

F2 cSearch

Version 7



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Reading instructions

This manual is written for users of F2 cSearch.

The manual contains a short introduction to F2 cSearch and a general description of its functionality. The description adheres to best practice in digital bureaucracy.

The manual is based on an F2 solution with all available add-on modules installed. Users may notice some differences between their own F2 client and the one presented here depending on the add-on modules included in their organisation's F2 solution.

In this manual, the names of commands are **bolded**. Commands are clickable features such as buttons. The names of fields and lists are placed in "quotation marks".

References to other sections within the document and references to other documentation are *italicised*.

We hope you enjoy using F2.



Introduction to F2 cSearch

F2 cSearch is a search tool for F2 that is able to search through various F2 formats. This makes it possible to perform a search across annotations, cases, chats, documents, notes, records, requests, and system messages.

Unlike F2's other search options, cSearch uses pre-indexed data based on the user's latest F2 activities. This is comparable to Internet search engines such as Google, Bing, etc., and presents the user with the search results almost instantaneously.

In cSearch, the user can search for a single word as well as perform advanced searches for phrases. On completing a search, the versatile preview window shows at a glance whether the result is useful. cSearch lets the user perform searches across all of F2, which is not possible using F2 Desktop. Results from cSearch may be transferred to F2 Desktop, to the "cSearch results" list.

This document is an introduction to the various search options offered by F2 cSearch.

Basis for searches

F2 cSearch searches the metadata of records, cases, and documents, including participant information, as well as the content of record documents, attached documents, approval documents (add-on module), and other documents. It also searches chats, notes, annotations, and requests.

F2 cSearch does not search log files or case guide data (add-on module), but does search cases, records, and documents from case guides. This also applies to data from F2 Meeting (add-on module) in which F2 cSearch searches the "shadow records" created on the basis of agendas and minutes, but not the text of the meeting window.



Searching with cSearch

To open the cSearch window in F2, click on **cSearch** in the main window ribbon or use the keyboard shortcut **F3**.

																cS	earc
Ŧ						cBrain AcC	loud01									_	•
F2 Mair	n window	Settings														🔒 <u>Klaus Salomon (H</u>	HR)
 ☆ Main window ☆ Case * ☆ Record * 	New	Rew email	New digital mail New FOI Request New M4 mail	New chat •	Reply all • Reply • Open in calendar	 Archive Remove from list Delete records * 	S Flag: Deadline:	Select flag Select date	•	¤ ⊜ Flag: Deadline:	📩 🖸 Select flag Select date	•	Print	Advanced search	Search history •	Open calendar Show all reminders	Q
Navigation		N	ew		Reply	Remove		Me			HR		Print	Sea	ch	Calendar	cSearc

Figure 1: cSearch icon

The cSearch window can be accessed from the main, case, or record window.

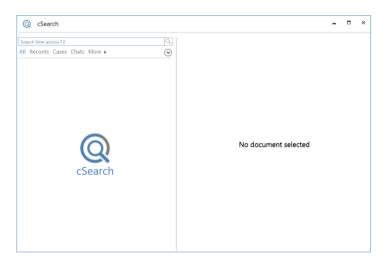


Figure 2: The cSearch window

cSearch searches across all of F2, i.e. the "Archive", "My private records" and "Library".

Note: In accordance with F2's access control, cSearch only finds results to which the user has at least read access.

Simple search

Entering a single word in the cSearch search field, e.g. *minutes*, will perform a search across all cases, records, documents, etc. which include the word.

Entering multiple words in the field, e.g. *minutes meeting*, will perform a search across cases, records, documents, etc. which include both these words.

cSearch displays an excerpt of each result with the search word(s) bolded, letting the user see the context at a glance.



