



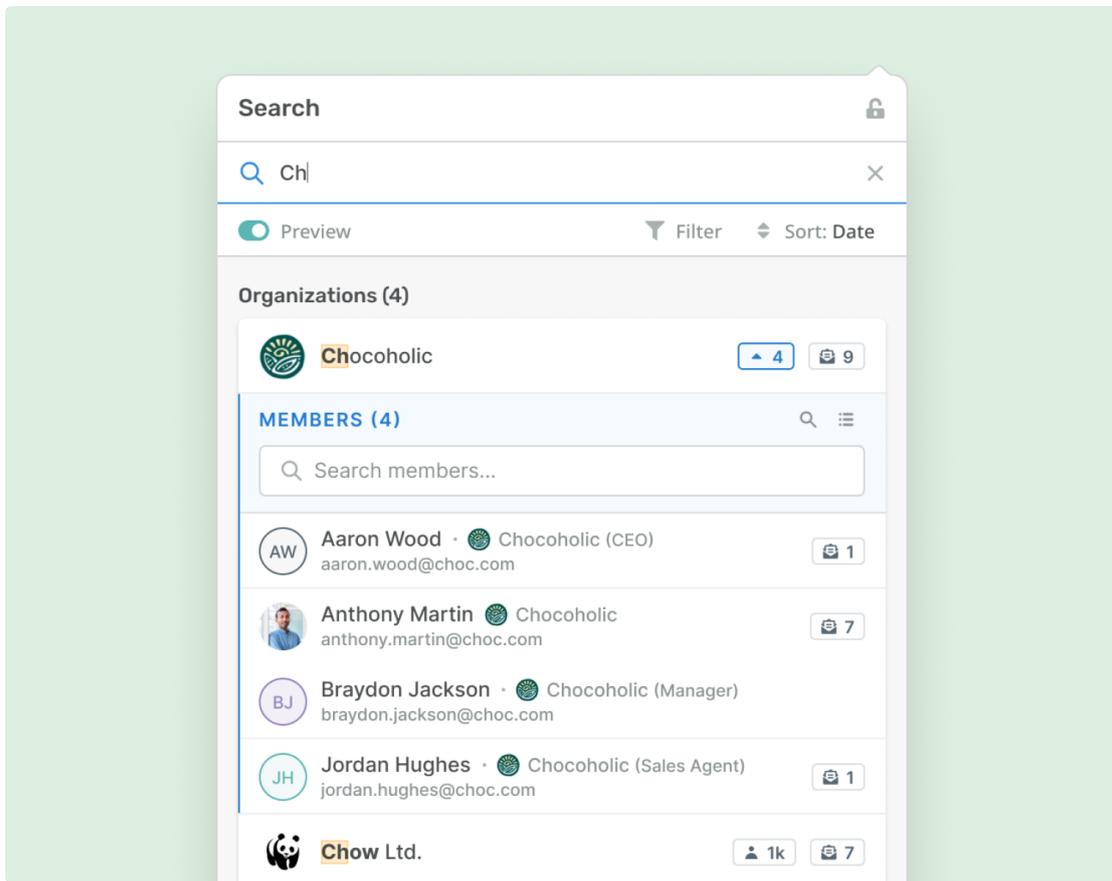
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We've made it easier to find tickets from specific Users or Organizations

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

Organizations (4)

Chocoholic

MEMBERS (4)

Search members...

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

Anthony Martin · Chocoholic
michael.mtc@example.com

TICKETS (7)

Search tickets...

2461 Automatic Subscription Renewal 22 min

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

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

4152 Adding a new brand to our account 25 min

2461 Start a blog to reach your creative peak 1 hr

7791 Caring is the new marketing 40 min

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

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