

Benefit from improved navigation between our search features

2023-06-05 - Lara Proud - Comment (1) - Product (Agent)

We've added a button to quickly redirects you to our Ticket Search feature to make searching for Tickets in the helpdesk easier. Access Ticket Search directly from the Global Search app results by clicking the **Full Screen** button.



No more navigating to a different part of the interface or repeating your search. With just one click, you're seamlessly directed to the Ticket Content Search, saving you time and effort.

We understand that searching for specific tickets and retrieving information quickly is crucial for your workflow. This new functionality minimizes time spent toggling between the Global and Ticket Search, allowing you to locate and access the tickets you need efficiently.

We believe this improved search capability will enhance your productivity and navigation within the helpdesk and provide a smoother and more streamlined search experience!