



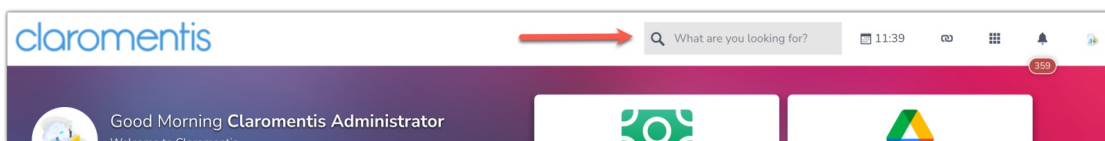
Optimise Your Global Intranet Searches

Claromentis uses Elasticsearch for Intranet searches.

This creates searchable indexes of data in applications across the Intranet.

What is global search?

Claromentis global search will search the whole site for matches to entered terms, which includes titles, text body, tags and metadata.

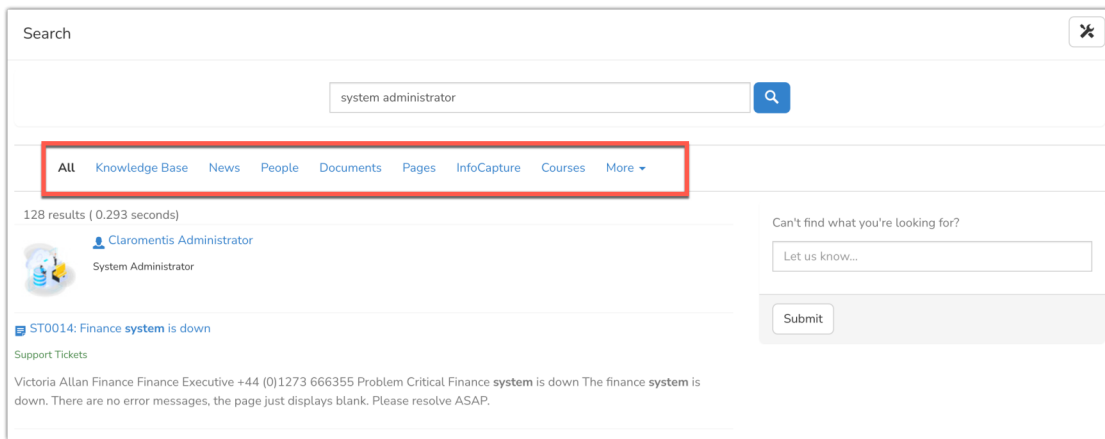


Whereas application-specific searches will only look for content related to the search terms within that application and in general offer more controls to refine this.

A screenshot of the 'Documents / Search' interface. At the top, it says 'Documents / Search' on the left and a toolbar with icons for list view, star, trash, share, print, search, and close on the right. The main area contains several search filters: 'Keywords' with a text input and a search button; 'Folder name' with a text input and 'Choose folder'/'Unset' buttons; 'Search keywords in' with checkboxes for 'Title', 'Metadata', and 'Content'; 'Search objects' with checkboxes for 'Documents' and 'Folders'; 'Order results by' with a dropdown set to 'Relevancy'; 'Results on the page' with a dropdown set to '20'; 'Tags' with a 'Tags' button; 'Modified by' with a 'Select user' dropdown and a 'Browse' button; 'Created' with a date range selector; 'Last modified' with a date range selector; 'Review Date' with a date range selector; and 'Additional notes' with a text input and a dropdown set to 'All words'. At the bottom are 'Search' and 'Reset' buttons.

The Global search relies on finding results across the whole site based only on the keywords entered by the user.

Results can be filtered [per application](#) once the initial search is made however end users sometimes report not being given the results they would expect on the 'All' page.



How the search works

To optimise your site and its content to facilitate the best results, it's necessary to understand how the Claromentis search operates.

