



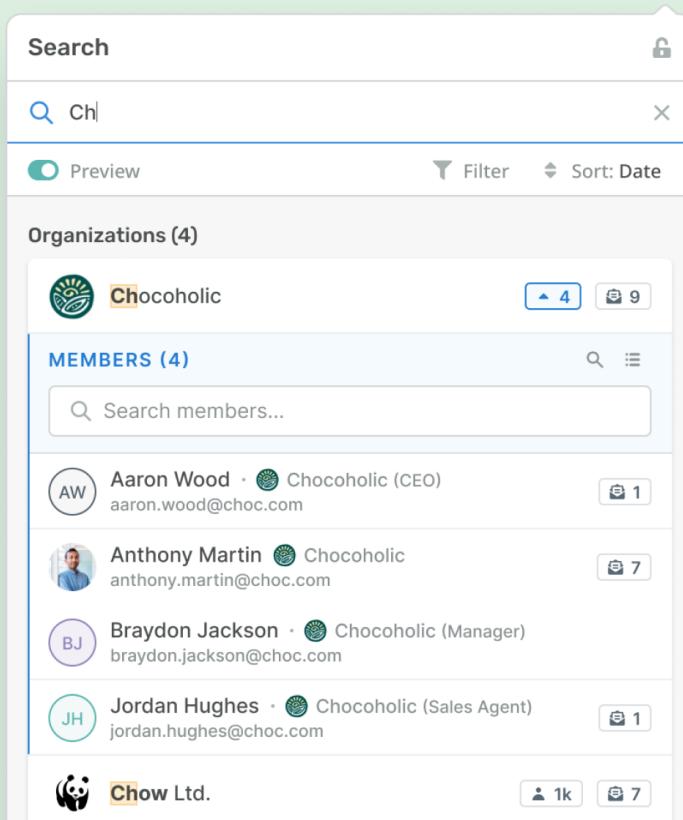
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We've made it easier to find tickets from specific Users or Organizations

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



The screenshot shows the Global Search interface. The search bar at the top contains the text 'Ch'. Below the search bar are buttons for 'Preview', 'Filter', and 'Sort: Date'. The main results section is titled 'Organizations (4)'. It lists one organization, 'Chocoholic', with a thumbnail icon, the name 'Chocoholic', and a user count of 4. Below this, a sub-section titled 'MEMBERS (4)' is shown, with a search bar containing 'Search members...'. It lists four members: 'Aaron Wood' (CEO), 'Anthony Martin', 'Braydon Jackson' (Manager), and 'Jordan Hughes' (Sales Agent). Each member has a thumbnail icon, their name, their role, their email address, and a ticket count of 1. At the bottom of the organization card, there is a link to 'Chow Ltd.' with a ticket count of 7.

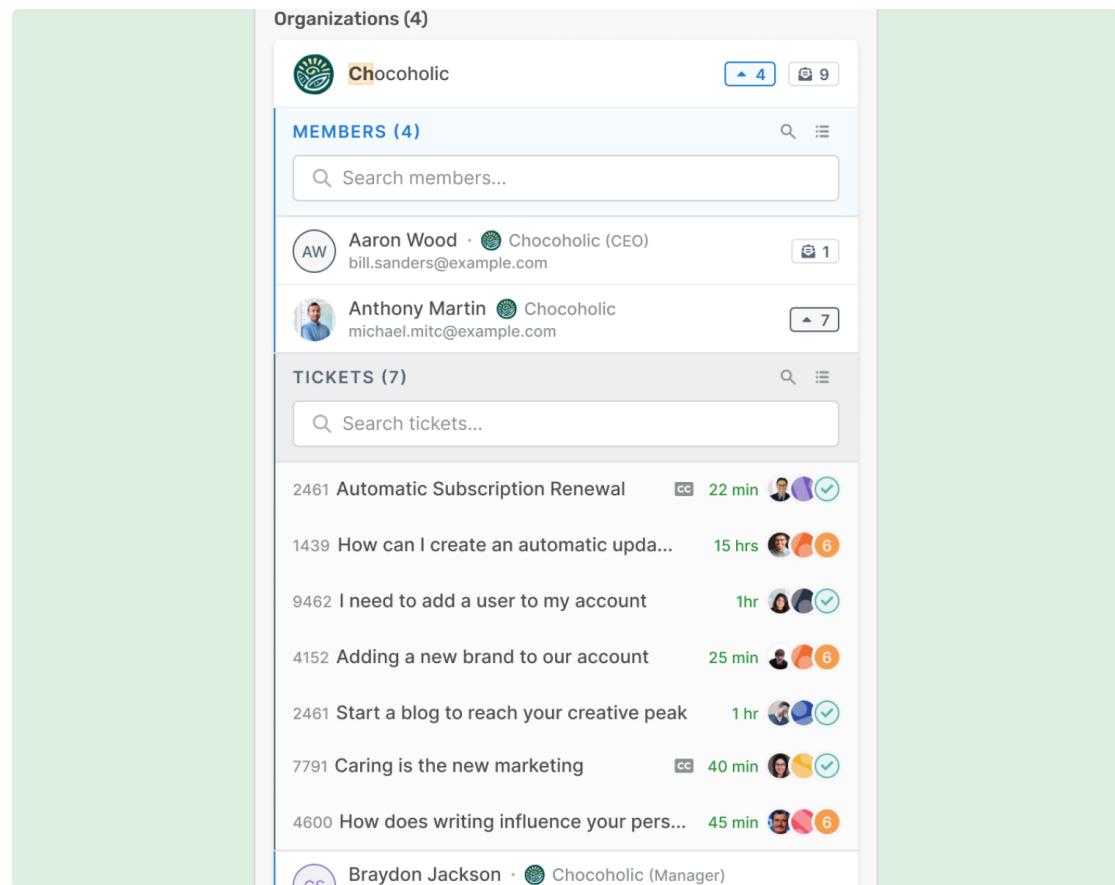
With Organizations at the top level, you can now select the **User** icon to open a list of Organization Members, or select the **Ticket** icon, to open a list of tickets associated with the Organization.



