

Making Your Experience Easier

Now that you've seen how simple it is to collaborate in AirSend by sharing messages, documents, and actions, we're going to show you how easy it is to find things with AirSend's smart content search, channel grouping, and task organization in the Kanban board.

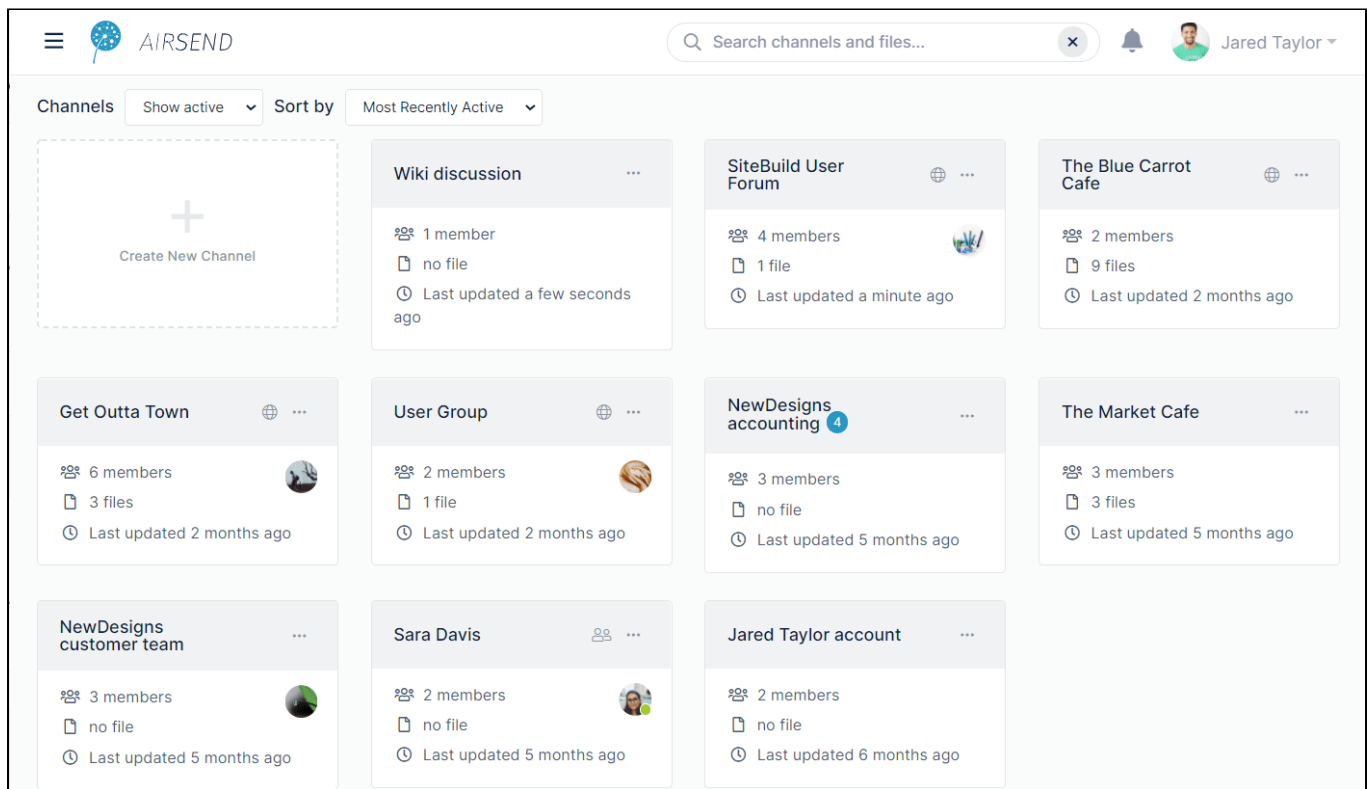
Content search

AirSend's content search is active in the dashboard and inside channels. The content search returns matching content in the following categories:

