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Improved Global Search Capabilities

2023-02-07 - Lara Proud - [Comments \(0\)](#) - [Product \(Agent\)](#)

Searching more efficiently to find what you are looking for is one of the most valuable aspects of a helpdesk. Deskpro now supports searching for **Tickets**, **Users**, and **Organizations** using **Labels** as a filter in the Global Search app.

[Labels](#) are tags you can apply to tickets, users, and organizations to categorize them.

Booking Confirmed

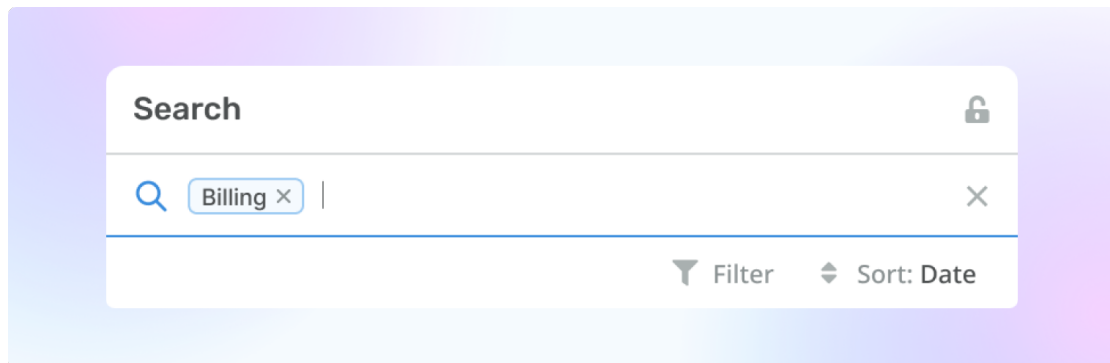
✉ 324 | Billing × | + Add

The Global Search bar will now suggest any Labels in your helpdesk that match your search query so you can select it as a filter. Making it even easier to locate the ticket, user, or organization you're looking for!

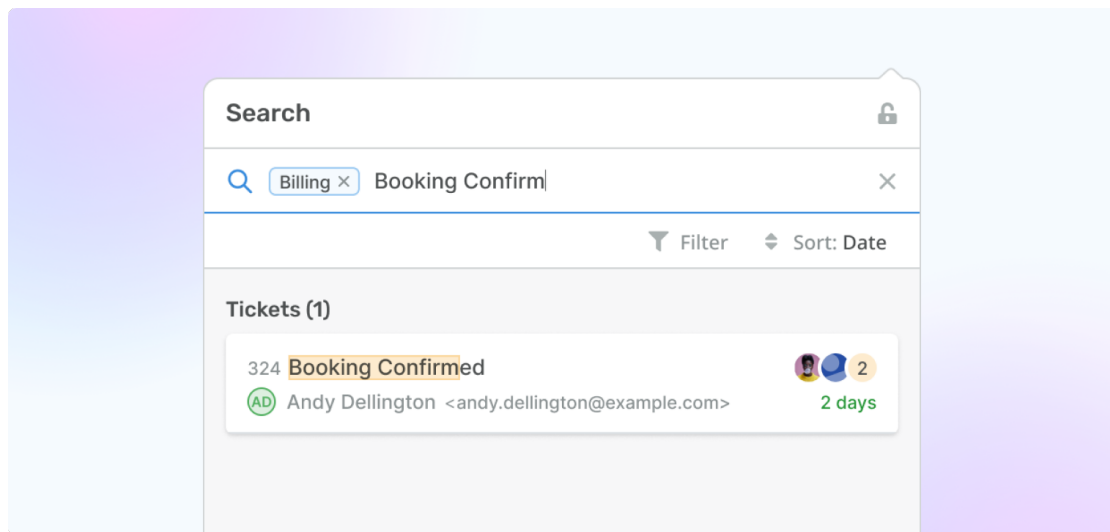
The screenshot shows the Global Search interface with the search bar containing 'Billing'. Below the search bar, there are three suggested labels: 'Billing', 'Billing Confirmation', and 'Billing Query'. The 'Billing' label is selected, and a mouse cursor is pointing at it. Below the labels, there are three sections of results: Organizations (1), Users (1), and Tickets (3). The Organizations section shows 'Billing Ltd' with 7 users and 49 tickets. The Users section shows 'Simon Christy' (Key Agent) with 7 tickets. The Tickets section shows three tickets: '647 Invoice Inquiry' (3 tickets, 3 hrs), '324 Booking Confirmed' (2 tickets, 2 days), and '170 Cancelled Booking Update' (4 tickets, 2 days).

Section	Item	Count	Time
Organizations (1)	Billing Ltd	7	49
Users (1)	Simon Christy (Key Agent)	7	
Tickets (3)	647 Invoice Inquiry	3	3 hrs
	324 Booking Confirmed	2	2 days
	170 Cancelled Booking Update	4	2 days

Once you select a Label, it will be applied to the search bar, and only items that match it will be displayed in the results.



Once a Label is added as a filter, you can enter search terms to refine the search results even further or apply additional Labels to the search.



This new feature aims to make it easier for you to find Tickets, Users, and Organizations and improve the overall efficiency of searching in the helpdesk.