Ideas

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SLA			

Please feel free to submit new product enhancement ideas. Our Product Owners will review your ideas periodically and let you know personally if your Idea has been scheduled for development.

Unfortunately, it is not possible to pick up every Idea and not every Idea will receive a reply.

Make sure you also vote on Ideas that you want to see in the product, as we will take this into account when deciding on which ideas to implement.

If you have an immediate need for a feature please submit a [Change Request (https://discover.claromentis.com/forms/changes)](https://discover.claromentis.com/forms/changes) instead.

Short summary of idea*
Boolean Search (AND, OR, and NOT) on Global Search

Application/Area
General

Description
Hi there,

Over the past few months, our team has diligently conducted comprehensive UX research to assess the usability of our Claromentis hub. This effort involved six focused group sessions, four usability tests, and a randomly stratified survey totalling nearly 200 users. Our research aimed at gaining insights into the challenges our users face while navigating the platform.

One consistent finding that emerged from our research is the significant difficulty users encounter in locating specific information within Claromentis. Despite its many strengths, the current search functionality falls short in meeting the needs of our user base.

After careful analysis of the feedback gathered from our research activities, we strongly believe that the implementation of boolean search functionality in the global search feature would greatly enhance the overall user experience. Almost 90% of our users use Claromentis to find specific documents on our intranet and when they aren't able to find what they want, they report feeling frustrated, discouraged, and resistant to use the intranet in the future.

This feature would empower users to perform more refined searches, allowing them to locate relevant information more efficiently and accurately. This would also provide for user agency over the particular search, rather than relying on the fuzzy results system.

On our end, we're putting out some robust communications explaining how the tag system works within Claromentis, as well as how content creators can better tag their content to be found. However, a global fix like this would also make a huge difference.

Thank you for considering our request!

Total Likes
5