

Search

The search bar in the header of the operator panel allows staff to search SupportPro for users and tickets matching the term.

The search results are broken up into two components: users and tickets. Below we detail how searching works for each of these:

Ticket search is slightly more complex as it not only looks at the ticket table but also at every message belonging to the ticket:

- Ticket number
- Ticket subject
- Ticket message content

SupportPro makes use of FULLTEXT search, but this introduces a few caveats that you should be aware of when writing search terms:

- A phrase that is enclosed within double quote (") characters matches only rows that contain the phrase *literally, as it was typed*.
- A phrase that is enclosed within single quote (') characters, will have those characters stripped; 'aaa'bbb' would be parsed as aaa'bbb
- The search term is split into words, and a search is performed for each individual word. Words are made up of letters, digits, and underscores. Word boundaries are determined by the presence of non-word characters; for example, (space), , (comma), . (period), and so on...

- Words less than 3 characters are ignored
- Stop words, considered to have zero semantic value, are ignored; see [REDACTED] to view the default stopword lists and how to change them

For example, if you wanted to search for any ticket with a message containing joe@supportpro.com the search term must be encoded in double quotes (") otherwise the words joe, supportpro, and com would be searched for individually which would match significantly more records.

For more information, please

read: [REDACTED]

The search term will be wrapped in a wildcard and checked against the following user table columns:

- Firstname
- Lastname
- Firstname lastname (concatenated together by a single space)
- Email

Consider the following example, Joe Blogs <joe@supportpro.com>. If we search for "pal", then the database will look for any string containing "pal" and in this case the email, joe@supportpro.com, would match.

The search term will be wrapped in a wildcard and checked against the name of the organisation.

It is possible to further filter the search results by clicking **Filter Results** in the yellow bar above the table. The respective grids contain a number of additional conditions that can be used to further refine the search results. To add additional conditions, click the **Add Condition** button and when ready click the **Update** button to re-run the search.

Online URL: <https://docs.supportpro.vn/article/search-321.html>