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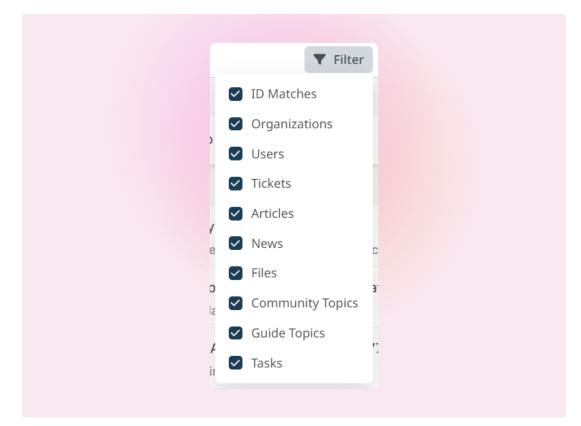
We have redesigned the Global Search UI

2022-11-28 - Lara Proud - Comments (0) - Product (Agent)

We wanted to improve your experience when searching the helpdesk, so we have updated the design of our Global Search app to make finding items in the helpdesk more organized and intuitive.

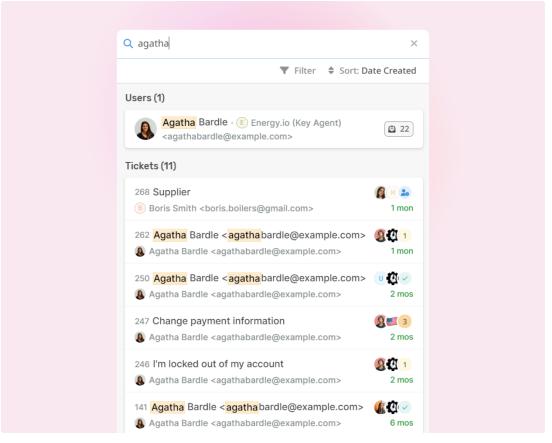
Search	≙ ×
Q boiler	×
🔻 Filter 💠 Sor	t: Date Updated
Tickets (8)	
214 Derek Boiler issue	3 mos
266 Client Boiler Replacement (8) Boris Smith <boris.boilers@gmail.com></boris.boilers@gmail.com>	6 🔳 1 1 mon
183 Problem with my boiler (ii) Hannah S <hannah.rebekah.scott@gmail.com></hannah.rebekah.scott@gmail.com>	4 mos
215 Boiler problem is back! (b) Derek J <joellcustomers@gmail.com></joellcustomers@gmail.com>	8 2 1 3 mos
7 Boiler making strange noises B Hazel Forester <hforrester@example.com></hforrester@example.com>	@ ■(⊠ 1 yr
99 I'm having an issue with my boiler () Dora Planter <dora.planter@example.com></dora.planter@example.com>	@■ 1 9 mos
66 Issue with <mark>boiler</mark> 	@■ 1 10 mos
5 Boiler making strange noises Hazel Forester <hforrester@example.com></hforrester@example.com>	() 1 yr
Articles (1)	
How to Install a Boiler How-to Articles	8 mos 🅼
News (1)	
 What does the gas boiler ban mean for me an Blog 	nd 3 wks 👰
Community Topics (1)	
What is the most environmentally friendly bo Suggestions and New Ideas!	il 1 mon 🌘 Open Discussion

Items are now more clearly segmented in the Search App, making it easier to find the specific objects you are searching for. You can also filter the search results by item type.



This allows you to refine searches down to the specific type of object you are looking for, making the Search app more useful for searching for specific items across the helpdesk.

Another change that has been made is listing User and Organization results above ticket results. This is based on feedback we received regarding ticket quantity overshadowing User and Organization search, which typically returns fewer results. You can see this in the example below, where the user Agatha is returned in the search results above tickets that have been submitted by or concerning Agatha:



The new design also shows more detail about the Help Center items in the results, making it easier to differentiate between similarly named items.

Articles (5)	
Alticles (5)	
 How-to submit a Gas or Electricity meter How-to Articles 	6 hrs 🥼
• How-to read my meter How-to Articles	7 hrs 😰
• Finding the best way to pay Manage Your Account	3 wks 👰
• Are you having trouble paying your meter bill? Manage Your Account	6 mos 📵
 How to view your energy bill or statement How-to Articles 	3 wks 👔
News (1)	
 How Ofgem is responding to the energy crisis Blog 	3 wks 👰
Guide Topics (2)	
Troubleshooting problems	4 mos 🅼