Filter pattern

User Test findings

14. January, 2026



Intro

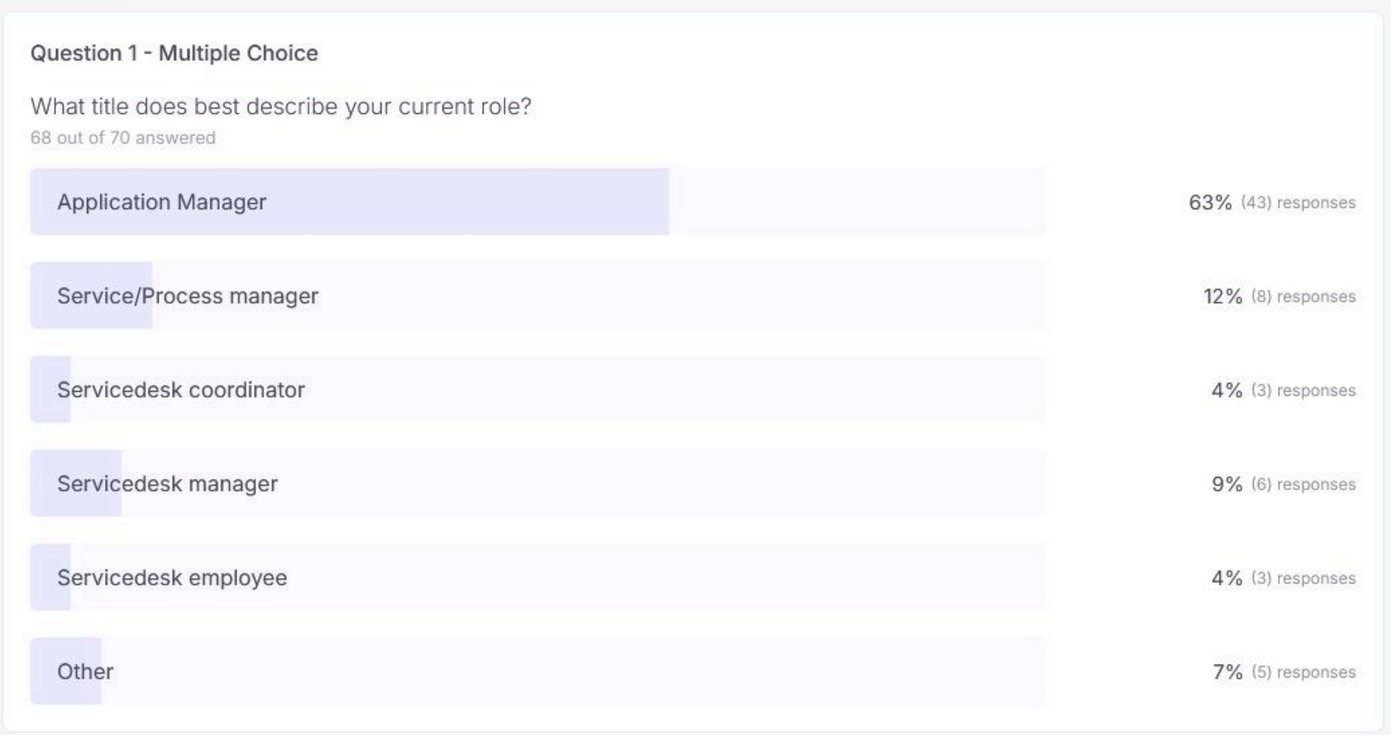
The Design System team planned to introduce a new filter pattern for TOPdesk because different domains currently use different filtering methods. The goal was to create a common pattern that everyone can follow and to provide a consistent filtering experience across TOPdesk.

To support this, research was conducted using a two-level prototype user test. The first level focused on standard filtering, which was easier to understand and use. The second level focused on advanced filtering, where the filter set could be freely altered by adding or removing filters. It was also visually different: the standard filter was positioned above the content, while the advanced filter was positioned on the left side of the content.

This presentation covers the results of the research.