- channel names
- messages
- files
- actions
- user names

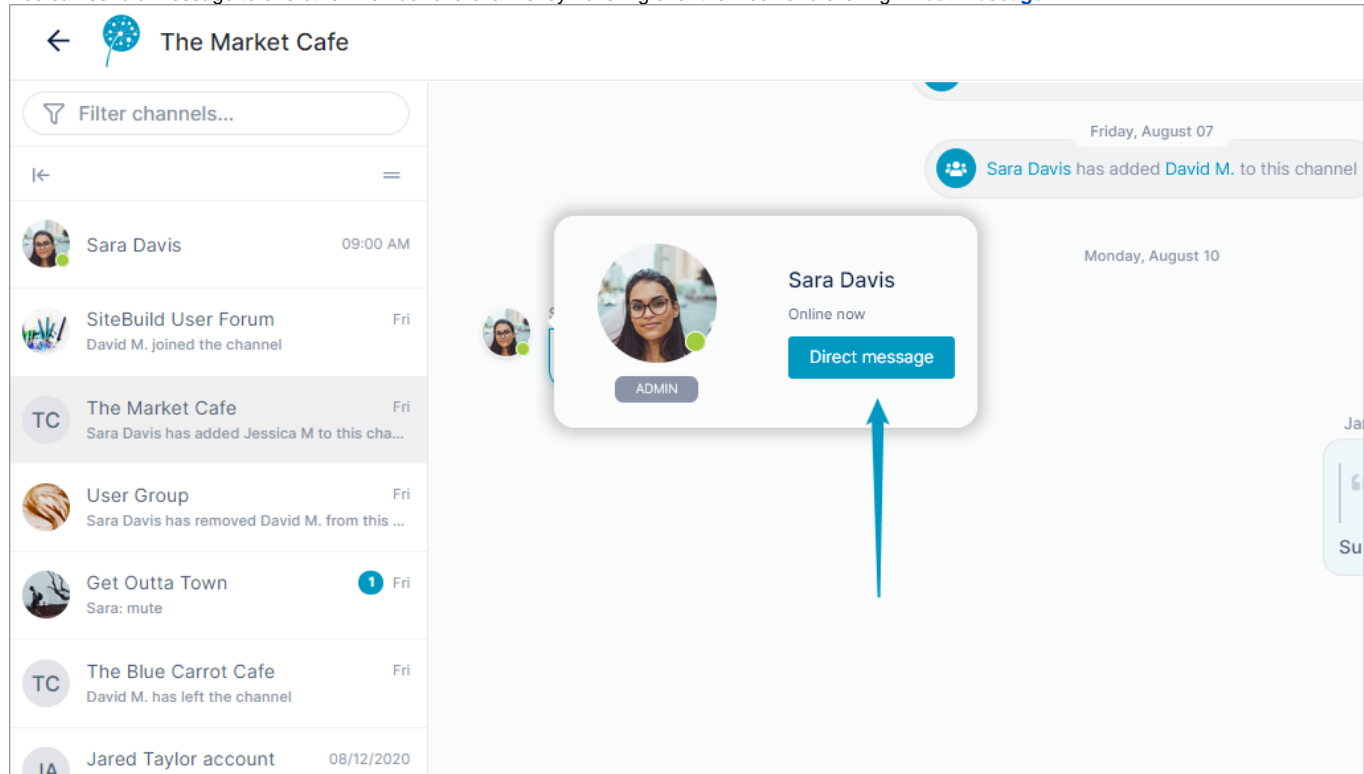
When you search in the dashboard, you find matching content in all channels; when you search in a channel, you find matching content within that channel only.

As you type into the search box, AirSend displays up to three matches per category under the search box. To see all matches, click **Enter** or click **Show All** for one of the search categories.



Direct messages and one-on-one channels

You can send a message to one other member of a channel by hovering over their icon and clicking [Direct message](#).