When a search is made:

- Exact matches with the search terms are pushed to the top of the results
- If multiple words are entered these are treated as if they are connected by 'or' and searched individually too
- Like any search engine, there is a level of fuzziness that could affect the order and relevancy of the results

A fuzzy search looks for text that matches a term closely instead of exactly and helps find relevant results even when the search terms are misspelt.

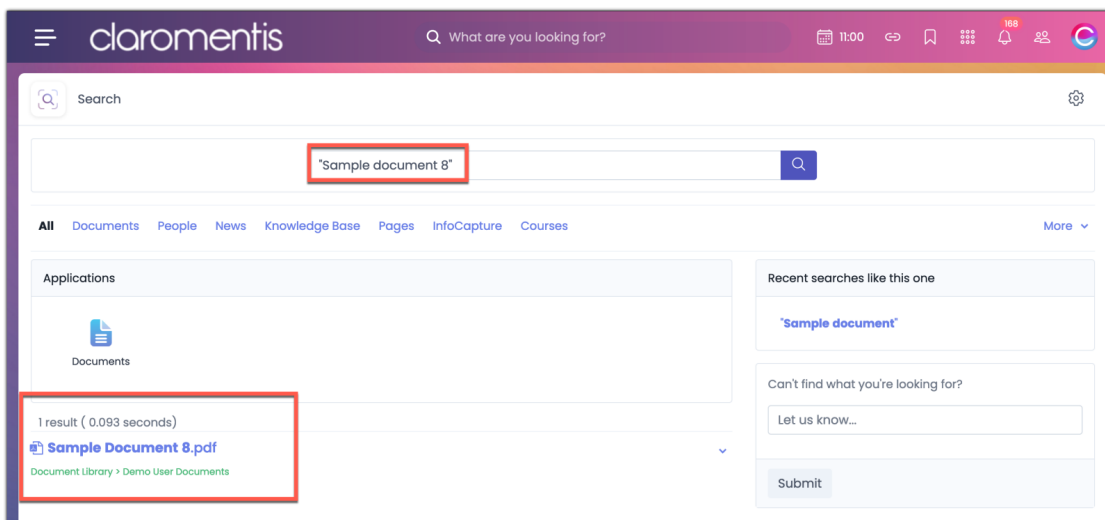
So, this means when a search is performed, the system will prioritise exact matches to the overall term entered first, then each word separately, as well as fuzzy results.

e.g. if you're searching for 'System administrator' Claromentis will return results for 'system administrator', 'system', 'administrator' and the fuzzy alternatives.

Please note: Search operators e.g. * () - OR AND etc will not work in Claromentis searches.

For situations where entered terms must be searched exactly, this can be achieved by using quotation marks. e.g. searching for a specific document.

Only results that match the entered terms exactly will be given:



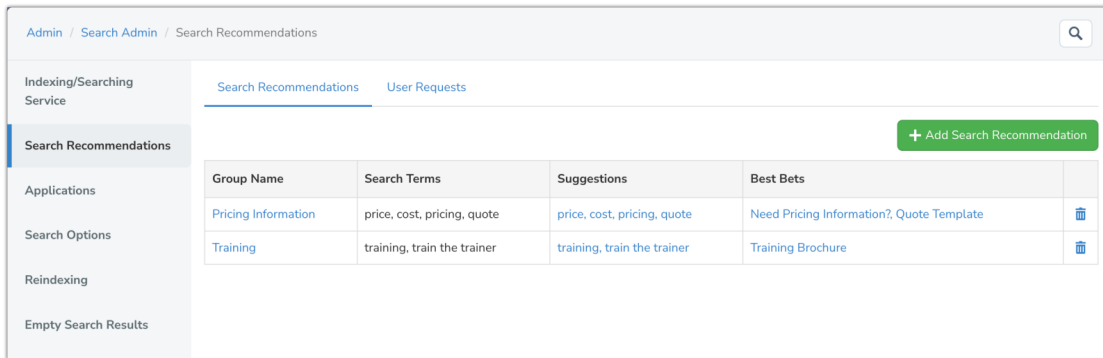
Optimise your Search

If you are finding that results are not as relevant as you would expect or need, implement the methods below to combat this.