	© cSearch –	×
The search field ——	Iminutes Iminutes All Records Cases Chats More = Iminutes 10 of 17 results (0.19 seconds) Priority = Normal = Iminutes from Meeting May 2016 - 1. edition 5 Feb 2016	
	From: Dieter Davidsen To: Anders: Andersen, Dieter Davidsen, Dorthe Duess through the minutes and see if you agree with the	
	Partial minutes from the meeting. Meeting. July 8 Jul 2016 Zi15.pdf Partial minutes from the meeting. Meeting. July. 2016 Overskrift: Minutes Beskrivelse: Deltagere: Anne C	
	Minutes from Meeting July 2016 - 2. edition pdf 8 Jul 2016 Minutes from Meeting July 2016 - 2. edition ITEM Minutes == APPENDIX 1 == MEETING Mee	
	Case Help	
	Partial minutes from the meeting July 30 May 2017 2016	
	Minutes from Meeting July 2016 - 2, edition From: Dieter Davidsen To: Anne Christiansen, Hanne Winter, Dieter Davidsen	
	Minutes from Meeting July 2016 - 1. edition 8 Jul 2016	

Figure 3: A simple search in cSearch

A list of metadata search fields can be opened by clicking the search field and then pressing the **down arrow** key. A selected metadata field is highlighted in blue. See the figure below.

	Q cSea	rch	_ □	×
The search field —	Search here ad	ross F2	_	
Metadata search — fields	Fields content: created: deadline: filetype: filetype: filetype: myarchive: participant: myarchive: participant: myarchive: participant: recordtype: responsible: status: ttile: to: type:	Search in content (e.g. in record document or chat text) Creation date Record or case deadline The document file type Name and email address for the sender of a record or a chat Record ID NO Keyword for a record or case Record letter date Limit to results in 'my archive' Name and email address for a participant of e.g. a record Record type (internal/inhound/outbound) Record or case responsible Status information for a record, case or request The title of e.g. a record or a case Name and email address for recipients of a record (to/cc/bcc) Limits the search result to a certain type of object	cument selected	

Figure 4: Metadata search fields in cSearch

Using the asterisk

The asterisk (*) functions as a wildcard, i.e. as a stand-in for zero or more characters. This means that entering *min** performs a search for words beginning with "min", including "minister" and "minutes".

cSearch automatically adds an implicit asterisk after the search string, which means that entering *min* and *min*^{*} will yield the same results. If the user does not want to use the wildcard function, a space must be added after the search string. For



example, searching for [*min*] will yield records, cases, documents, etc. containing the text string "min", but excluding "minister" and "minutes".

Note: The above applies to a certain number of metadata fields. It is not applicable when selecting metadata fields such as "Record type", "Deadline" or and similar fields for which the search input is limited.

Using the question mark

The question mark (?) functions as a wildcard for a single character. Searching for e.g. *Eri?a* will yield results containing both "Erica" and "Erika".

Searching for text strings

In cSearch, searching for text strings is limited to the "Title", "Content" and metadata fields. cSearch automatically searches these fields when the user enters text in the search field.

Note: When searching for text strings, cSearch only yields results in which the entire string appears in the same category. This means that a search for *communications officer* will only yield results in which both words appear in the same field, e.g. "Content". Objects in which *officer* appears in "Content" and *communications* appears in "Title" are not included.

As stated above, in a search for multiple words, e.g. *application position*, an asterisk is automatically added at the end of the string. To avoid the wildcard function, the user can add a space at the end.

cSearch does not consider the word order in search text. This means that performing a search for the words in the above paragraph (with no space at the end) both yields results similar to "*Application* for the *position* of communications officer" and "RE: The *position* of communications officer (*application #2*)".

To search for an ordered text string, use quotation marks, e.g. "*application for the position"*. This will yield results that matches the word order of the text in the quotation marks exactly.

Note: In searches with text in quotation marks, cSearch does not automatically add an asterisk.

Searching with AND, OR, NOT

i.

When searching for multiple words, cSearch only shows results which contain all the entered search words. This can be adjusted using the logical operators AND, OR and NOT.

Operator	Example
"AND"	A search for <i>job AND application</i> will find records, documents, etc. containing both the word <i>job</i> and <i>application</i> .



