



## 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.

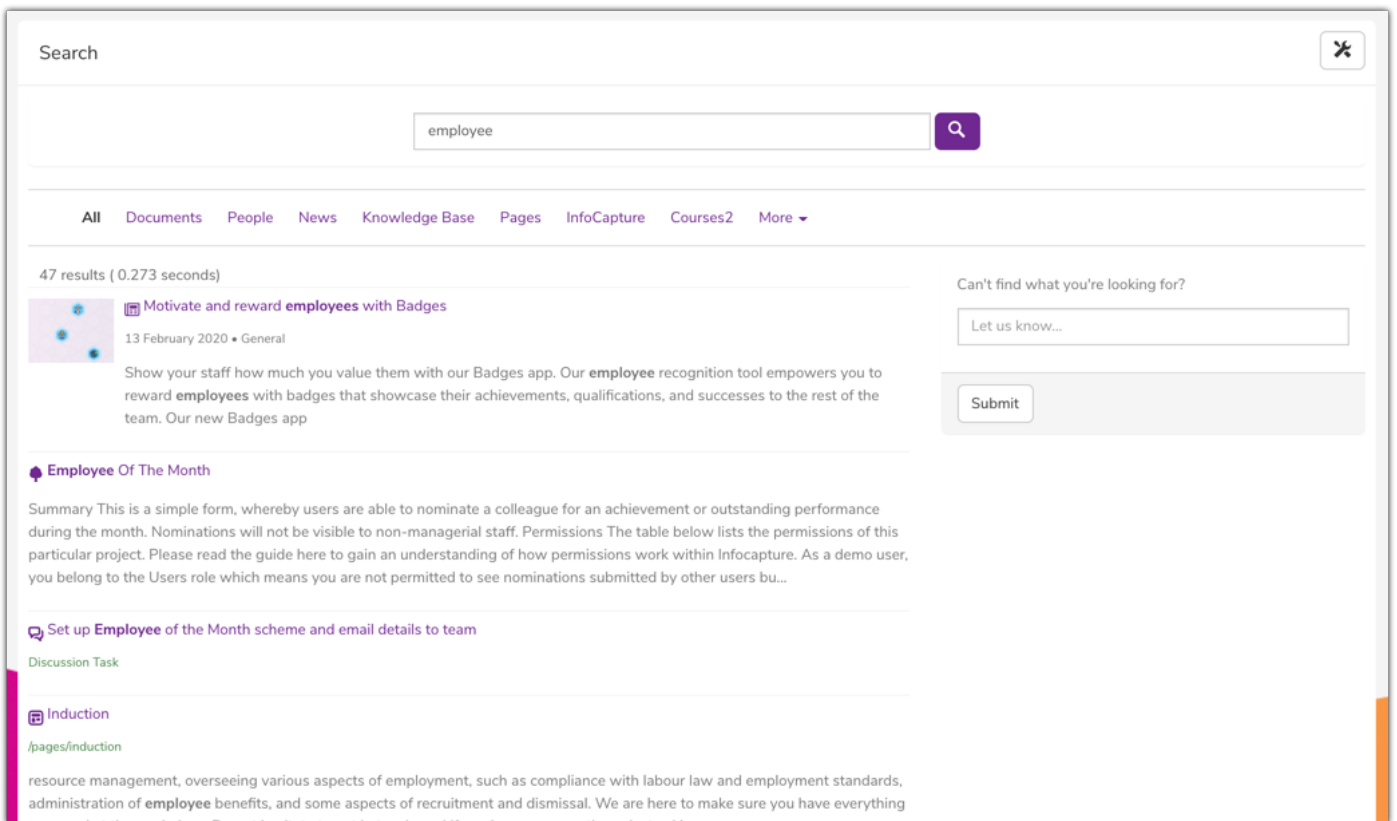
Global search is found in the top banner of the page:

A screenshot of the Claromentis website. The top navigation bar is purple and contains the Claromentis logo, a search bar with the text "What are you looking for?", and several utility icons. Below the navigation bar, there are several widgets: a "Good Evening Claromentis Administrator" message, a "Book a personal demo" button, a "Pricing" button, a "New: Polls & Surveys application" announcement, a calendar for August, and a "Poll" section titled "Office or Home?".

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

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.

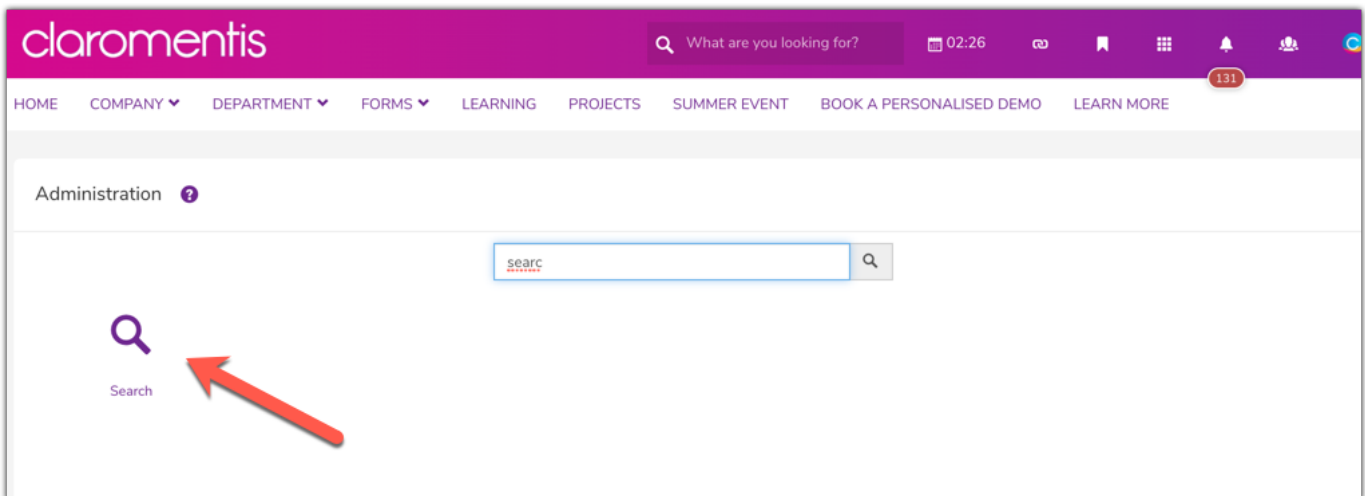
You will also see a box on the right for when users are unable to find what they are looking for, this is to alert admins of this.



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 Q

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

<b>Status</b>	OK
<b>Requests in queue</b>	0
<b>Reindex data</b>	<a href="#">Reindex...</a>
<b>Index name</b>	demo-millie89plus-demo.myintranet.com
<b>Index size</b>	18.51 Mb
<b>Number of records</b>	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 Q

- 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 Q

Indexing/Searching Service

**Search Recommendations**

Applications

Search Options

Reindexing

Empty Search Results

### Add/Edit Recommendation

**Group Name**

**Search Terms**

price	🗑
cost	🗑
pricing	🗑
quote	🗑

**Suggestions**

price	🗑
cost	🗑
pricing	🗑
quote	🗑

**Best Bets**

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

### Applications

This determines which applications appear here and in what order:

Search ✕

**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?

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	X
People	X
News	X
Knowledge Base	X
Pages	X
InfoCapture	X
Courses2	X
More...	
Policy Manager	X
Forum	X
Publish	X
Blog	X
Events	X
Discuss	X

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

### Hidden Applications

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

Add an application into search:

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

### User Search Suggestions

Allow 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](#).

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

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](#).