



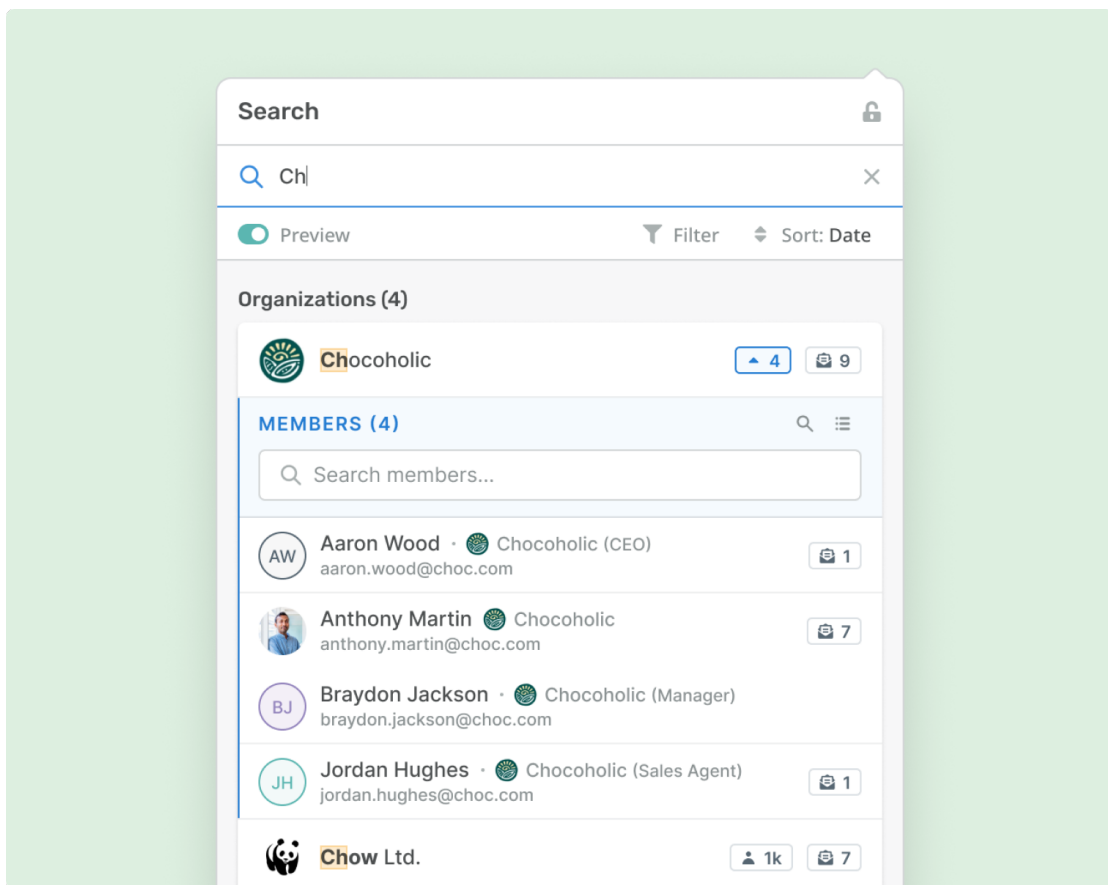
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## We've made it easier to find tickets from specific Users or Organizations

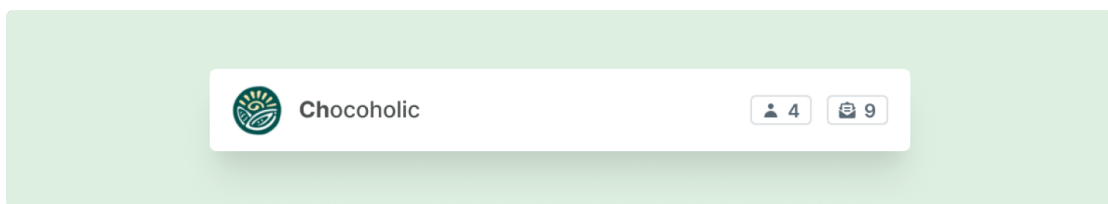
2023-07-27 - Lara Proud - [Comentários \(0\)](#) - [Product \(Agent\)](#)

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.



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)'. The 'MEMBERS (4)' section has a search bar and lists two members: Aaron Wood (CEO) and Anthony Martin. The 'TICKETS (7)' section has a search bar and lists seven tickets with their titles, counts, and resolution times. At the bottom, a manager 'Braydon Jackson' is listed.

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 image shows two callout boxes illustrating search options. The top box shows the 'MEMBERS (4)' section with a search bar and a 'List' icon (three horizontal lines) highlighted by a hand cursor, with a callout box saying 'Open in List View'. The bottom box shows the same 'MEMBERS (4)' section with a search bar and a 'Search' icon (magnifying glass) highlighted by a hand cursor, with a callout box saying 'Open in Content Search'.