Operator	Example
"OR"	A search for <i>job OR application</i> will find records, documents, etc. containing either the word <i>job</i> or <i>application</i> .
"NOT"	A search for <i>job NOT application</i> will find records, documents, etc. containing the word <i>job</i> , but not the word <i>application</i> .

Note: The operators must be capitalised. cSearch does not add an asterisk to searches with AND, OR or NOT.

Using parentheses

cSearch contains various metadata search fields which are described in the following sections. When using metadata search fields, cSearch groups the search words as follows: A search for *from:Klaus agenda* yields results with *Klaus* in the "From" field and *agenda** as free text in various fields.

Parentheses can be added to change this grouping. A search for *from:(Klaus Salomon)* yields results with *Klaus Salomon* in the "From" fields in F2.

Searching with intervals

cSearch uses brackets when searching for intervals.

For example, it is possible to search for records with a deadline between January 1st and July 1st by entering *deadline:[1-1-2019 1-7-2019]*, or to search for records with an ID number between 100 and 400 by searching for *id:[100 400]*.

Date intervals

The date fields "Created", "Deadline" and "Letter date" contain special search word options to make it easier to search for intervals, e.g. *deadline:(Yesterday)*, *deadline:(Today)*, *deadline:(Tomorrow)*, and *deadline:-3* (*up to three days ago*). These options are shown if the user types *deadline:* in the search field, along with suggestions from the user's search history.

Q cSearch	
deadline:	0
Record or case deadline deadline:21-11-2018 deadline:[14-11-2018 28-11-2018] Yesterday Today Tomorrow -3 (up to three days ago)	▼

Figure 5: Search for "Deadline"

Metadata search fields

cSearch supports a number of metadata search fields that can be used to refine a search.



By clicking the search field and pressing the **down arrow** key, a list of metadata search fields appears.

The search field Search here across F2 Fields Content: Search in content (e.g. in record document or chat text) created: Creation date deadline: Record or case deadline filetype: The document file type from: Name and email address for the sender of a record or a chat id: Record ID No Keyword for a record or case letterdate: Record letter date myarchive: Limit to results in 'my archive'		Q cSearch
Content: Search in content (e.g. in record document or chat text) created: Creation date deadline: Record or case deadline filetype: The document file type filetype: The document file type from: Name and email address for the sender of a record or a chat id: Record ID No keyword: Keyword for a record or case letterdate: Record letter date myarchive: Limit to results in 'my archive'	The search field —	Search here across F2
created: Creation date deadline: Record or case deadline filetype: The document file type from: Name and email address for the sender of a record or a chat id: Record ID No keyword: Keyword for a record or case letterdate: Record letter date myarchive: Limit to results in 'my archive'		Fields
fields participant: Name and email address for a participant of e.g. a record recordtype: Record type (internal/inbound/outbound) responsible: Record or case responsible status: Status information for a record, case or request title: The title of e.g. a record or a case to: Name and email address for recipients of a record (to/cc/bcc) type: Limits the search result to a certain type of object		Content: Search in content (e.g. in record document or chat text) created: Creation date deadline: Record or case deadline filetype: The document file type from: Name and email address for the sender of a record or a chat id: Record ID No keyword: Keyword for a record or case letterdate: Record letter date myarchive: Limit to results in 'my archive' participant: Name and email address for a participant of e.g. a record recordtype: Record type (internal/inbound/outbound) responsible: Record or case responsible status: Status information for a record, case or request title: The title of e.g. a record or case to: Name and email address for recipients of a request

Figure 6: List of metadata search fields

Select a metadata search field by clicking on the list or by typing its name followed by a colon.

Certain metadata search fields provide search suggestions. For example, the "Record type" field will display a fixed list of options after the user enters a **colon**.

Q cSearch	
recordtype:	Q
Record type (internal/inbound/outbound) Inbound Internal Outbound	>

Figure 7: Options for the "Record type" search field

Other metadata search fields, such as "From", do not have fixed value lists. For these fields, cSearch offers suggestions based on previous searches or text entered by the user.