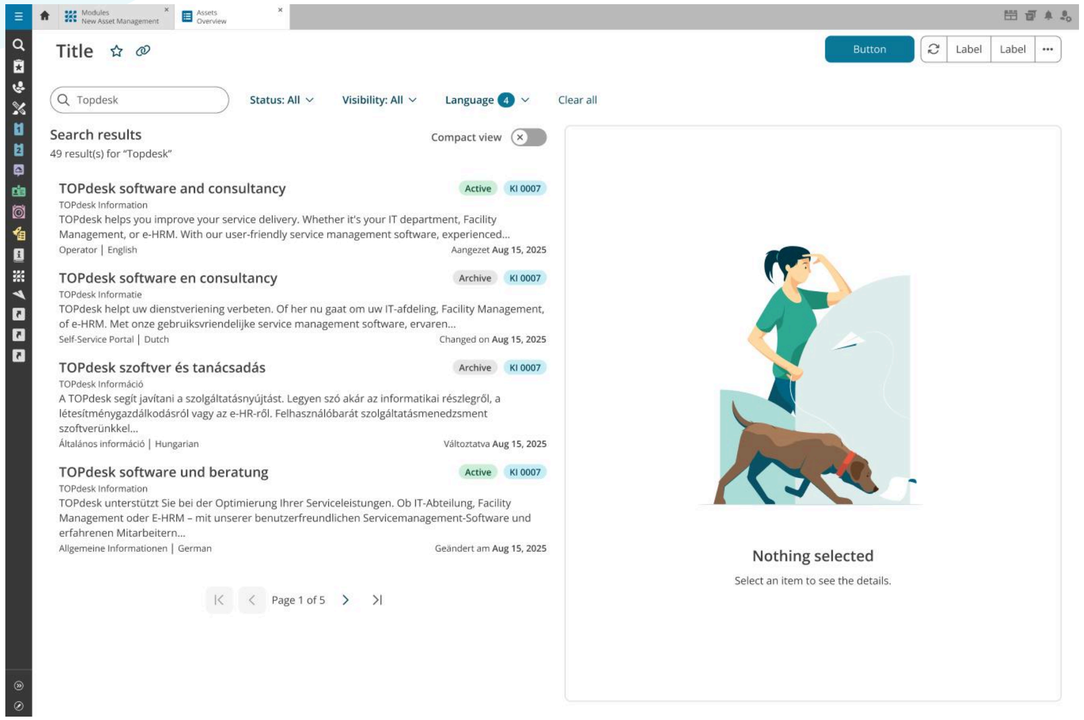
Participants

At the start, 70 people participated in the user test. The distribution of roles was as follows:



Standard filtering

The first test focused on standard filtering for the Knowledge Base use case. The overall experience, based on 53 responses, is shown below:





Standard filtering - comments

After the test, two questions were asked: what participants found helpful or pleasant, and what they found annoying or frustrating. Overall, most of the comments were positive, highlighting how easy the system was to use, its quickly understandable mechanics, and the clear UI. We also received some suggestions for improvement:

"The button Clear All can better visible." - Currently, this button has the same visual style as the filters themselves. It may be worth exploring whether it should be made more prominent or if it is fine as it is; however, this comment was mentioned only once.

"If I have any comment it would be the length of list of visible knowledge items. More items per page if possible?" - This comment relates more to how results are displayed. Currently, we use pagination, but it may be beneficial to also explore single-page scrolling.

"I would like the possibility to search for 'Topdesk in english and active' instead of selecting filters." - This comment refers to a potential future of filtering, where a smart search replaces navigating through dropdowns.