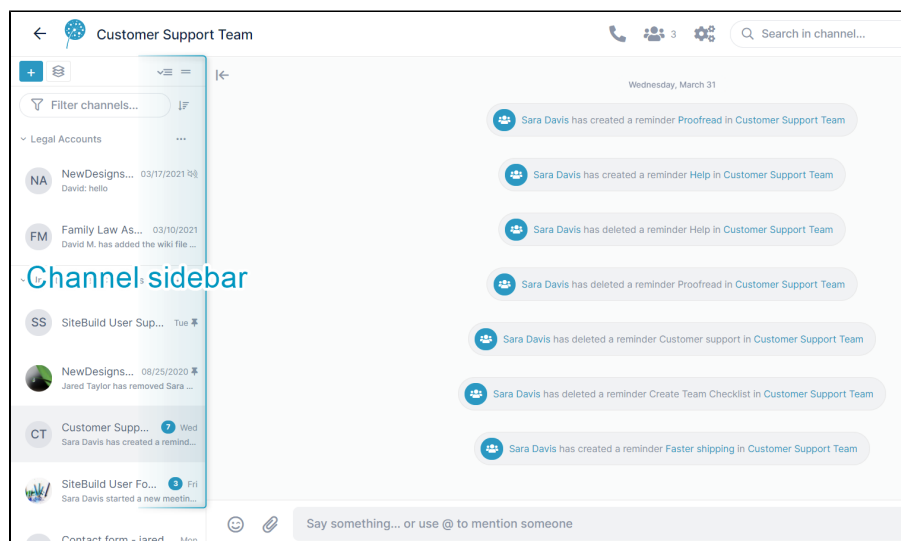


A channel is created for the two of you where you can chat one-to-one.

Pinned channels and channel grouping

The more you take advantage of AirSend's capabilities, the more channels you will see on your dashboard.

To make it easier to find specific channels, you can group your channels in ways that are meaningful to you in the channel sidebar that appears when you are inside a channel.



Regardless of which channel you open, the channel sidebar on the left shows the same list of all your channels. By default, the sidebar shows channels grouped by **Groups you have created**, **Uncategorized Channels**, and **Direct Messages**.

Click a channel's More (3 dot) icon and choose **Pin Channel** to make it a favorite that appears at the top of its category.

The screenshot shows a Slack channel named 'Customer Support Team'. The left sidebar contains a list of channels categorized into 'JenGroup', 'Legal Accounts', 'Uncategorized Channels', and 'Direct Messages'. The 'Customer Support Team' channel is highlighted in the 'Uncategorized Channels' section. The main area of the channel shows a message history for Wednesday, March 31, with several messages from Sara Davis regarding reminders and deletions. At the bottom, there is a text input field with the placeholder 'Say something... or use @ to mention someone'.

You can also create your own channel groups which appear at the top of the list. Just click the **Create Group** button, name the group, and drag and drop channels into it.

The screenshot shows a Slack channel named 'Jessica M'. The left sidebar contains a list of channels categorized into 'Legal Accounts', 'Uncategorized Channels', and 'Direct Messages'. The 'Customer Support Team' channel is highlighted in the 'Uncategorized Channels' section. The main area of the channel shows a message history for Friday, February 12, with a message from David M. stating 'David M. started a new meeting, click here to join.' At the bottom, there is a text input field with the placeholder 'Say something... or use @ to mention someone'.

For additional ways you can make it easier to locate the channel you're looking for, see [Channel Sidebar: Finding Channels](#).

Task organization with the Kanban Board

You can view all your tasks and subtasks at once, combine, separate, and rearrange them in the Kanban board.

The screenshot displays a Slack channel named 'Customer Support Team'. The channel header includes a back arrow, a team icon, the name 'Customer Support Team', a phone icon, a group of 3 people icon, a settings gear icon, a search bar with the text 'Search in channel...', a notification bell icon, and a user profile for 'Sara Davis'. The main content area shows a timeline of messages. A date separator 'Friday, March 12' is followed by a message from 'David M.' stating 'David M. has added Sara Davis and 1 more to this channel'. Another date separator 'Wednesday, March 17' is followed by four messages from 'David M.': 'David M. has created a reminder Team Meeting in Customer Support Team', 'David M. has created a reminder Lunch Session in Customer Support Team', 'David M. has created a reminder Create New Website in Customer Support Team', and 'David M. has created a reminder Brainstorm Ideas in Customer Support Team'. At the bottom is a text input field with the placeholder 'Say something... or use @ to mention someone' and a send button. On the right side, there is a sidebar with tabs for 'Actions', 'Files', and 'Wiki'. The 'Actions' tab is active, showing a 'View Board' button, a search bar 'Search actions', and a list of actions: 'Lunch Session', 'Team Meeting', 'Outstanding Requests', and 'Review Customer Evaluations', each with a checkbox and a right arrow.

To learn more about the Kanban Board, see [Actions in the Kanban Board](#).

Next: Style and Customization

Also see:

[Inline commands](#)

[Add a File to the Files Tab](#)

[Add a file to a message](#)