Q cSearch	
from:	9
Name and email address for the sender of a record or a chat Dieter Davidsen	
Hanne Winter	
Hugo Hugosen - huh@cbrain.com Vibeke Villasen	
Victor Jensen	_

Figure 8: Suggestions based on search history

The table below describes the metadata search fields and their functionality.



Metadata search field	Description and example
"Type"	Limits the search to a certain type of result. The types are:
	annotations
	• cases
	• chats
	• documents
	• notes
	• records
	• requests
	system messages.
	 When searching for a type, e.g. <i>type:Record</i> as in the image below, cSearch will only present results in which the search string appears in the record's metadata, its title or in the record document. cSearch does not search attached documents, chats, requests, etc. Note: cSearch will search in all types if no specific type has been selected.
	Example:
	Q cSearch
	type:Record
	All Records Cases Chats More ▼ ● 10 of 142 results (0.00 seconds) Priority ▼ Normal ▼ C
	Employee Information 28 Jun 2017 From: Dieter Davidsen Please see attached.
	Lest 20 Jun 2017 From: Dieter Davidsen
	Re: Renewal of harbor 30 May 2017 From: Dieter Davidsen To: Hugo Hugosen (huh@cbrain.com)
	Figure 9: Search for a type



search field	Description and example
"Title"	Limits the search to titles only. Title searches include titles for cases, records, documents and annotations.
	Example:
	Q cSearch
	title:agenda Q All Records Cases Chats More ₹ ⊙
	10 of 37 results (0.00 seconds) Priority ▼ Normal ▼ C
	Agenda for Meeting May 2016 - 1. edition 24 Aug 2016 From: Dieter Davidsen To: Anders Andersen, Dieter Davidsen, Dorthe Duess
	Agenda for Meeting July 2016 - 2. edition 8 Jul 2016 From: Dieter Davidsen To: Anne Christiansen, Hanne Winter, Dieter Davidsen
	The agenda for the next meeting Image: Agenda for Meeting July 2016 - 1, edition 8 Jul 2016 From: Dieter Davidsen To: Anne Christiansen, Hanne Winter, Dieter Davidsen
	Figure 10: Search for a title
"Content"	Limits the search to content only. Content is defined as follow for each type of search object:
	Records: Title and text in the record document
	 Requests: Request type and text in "Description" fiel
	Chats: Text in chat
	Chats: Text in chatDocuments: Title and text in document
	Documents: Title and text in document
	 Documents: Title and text in document Notes: Text in note Annotations: Annotation type and the annotation tex itself
	 Documents: Title and text in document Notes: Text in note Annotations: Annotation type and the annotation tex itself System messages: Text of message.
	 Documents: Title and text in document Notes: Text in note Annotations: Annotation type and the annotation tex itself
	 Documents: Title and text in document Notes: Text in note Annotations: Annotation type and the annotation tex itself System messages: Text of message. Example:
	 Documents: Title and text in document Notes: Text in note Annotations: Annotation type and the annotation text itself System messages: Text of message. Example: Q cSearch Image: Content information All Records Cases Chats More =
	 Documents: Title and text in document Notes: Text in note Annotations: Annotation type and the annotation tex itself System messages: Text of message. Example: Contentinformation All Records Cases Chats More = Of 38 results (0.00 seconds) Priority = Normal =
	 Documents: Title and text in document Notes: Text in note Annotations: Annotation type and the annotation text itself System messages: Text of message. Example: Q cSearch Image: Content information All Records Cases Chats More =



