below the search bar, there is another search bar with "Search members..." and a button "Open in Content Search" with a hand cursor icon.