The Search Application

Global search can be a handy tool for users to quickly locate relevant files and areas of the site they need.

This article covers how site search works and how it can be configured.

Global search is found in the top banner of the page:

When a search is run, you will see a screen similar to the below image. The most relevant results are listed first, and you can use the application headings to narrow your search to within these areas.

You will also see a box on the right for when users are unable to find what they are looking for, this is to alert admins of this.
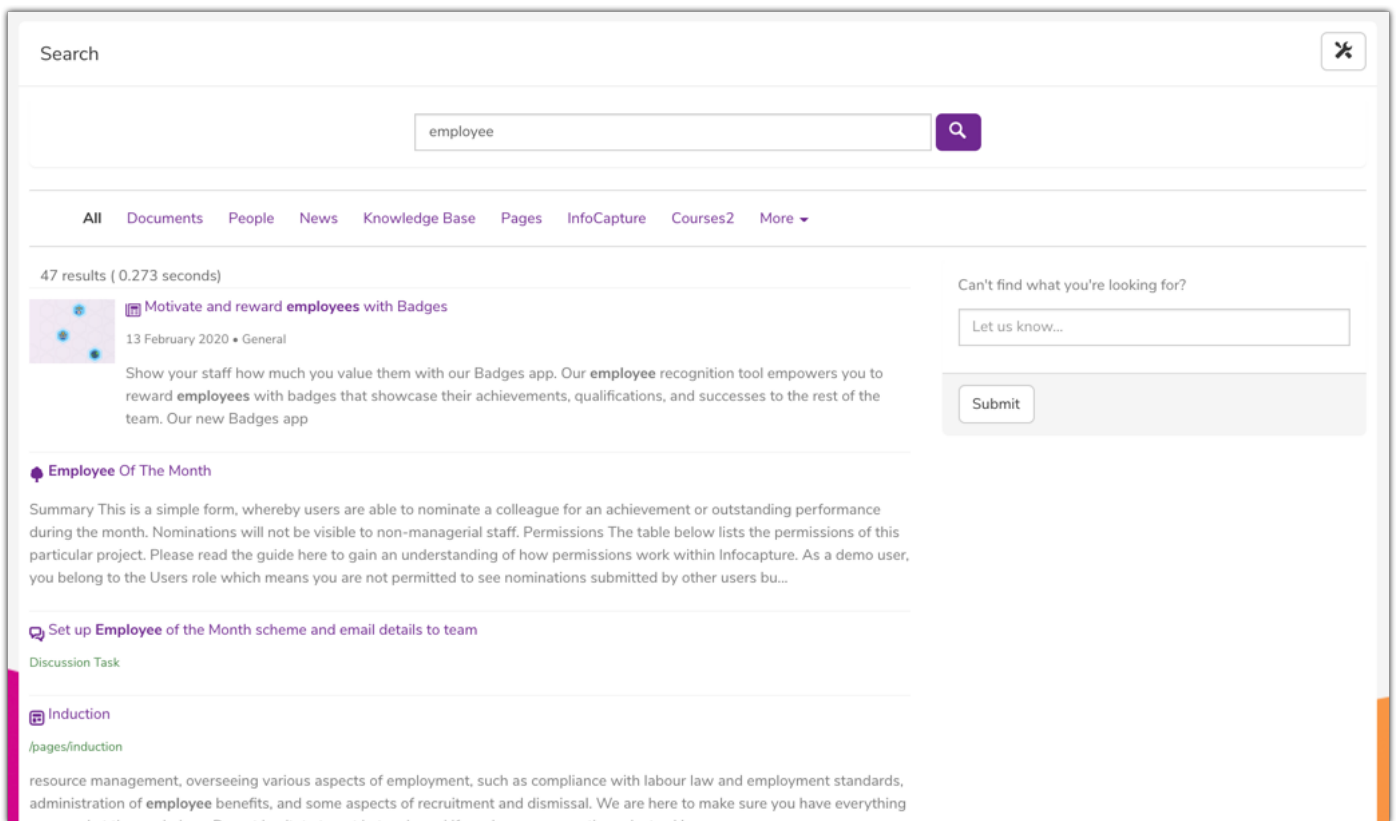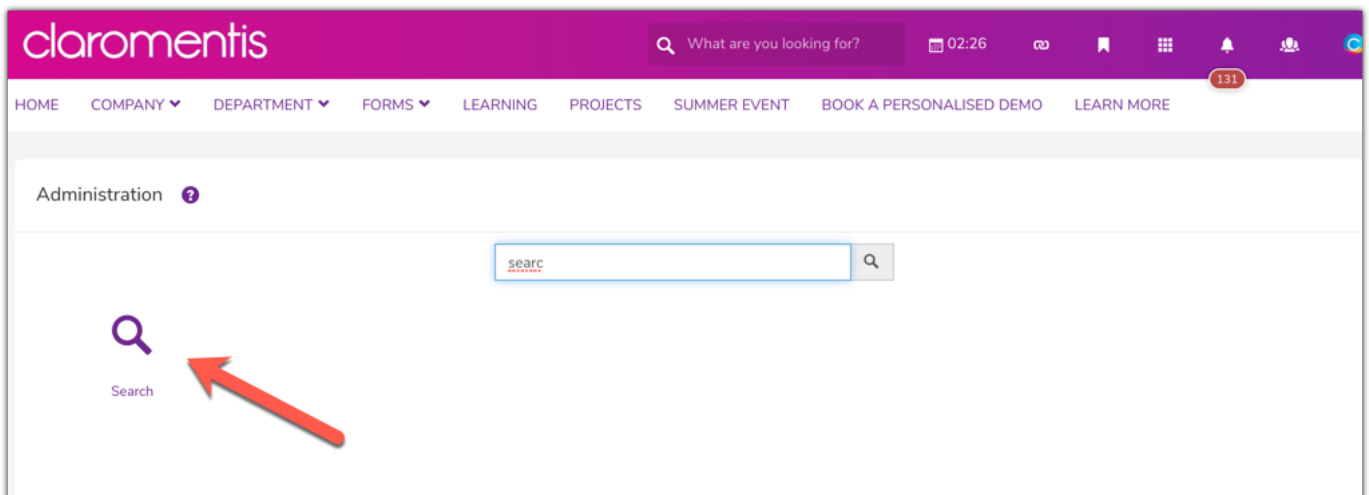
The search results will show the most relevant results containing that word or search terms.