search field	Description and example
`From″	Search for name or email address of a record's sender. A sea for "From" will find records.
	Example:
	Q cSearch
	from:Hanne
	All Records Cases Chats More =
	10 of 15 results (0.04 seconds) Priority ▼ Normal ▼ C
	Employe information: Dieter Davidson 19 May 2017 From: Hanne Winter Information about the employe can be found on t
	Open.note 8 May 2017 Meeting agenda Last entry by Hanne Winter 10:26 Hanne Winter: Deadline tomorrow 9-May-20
	Figure 12: Search for "From"
	It is also possible to search for email addresses or domains. Examples: • from:abraham@mail.co.uk • from:beatrice@organisation.org
`To″	Examples:from:abraham@mail.co.uk
<u>`</u> To″	Examples: • from:abraham@mail.co.uk • from:beatrice@organisation.org Search for the name or email address of a recipient of an em
'To″	Examples: • from:abraham@mail.co.uk • from:beatrice@organisation.org Search for the name or email address of a recipient of an em record.
'Το″	 Examples: from:abraham@mail.co.uk from:beatrice@organisation.org Search for the name or email address of a recipient of an em record. Example:
`To″	Examples: • from:abraham@mail.co.uk • from:beatrice@organisation.org Search for the name or email address of a recipient of an em record. Example: Q cSearch
`То″	Examples: • from:abraham@mail.co.uk • from:beatrice@organisation.org Search for the name or email address of a recipient of an em record. Example: © cSearch
[•] То″	Examples: • from:abraham@mail.co.uk • from:beatrice@organisation.org Search for the name or email address of a recipient of an em record. Example: Q cSearch IncHanne All Records Cases Chats More =
^{••} То″	Examples: • from:abraham@mail.co.uk • from:beatrice@organisation.org Search for the name or email address of a recipient of an em record. Example: © cSearch © cSearch © description of the second sec
"Το″	Examples: • from:abraham@mail.co.uk • from:beatrice@organisation.org Search for the name or email address of a recipient of an em record. Example: Example: Image:



Metadata search field	Description and example				
"Responsible"	Search for the name of the responsible unit or case manager. In a search for "Responsible", cSearch will find records, and cases.				
	Example:				
	Responsible				
	Q cSearch – – ×				
	bypecase responsible dieter Q Case Participants				
	All Records Cases Chats More = 1 of 1 results (0.00 seconds) Priority ▼ Normal ▼ Ct Itele:				
	Board meeting October 2016 24 Oct Board meeting October 2016 2016-22 Persponsible Status: Case No:				
	Dieter Davidsen In progress 2016 - 22 Chief consultant, Scenetariat of				
	Suppl. case mgr. Keyword: Previous case No: Hans Hansen (Head				
	Limited access: Case participants: External ID:				
	Anders Andersen Andersen				
	Deadline: SSN/CVR no: Progress code:				
	File-plan: Action code: Disposal code:				
	Figure 14: Search for "Responsible" on a case				
"Participant"	Search for the name or email address of a participant.				
	Q cSearch				
	participant:klaus Q. All Records Cases Chats More ₹ ⊙				
	10 of 19 results (0.00 seconds) Priority ▼ Normal ▼ C				
	Employe information: Dieter Davidson 19 May 2017				
	From: Hanne Winter Information about the employe can be found on t				
	Request: Jordan river 13 Aug				
	Open request Sew budget				
	Figure 15: Search for a participant				
	• For records, participants who are involved in the record will be found. This applies to both units and users who are directly involved, or who are involved because the record has been shared with them.				
	 For chats and notes, participants who are listed as chat/note participants will be found. 				
	• For cases, participants who are listed in the metadata fields "Case participants", "Suppl. case mgr.", "Meeting participant" (for meeting cases) or "Case responsible" will be found.				