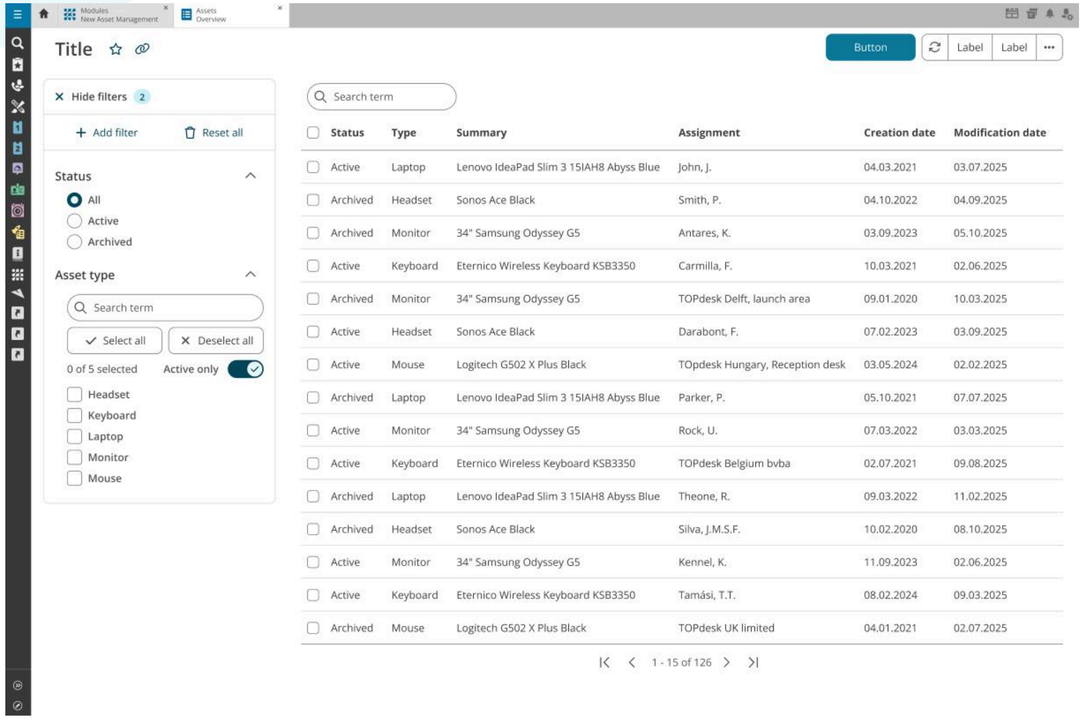
Standard filtering - additional question

An additional question was asked specifically for the Knowledge Base use case. The answers can be considered when building the actual filter.



Advanced filtering

The second test focused on advanced filtering for the Asset Management use case.
The overall experience, based on 44 responses, is shown below:





Advanced filtering - comments

After the test, similar to the standard filtering, two questions were asked: what participants found helpful or pleasant, and what they found annoying or frustrating. We received similar feedback here as well. Most comments were positive about the filtering experience, but we also received a few observations and suggestions:

“I think this placement is less intuitive and efficient than the one in knowledge base. The panel uses too much space. Also I particularly don't like the two-step first add filter to use and then select criterion for that filter.”

“I really do not like having to select "Add Filter" and then type in the filter. I'd rather just pick from the drop down menu and go."

These two comments are about the mechanics of adding new filters. First, you activate the “Add filter” button, after which the dropdown appears and you can select the filter you want to add. We could explore whether we want to always display the dropdown, but since this UX flow comes from the Asset Management use case, I assume we would need to consult them before making any changes.

Advanced filtering - more comments

"The X in front of Hide filters suggests that everything is closed. I would go for an arrow similar to the main menus button on the left."

"It wasnt very logical to hide the panel with the X. most apps show either a double << or a window icon to close panels. The X might also mean I want to not use filtering at all. so made me doubt if it was the right call."

"***Hiding the side pane was not intuitive***"

We could explore ways to make the filter panel's closability clearer, for example, by using a chevron instead of an "X" or making it more prominent.

"I find the filter panel very busy and do not find it clear (and therefore quick) to understand what is filtered."

"I find the screen with filtering a bit less clear. You see a lot of information, but somehow I don't find it logically structured."

We could explore ways to better structure the filters, but this may be a case of not Asset Management users being unfamiliar with this page. Other pages might structure their filters more appropriately for their specific needs.

Overall experience

Lastly, participants were asked about their overall experience: “Finally, is there anything else you would like to share that could help us improve our filters?” Here are some responses:

*“**Hopefully we get a filter for the knowledge items by operator group.**”*

*“**I would really appreciate it if filtering could be made a lot easier in all areas of TOPdesk and could also be done from the overview you are currently in. For example, if you are in the box with reports from your treatment group, you could filter specifically at the top of the column. Currently, you first have to run a separate selection if you want a specific overview.**"*

*"**I would like to have more options of showing and hiding asset information for operators**"*

*“**It would be nice if such filters would be available to filter your tasks, like in the task panel. The task panel is now limited to only operator (group) and site. If we could expand the options to all fields of a task. That would greatly improve the experience.**”*

*“**Extending or improving the filter options in the incident module. It would be helpful if we can use the kind of filter options that are available within the asset management module.**"*

*"**It would be great to have 3 "presets" buttons that can hold filters - "my most used filters**"*

Conclusion

In conclusion, the new filtering pattern works as intended - users understand it and can use it easily. While we received some comments on specific areas for improvement, no major changes to the proposed pattern are needed.

Thank you

14. January, 2026

