



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:

A screenshot of the Claromentis website dashboard. The top navigation bar is purple with the Claromentis logo and a search bar. Below the navigation bar, there's a welcome message for the administrator. To the right, there are buttons for 'Book a personal demo' and 'Pricing'. In the center, there's a calendar for August. On the left, there's a section for 'New: Polls & Surveys application'. On the right, there's a poll titled 'Office or Home?'.

claromentis

What are you looking for?

00:35

HOME COMPANY DEPARTMENT FORMS LEARNING PROJECTS SUMMER EVENT BOOK A PERSONALISED DEMO LEARN MORE

Good Evening **Claromentis Administrator**
Welcome to Claromentis

Book a personal demo

Pricing

New: Polls & Surveys application
20 July 2020 new features
Check out the new Polls & Surveys application, designed to help you gather employees feedback in a new intuitive way.

August

M	T	W	T	F	S	S
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23

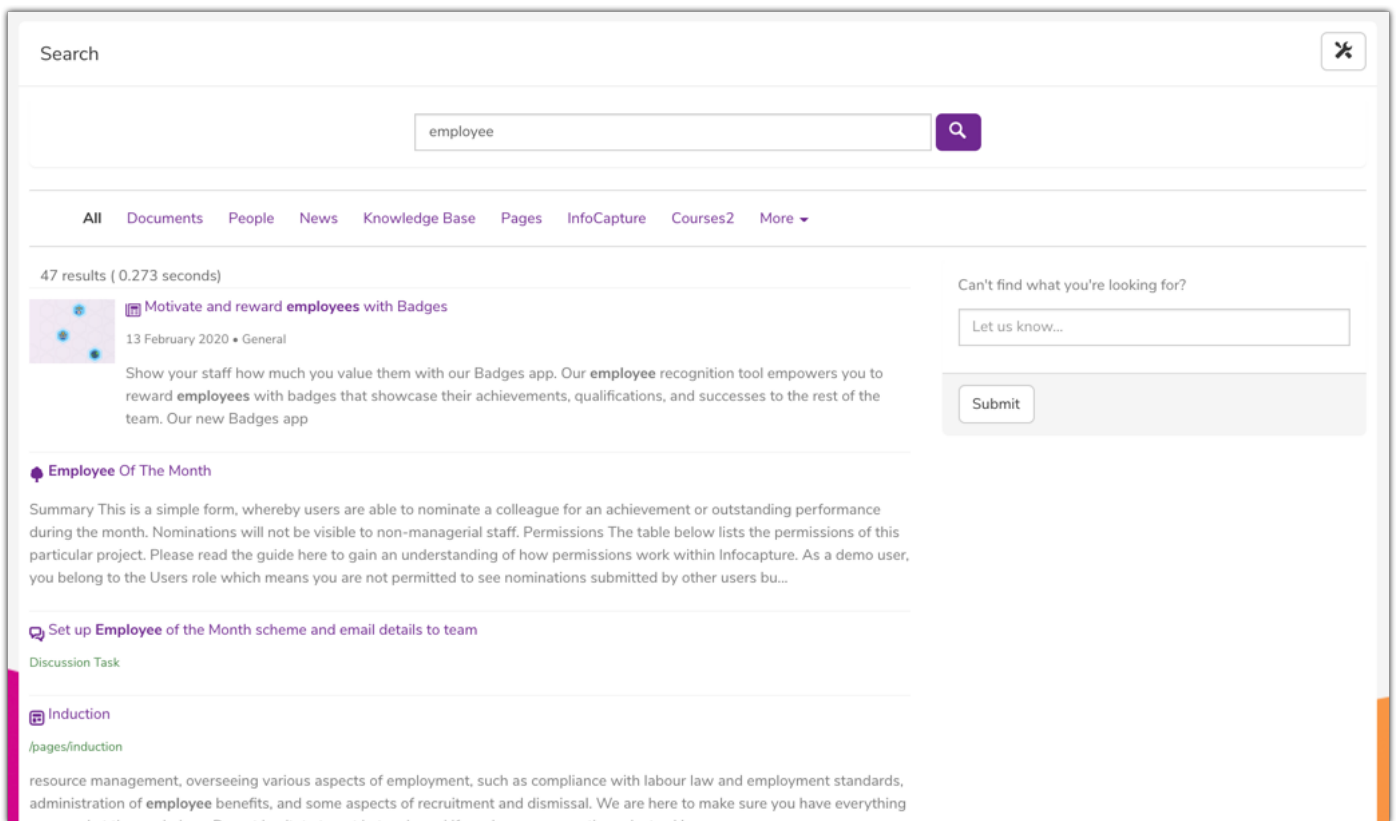
Poll

Office or Home?
Once the pandemic is behind us, what would be your ideal working arrangement?

Results so far:
Working from home permanently

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.

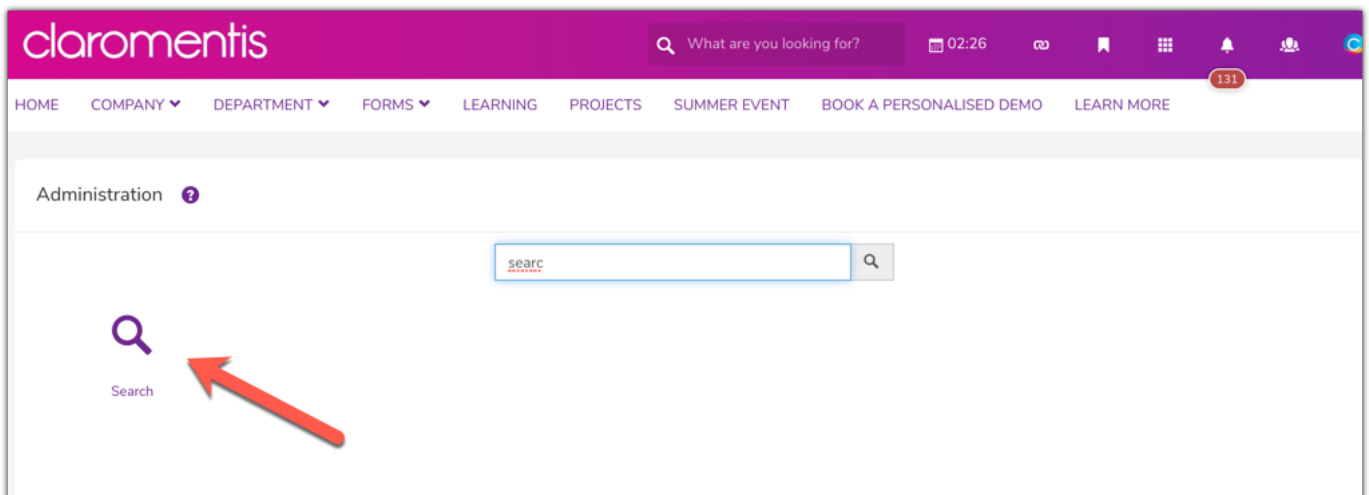
You will also see a box on the right for when users are unable to find what they are looking for, this is to alert admins of this.



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](#).

Admin / Search Admin

Indexing/Searching Service

Search Recommendations

Applications

Search Options

Reindexing

Empty Search Results

Status

OK

Requests in queue

0

Reindex data

Reindex...

Index name

demo-millie89plus-demo.myintranet.com

Index size

18.51 Mb

Number of records

3,736 (69 deleted)

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](#).