Metadata search field	Description and example	2		
	Example:			
	Q cSearch		- • ×	
	type:case participant:Peter Q	Case Participants		
	1 of 1 results (0.03 seconds) Priority ▼ Normal ▼ C the second	Iitle: Case relating to meeting: Finance division mee	eting	
	2016-7	Responsible: Status: In progress	Case No: 2016 - 7	
		Suppl. case mgr.: Keyword:	Previous case No:	
		Limited access: Case participants: Peter Petersen (Case	External ID:	Case participants
		Deadline: SSN/CVR no:	Progress code:	participanto
		File-plan: Action code:	Disposal code:	
"Keyword"	Search for a keyword on a Example:	record or case.		
	Q cSearch		>	:
	type:case keyword:cas			
	All Records Cases Chats More = • 1 of 1 results (0.00 seconds) Priority = Normal =			
	Recruitment of a new employee in support 15 Aug 2016 2015-3	Recruitment of a new employee in support Responsible: Status:	Case No:	
		Kamilla Keller In progress Case manager, Quality Contro	2015 - 3	
		Suppl. case mgr.: Keyword: CaS;	Previous case No:	Keyword
		Limited access: Case participants	External ID:	itey word
		Peter Petersen (C	Case	
		Deadline: SSN/CVR no: 29/08/2016	Progress code: Hearing	
		File-plan: Action code:	Disposal code: K5 - Kasseres efter 5	år
	Figure 17: Sea	rch for a keyword o	on a case	



Metadata search field	Description and examp	le			
"Status"	Search for a status on a c	case, re	ecord or re	equest.	
	Example:				
				Status	
	Q cSearch				- • ×
	type:case status:(In progress)	9	Case Participants		
	All Records Cases Chats More =	\odot			
	10 of 62 results (0.04 seconds) Priority 🔻 Normal 🔻	~	Title:		
	Management processes 2018-7	20 Nov	Management processes		
	I Iest	20 Nov	Responsible:	Status: In progress	Case No: 2018 - 7
	2018-8	20 Nov	Suppl. case mgr.:	Keyword:	Previous case No:
	2018-9 2018-9 2018-6 2018-6	31 Oct	2	æ	
	Board meeting October 2016 2016-22	24 Oct	Limited access:	Case participants:	External ID:
	Organisation of team meetings 2018 2017-7	24 Oct	æ	æ	
	2017-7 2017-7 2017-7 2017-7 2017-7 2017-7 2017-7	24 Oct	Deadline:	SSN/CVR no:	Progress code:
	EOL Request	24 Sep	File-plan:	Action code:	Disposal code:
	2018-4 Section 20.0424 Whether citizens are being monitor on the Internet	ored 13 Aug	File-plan:	Action code:	Disposal code:
	2017-13	9 Aug			
	Set case as complete	9 Aug			
	Figure 18:	Search	for a status	s on a case	2
"Letter date"	Search for a letter date of Example:	n cases	5.		
	Q cSearch				
	letterdate:31-10-2018			(2
	All Records Cases	Chats Mo	ore =	(*	$\overline{\mathbf{S}}$
	1 of 1 results (0.01 second	<i>ds)</i> Priority	▼ Normal ▼	C	-
	New meeting with a From: Kasper Klause To: Hanne Winter	<u>candidate C</u>		31 Oct	
					1



'Deadline"	Search for a deadline of	on a case,	record,	approval	or request	
	Example:					
	Q cSearch				- • ×	
	deadline:+30 All Records Cases Chats Documents M		Participants			
	1 of 1 results (0.00 seconds) Priority Extended		a: inagement processes			
	Management processes 2018-7	13:08	ponsible:	Status:	Case No:	
				In progress	2018 - 7	
		Sup	pl. case mgr.:	Keyword:	Previous case No:	
			J.			
		Lim	ited access:	Case participants:	External ID:	
		Dea	dline:	SSN/CVR no:	Progress code:	
			11/2018			
			1			
	Figure 20		Deadline	Action code:	Disposal code:	
"Created"	Search for created date request, chats, docume messages.): Search fo e. In this s	Deadline or a dead search,	ll ine on a ca cSearch w	ise vill find rec	
"Created"	Search for created date request, chats, docume): Search fo e. In this s	Deadline or a dead search,	ll ine on a ca cSearch w	ise vill find rec	
"Created"	Search for created date request, chats, docume messages.	9: Search fo e. In this s ents, anno	Deadline or a dead search,	ll ine on a ca cSearch w	ise vill find rec	
"Created"	Search for created date request, chats, docume messages. Example:	9: Search fo e. In this s ents, anno	Deadline or a dead search,	ll ine on a ca cSearch w	vill find rec nd system	
"Created"	Search for created date request, chats, docume messages. Example:	9: Search fo e. In this s ents, anno	Deadline or a dead search, otations	l line on a ca cSearch w , cases, ar	vill find rec nd system	
`Created″	Search for created date request, chats, docume messages. Example:	9: Search fo e. In this s ents, anno	Deadline or a dead search, otations	lline on a ca cSearch w , cases, ar	vill find rec nd system	
"Created"	Search for created date request, chats, docume messages. Example:	D: Search fo e. In this s ents, anno ch Cases Chats Mo 0 seconds) Priority •	Deadline or a dead search, otations	lline on a ca cSearch w , cases, ar	vill find rec nd system	