Search also has a dedicated application so site admins can adjust and configure the search to be more effective.

Read more about optimising your Search here

Indexing/Searching service

This tab gives an overview of your current search status, if you notice any areas here looking odd or a large index queue, please have read of this article.

Search recommendations

Creating search recommendations help users to find content within the intranet. You are able to set up key phrases and words that, when users type these in, will return certain content.

There is a full guide on adding recommendations here.

Here is an example search recommendation:

Applications

This determines which applications appear here and in what order:

You can prioritise apps you know are used more than others.

Search Options

Determine how many results are shown per page and if you would like users to submit search suggestions.

Reindexing

Reindexing means deleting your current search database and recreate a new one. If you want to do this, please first review this article again.

Reindexing

Select areas to reindex

Warning: Be careful with this feature

☐ Recreate the index and all mappings

Note

Reindexing your data needs careful consideration and planning as your store size can vary the time it takes to complete.

If you wish to clear all your indexes then select 'Recreate the index and all mappings'. This will delete all indexes from the database so that the entire system would then need reindexing.

If you wish to reindex a specific application then select the appropriate option and press 'Start'.

Once you receive a message saying that reindexing is in progress, navigate to the Indexing Service page to monitor progress.

✔ Check all   ☐ Uncheck all

Document	☐ Recreate mapping ☐ Reindex
Folder	☐ Recreate mapping ☐ Reindex
User	☐ Recreate mapping ☐ Reindex
News	☐ Recreate mapping ☐ Reindex
Blog	☐ Recreate mapping ☐ Reindex
Forum_message	☐ Recreate mapping ☐ Reindex
IC_issue	☐ Recreate mapping ☐ Reindex
IC_project	☐ Recreate mapping ☐ Reindex
Comms_message	☐ Recreate mapping ☐ Reindex
Gallery_gallery	☐ Recreate mapping ☐ Reindex
Gallery_image	☐ Recreate mapping ☐ Reindex
KB_article	☐ Recreate mapping ☐ Reindex
KB_category	☐ Recreate mapping ☐ Reindex
KB_question	☐ Recreate mapping ☐ Reindex

Sidebar:
- Indexing/Searching Service
- Search Recommendations
- Applications
- Search Options
- Reindexing
- Empty Search Results

Empty search results

Here you can get a feel for what people are searching for and if it is producing no results.

Empty Search Results

Search terms that have returned no results in the last 90 days.

10 ⌄ entries per page   🔍 Search   ‹ **1** ›

Search term	User	Date	☐
cabbage	Claromentis Administrator	20-08-2020 02:28	☐

Refresh   Delete Selected

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If users are regularly using search to find the same sort of items, for example, a specific documents folder or certain key policies, you could set up fast access buttons to these areas on the homepage instead - instructions on this can be found here.

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Tags: search, index