The screenshot shows the organization card for 'Chocoholic'. It features the organization's thumbnail icon, the name 'Chocoholic', and a user count of 4. To the right of the user count are two buttons: one for users (1k) and one for tickets (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.



Organizations (4)

Chocoholic

MEMBERS (4)

Search members...

Aaron Wood · Chocoholic (CEO)
bill.sanders@example.com

Anthony Martin · Chocoholic
michael.mitch@example.com

TICKETS (7)

Search tickets...

2461 Automatic Subscription Renewal 22 min 1cc 6 attachments

1439 How can I create an automatic upda... 15 hrs 6 attachments

9462 I need to add a user to my account 1hr 6 attachments

4152 Adding a new brand to our account 25 min 6 attachments

2461 Start a blog to reach your creative peak 1 hr 6 attachments

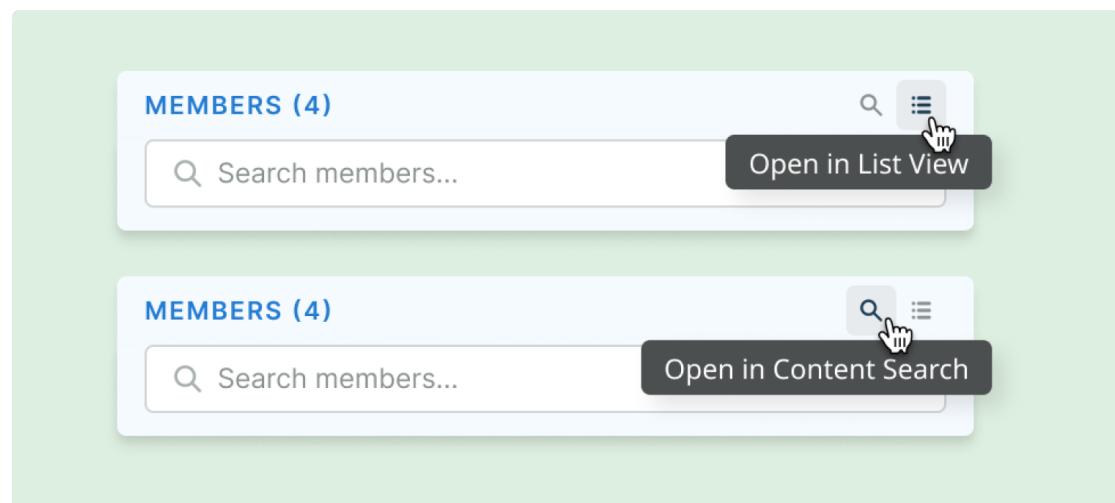
7791 Caring is the new marketing 40 min 6 attachments

4600 How does writing influence your pers... 45 min 6 attachments

Braydon Jackson · Chocoholic (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.



MEMBERS (4)

Search members...

Open in List View

MEMBERS (4)

Search members...

Open in Content Search