Metadata search field	Description and example				
"ID"	Search for a record's ID number.				
	Example:				
	Q cSearch				
	id:82				
	All Records Cases Chats More =				
	1 of 1 results (0.00 seconds) Priority ▼ Normal ▼ C				
	From: Docadmin 13 Aug				
	To: Kasper Klausen Cc: Kalle Aflason From: Karina Salver				
	Figure 22: Search for an ID				
"Record type"	Search for a record's type which can be either incoming, internal or outgoing.				
	Example:				
	Q cSearch				
	recordtype:internal				
	All Records Cases Chats More =				
	10 of 99 results (0.00 seconds) Priority ▼ Normal ▼ C Q1 meeting 2018 25 Oct				
	From: Quality Please approve. All comments in the comments field only				
	Figure 23: Search for a record type				
"File type"	Search for a document's file type, e.g. docx, html, pdf, xlxs or xml.				
	Example:				
	Q cSearch				
	filetypexlsx				
	All Records Cases Chats More =				
	2 of 2 results (0.00 seconds) Priority Normal Normal Table Normal Normal				
	O3 meeting 2018 Agenda 9/1/2016 14:01:56 1/2/2017 15:17:40 12/2/2016 14:52				
	Figure 24: Search for a document's file type				

The table above contains examples of how to use the metadata search fields in cSearch. The fields may be combined, allowing the user to perform a search for e.g. records in which the word *information* appears in the title. This particular search is performed by entering *type:record title:information* in the search field. A search for records with the word *information* in the title and containing the keyword *budget* would look like this: *type:record title:information keyword:budget**.



Note: cSearch will only search among the types (record, document, case, chat, etc.) for which a given metadata field exists. For example, searching for *type:Document letterdate:* [01-01-2018 31-12-2018] will not yield any results because documents do not have the "Letter date" field.

Result priority

cSearch orders the search results to show the most relevant at the top of the list.

The order is determined by cSearch's index which contains the searchable data. Prioritisation is based on a number of search algorithm criteria, in particular when the user last opened the object and when the object was last edited. The frequency of the search word and whether search words are grouped together in an object also influence its priority.

The search results can also be sorted by type. Click on a type in the menu under the search field to sort by type. See the figure below.

Q cSearch	
Search here across F2	▲
All Records Cases Chats More 🗸	\bigcirc

Figure 25: The menu where results can be sorted by type

Choose between "All", "Records", "Cases" and "Chats". Click on **More** to see the options: "Documents", "Requests", "Annotations", "System messages" and "Notes".



Figure 26: The hidden options under "More"

The results can be further sorted by using metadata fields. Every menu item has a number of associated metadata fields. View the metadata fields by clicking on the

drop-down arrow \bigcirc on the right side of the menu. The different menu items and their associated metadata fields are described in the menu below.