Admin / Search Admin / Search Recommendations

Indexing/Searching Service

Search Recommendations

Applications

Search Options

Reindexing

Empty Search Results

Search Recommendations

User Requests

+ Add Search Recommendation

Group Name	Search Terms	Suggestions	Best Bets	
Pricing Information	price, cost, pricing, quote	price, cost, pricing, quote	Need Pricing Information?, Quote Template	
Training	training, train the trainer	training, train the trainer	Training Brochure	

Here is an example search recommendation:

Admin / Search Admin / Search Recommendations / Add/Edit Recommendation

Indexing/Searching Service

Search Recommendations

Applications

Search Options

Reindexing

Empty Search Results

Add/Edit Recommendation

Group Name Pricing Information

Search Terms

price	
cost	
pricing	
quote	

Add a search term.. Add Term

Suggestions

price	
cost	
pricing	
quote	

Add a suggestion.. Add Suggestion

Best Bets

Name	Description	URL	
Need Pricing Information?		/intranet/news/view.php?id=7	
Quote Template		/intranet/documents/16/99	

Add Best Bet

Save Cancel

Applications

This determines which applications appear here and in what order:

Search

test

All Documents People News Knowledge Base Pages InfoCapture Courses2 More

530 results (0.163 seconds)

This is a test.ppsx

Drop Zone

This is a test This is also a test This is also a test End of test

Essentials Test

E-Learning Module

This 5 question test will determine whether or not you have understood the fundamentals of the Claromentis software. Each question is worth 20 points. You must gain a minimum of 60 points to pass the test.

Can't find what you're looking for?

Let us know...

Submit

Admin / Search Admin / Applications

Indexing/Searching Service

Search Recommendations

Applications

Search Options

Reindexing

Empty Search Results

Search Tabs Order

These applications will be displayed as tabs on the Search page in the order you set below.

Documents

People

News

Knowledge Base

Pages

InfoCapture

Courses2

More...

Policy Manager

Forum

Publish

Blog

Events

Discuss

Hidden Applications

Applications in this list are not shown on the Search results page.

Add an application into search:

Communication

Add

Note

Any apps below the 'More' separator appear in a drop-down menu to the right of the main tab list.

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.

Admin / Search Admin / Search Options

Indexing/Searching Service

Search Recommendations

Applications

Search Options

Reindexing

Empty Search Results

Recent Searches

☒ Display recent similar searches by other users

Results per Page

20

User Search Suggestions

☒ Allow Users to submit search suggestions

Save

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](#).

Admin / Search Admin / Reindexing

Indexing/Searching Service
Search Recommendations
Applications
Search Options
Reindexing
Empty Search Results

Reindexing

Select areas to reindex

Warning: Be careful with this feature
☐ Recreate the index and all mappings

☒ Check all
☐ Uncheck all

Document	<input type="checkbox"/> Recreate mapping	<input type="checkbox"/> Reindex
Folder	<input type="checkbox"/> Recreate mapping	<input type="checkbox"/> Reindex
User	<input type="checkbox"/> Recreate mapping	<input type="checkbox"/> Reindex
News	<input type="checkbox"/> Recreate mapping	<input type="checkbox"/> Reindex
Blog	<input type="checkbox"/> Recreate mapping	<input type="checkbox"/> Reindex
Forum_message	<input type="checkbox"/> Recreate mapping	<input type="checkbox"/> Reindex
IC_issue	<input type="checkbox"/> Recreate mapping	<input type="checkbox"/> Reindex
IC_project	<input type="checkbox"/> Recreate mapping	<input type="checkbox"/> Reindex
Comms_message	<input type="checkbox"/> Recreate mapping	<input type="checkbox"/> Reindex
Gallery_gallery	<input type="checkbox"/> Recreate mapping	<input type="checkbox"/> Reindex
Gallery_image	<input type="checkbox"/> Recreate mapping	<input type="checkbox"/> Reindex
KB_article	<input type="checkbox"/> Recreate mapping	<input type="checkbox"/> Reindex
KB_category	<input type="checkbox"/> Recreate mapping	<input type="checkbox"/> Reindex
KB_question	<input type="checkbox"/> Recreate mapping	<input type="checkbox"/> Reindex

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.

Empty search results

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

Admin / Search Admin / Empty Search Results

Indexing/Searching Service
Search Recommendations
Applications
Search Options
Reindexing
Empty Search Results

Empty Search Results

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

10 entries per page
1

Search term	User	Date	
cabbage	Claromentis Administrator	20-08-2020 02:28	<input type="checkbox"/>

Refresh
Delete Selected

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](#).