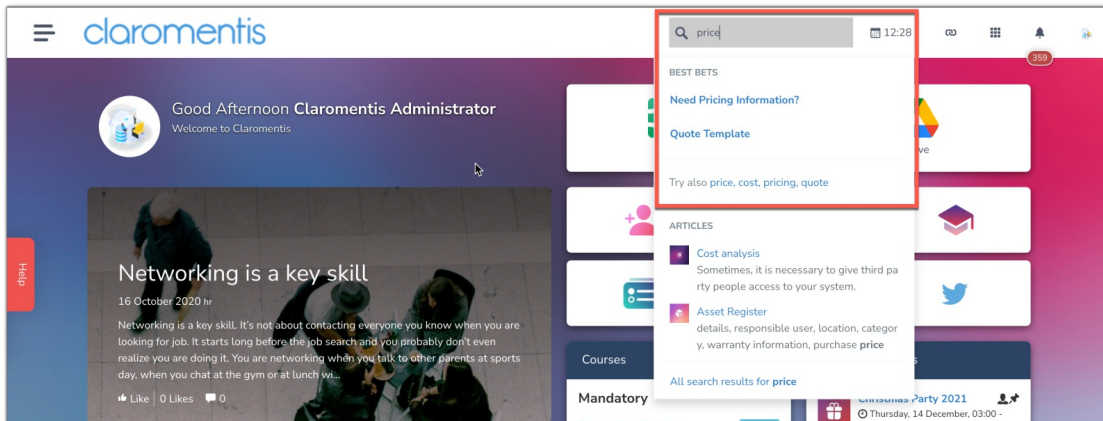
- Set up search recommendations and best bets

This will allow you to cherry-pick the most relevant results for certain search terms and have these appear at the top when they are used.

See our [Search Recommendation](#) guide for more information and steps to set these up.



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



- Enable user search suggestions and their associated notifications

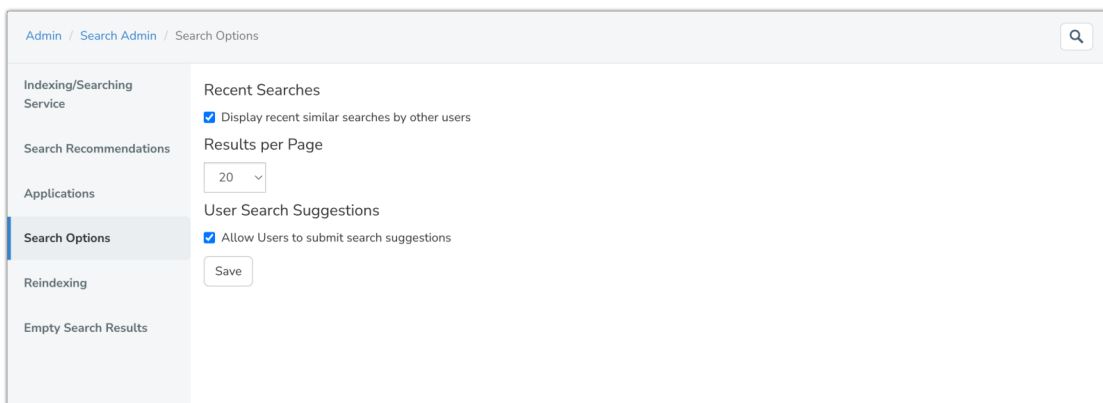
Allow users to describe what they cannot find through searching and submit this for administrators to see listed in a 'User requests' area.

Administrators can review the suggestion and action as required to proactively fill any gaps in the search to ensure relevant results are being given over time.

