

## Redcastle

Application Datasheet:

# DocSearch for SuperOffice CRM

SuperOffice CRM has excellent document creation and archiving capabilities. There are, however, times when document search requirements need to be more specific than the tools available in standard SuperOffice. Typically, customers need to search for any documents in the SuperOffice document archive which contain a certain word or phrase. DocSearch for SuperOffice CRM does just that - whether it is a Word document, text file, pdf file, email or even an attachment to an email DocSearch will find the matching documents.

### Complex Search criteria

Word, Phrase, Proximity, Relevance and OR/AND/+ /NOT Operators can be used for searching within documents.

Example, Proximity search: **"SuperOffice document"~4** will return all documents containing both of the words *SuperOffice* & *document* within four significant words of each other. This search will return a document containing the sentence: *"SuperOffice will easily archive an email document."* The word "an" is not a significant word and is therefore not indexed.

### Examples of results

The search produces a list of matching documents as in the graphic below.

\* Clicking this [blue](#) hyperlink will open the SuperOffice document dialog for that record.

\*\* Displays the search engine rating of relevancy for that document for your particular search term. On the row below

Search

[docSearchUserGuideDOC4](#) Rating:1.00  
 Type:Uploaded File Author:GARETHB Date:25/08/2006 Company:Redcastle CRM  
 on searching For example, searching for **GOLF BALLS GOLF BALLS** : this will return all documents with the exact phrase **golf balls GOLF AND BALLS** will return all documents  
 Redcas-Uploa-docSearchUserGuideDO.doc 288 KB \*\*\*

[docSearchUserGuidePDF4](#) Rating:1.00  
 Type:Uploaded File Author:GARETHB Date:31/08/2006 Company:Redcastle CRM  
 For example, searching for **GOLF BALLS GOLF BALLS** : this will return all documents with the exact phrase **golf balls GOLF AND BALLS** will return all documents containing both  
 Redcas-Uploa-docSearchUserGuidePD.pdf 218 KB

[Kennet E1067249063](#) Rating:0.83  
 Type:SMS [Sent] Author:JEFF Date:27/10/2003 Company:Kennet Equipment Lea  
 SMS SENT: 27/10/2003 10:04:24 RECIPIENT: Steve Swift - Kennet Equipment Leasing L  
 more **golf** SMS STATUS: CODE 1: SMS Sent  
 Kennet.E1067249063.txt 209 B

[Location Map](#) Rating:0.83  
 Type:External Document Author:JEFF Date:08/10/2004 Company:ASA Training Pr  
 FACSIMILE MESSAGE FOR re: The **Golf** Grip REDCASTLE SYSTEMS LIMITED The Busine  
 4465 email: sales@redcastle.co.uk  
 ASA-Tr-Enter-Location-Map.doc 75 KB

this is listed information about the document, for example, the SuperOffice Template type, the Author, the Company written to etc. Below this, with the yellow background, is displayed a partial preview of the document with your search terms highlighted in bold showing the words in the context that they were used. This preview offers you the opportunity to see if the document is of interest without having to actually open it.

\*\*\* Displays the filename and file size, clicking the [green](#) hyperlink will open the actual file.

At the bottom of the interface are some statistics regarding your search: how long it took, how many matching documents it found, how many were filtered off by your filter options (see below) and how many were hidden due to SuperOffice Visibility settings.

10th October 2004. Please find enclosed our cheque for £200  
 Search took 00:00:07.1741120. Found 74 items. Showing 73 of 74 (1 private docs were hidden)

Searching can be specifically targeted by Company, Project, Date Range, Author and User Group. See below:

By Company Unfiltered

By Project Unfiltered

By Date Range Unfiltered Unfiltered

By User JAMES

By User Group Management

Limit Results to 100

### For more information on DocSearch

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