Administrators can be notified when a suggestion has been submitted, allowing them to check what it is and:

1. Add the relevant terms into a Search recommendation so that those terms will now return appropriate results
2. Reach out to the user if the content they are requesting is not in the Intranet or a location they do not have permission to see, as this is outside the realms of global search to resolve.
3. Review Search recommendations if similar suggestions keep being submitted despite what has been set up already and tweak these

Head to **Admin > Search > Search options enable user suggestions**.



Recent Searches

☒ Display recent similar searches by other users

Results per Page

20

User Search Suggestions

☒ Allow Users to submit search suggestions

Save

The area below will appear when searches are made for users to make submissions:

Search

financial

9 results (0.115 seconds)

Claromentis Featured in Latest Issue of Financial Times Newspaper
15 February 2019 • General
Read Claromentis Director Nigel Davies' comments about flexible working in the latest copy of the Financial Times!

tr0001: QuickBooks Training
Training Form
I am responsible for using QuickBooks to track and manage our company's **financial** data. This training will help me to improve my QuickBooks skills and become more efficient in my work.

Aligning your External and Internal Communications
Most organisations spend a great deal of effort managing and implementing their external communications but fail to replicate this very same effort internally. How well organisations manage their communications, both internally and externally, is vital to long-

Can't find what you're looking for?
need xyz document for March 2023
Submit

Submissions appear in **Admin > System > Search recommendations > User requests** for administrators to action.

Admin / Search Admin / Search Recommendations

Indexing/Searching Service

Search Recommendations

Applications

Search Options

Reindexing

Empty Search Results

Search Recommendations User Requests

Search Term	Comment	User	Date		
financial	need xyz document for March 2023	Claromentis Administrator	13-10-2023 13:43		🗑️
learning	Couldn't find a link to LMS	Michael Hassman	01-06-2016 15:53		🗑️

☒ Notify admin
☒ Notify the User if their search suggestion is used

Save

We recommend turning on the notification for the administrators so all Search application administrators are notified when a suggestion is made, otherwise, they will need to periodically check this area to see what has been logged.

There is also the option to notify the user who made the suggestion if their term is used in a search recommendation which is a great way to automate their update about this and allow them to search again to find the needed content.

- Start using Tags or add more to further differentiate content

Instruct all your Intranet administrators and content creators to implement **tags** whenever they add new content to the site.

Knowledge Base / Edit Article

Language: English options

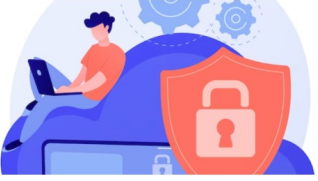
Article Title:

Category: Compliance

Tags:
popular tags: intranet, claromentis, microsoft, excel, social

Author: Claromentis Administrator Browse

Created date: 18-04-2023

Article Cover/Thumbnail:  Change image Delete image

Tags are checked when searches are made so they are an easy way to affect results in the way you need them.

Some applications also offer tag clouds for easier searching than terms being typed in.

Tags are a quick way to diversify your content and improve its appearance in related search results.

Policy Manager

Policy Views

My Policies

All Policies

Policy Types

All Types

Policies

Procedures

Instruction

Categories

All Categories

General

Health and Safety

HR

Tags

IT audit Claramentis complaint

employee health hr induction

internal remote working

safety security sustainability

travel 17

Policy Manager

Great job! You have read or reviewed all policies.

Search...

1

2

3

Audit Procedures

✓

✕

Complaints Procedures

♥

=

Equal Opportunities Policy

🏠

🏢

Flexible Working Policy

1

?

Foreign travel advice

👤

✱

👤

Health and Safety Policy

👤

📋

Induction Process Instruction

🌍

Sustainability Policy

test1234

Created on 11 October 2023 by [Hannah Door](#). Last modified on 6 November 2025

Tags: [index](#), [search](#), [result](#), [searching](#), [optimise](#)