Menu item	Description
"All"	Shows all search results. Limit the search by using the metadata fields:



Menu item	Description
	 "Content". Search for results that contain the entered word.
	 "Created". A "From" and "To" date can be entered to confine the search results to results within the selected time frame.
"Records"	Only shows records in the result list. Limit the search by using the metadata fields:
	• "From". Search for the sender of the record.
	 "To". Search for the record's recipient or copy recipient.
	 "Content". Search for records that contain the entered word.
	 "Created". A "From" and "To" date can be entered to confine the search results to results within the selected time frame.
"Cases"	Only shows cases in the result list. Limit the search by using the metadata fields:
	 "Content". Search for cases that contain the entered word.
	• "Case No".
	 "Created". A "From" and "To" date can be entered to confine the search results to results within the selected time frame.
"Chats"	Only shows chats in the result list. Limit the search by using the metadata fields:
	 "Content". Search for chats that contain the entered word.
	 "Created". A "From" and "To" date can be entered to confine the search results to results within the selected time frame.
"Documents"	Only shows documents in the result list. Limit the search by using the metadata fields:
	 "Content". Search for documents that contain the entered word.
	 "Created". A "From" and "To" date can be entered to confine the search results to results within the selected time frame.
"Requests"	Only shows requests in the result list. Limit the search by using the metadata fields:
	 "Content". Search for requests that contain the entered word.



Menu item	Description
	 "Created". A "From" and "To" date can be entered to confine the search results to results within the selected time frame.
"Annotations"	Only shows annotations in the result list. Limit the search by using the metadata fields:
	 "Content". Search for annotations that contain the entered word.
	 "Created". A "From" and "To" date can be entered to confine the search results to results within the selected time frame.
"System messages"	Only shows system messages in the result list. Limit the search by using the metadata fields:
	 "Content". Search for system messages that contain the entered word.
	 "Created". A "From" and "To" date can be entered to confine the search results to results within the selected time frame.
"Notes"	Only shows notes in the result list. Limit the search by using the metadata fields:
	 "Content". Search for notes that contain the entered word.
	 "Created". A "From" and "To" date can be entered to confine the search results to results within the selected time frame.

Results can also be sorted by age. This sorting will list search objects that were edited last at the top of the list. Change to this listing by switching from **Priority** to **Age** in the cSearch window as shown below.

Q cSearch	
employee	<u></u>
All Records Cases Chats More =	\odot
10 of 14 results (0.02 seconds) Priority Normal	<₹
Employee Information From: Dieter Davidsen Please see attached. Proving	28 Jun 2017
Employee information.pdf Employee Information	28 Jun 2017

Figure 27: Switch to "Age"

Extended search

If a normal search does not yield the expected result, it may be broadened by switching to **Extended** search via the drop-down menu as shown below.



Q cSearch			
employee		9	
All Records Cases Chats More =	;	\odot	
10 of 23 results (0.00 seconds) Priority 🔻	Extended 🔻	-	Thesaurus
Employee Information	Normal	28 Jun 2017	
From: Dieter Davidsen	Extended		Extended
Please see attached.	·i		search
Employee information.pdf		28 Jun 2017	
Employee Information			

Figure 28: Switch to extended search

An **Extended** search finds words related to the entered search word in two ways:

- Search for synonyms. If the user searches for e.g. *report,* results containing the words *account* and *paper* are included.
- Search for words similar to the search word. If the user searches for *situaion* (note the missing "t"), cSearch will also yield results containing *situation* because of the similarity between the two words.

As with a normal search, an extended search allows for the use of operators and metadata fields.

Note: cSearch comes with a thesaurus. After an extended search, the included
synonyms can be viewed by clicking the \square icon as shown above. An administrator may add more synonyms.



Transfer cSearch results to F2's main window

cSearch's list of results can be transferred to F2's main window. To transfer the results, click the $\overset{\bigcirc}{\leftarrow}$ icon in the cSearch window.

Q cSearch		
employee	Q	
All Records Cases Chats More =	\odot	
10 of 23 results (0.00 seconds) Priority ▼ E	-xtended 🔻 🔚 🛛 📿 💳	ansfer arch results
Employee Information	28 Jun 2017	
From: Dieter Davidsen		
Please see attached.		

Figure 29: Transfer search results

The dialogue below will open, and the user can transfer either the displayed excerpt of records or all records from the cSearch results list to F2's main window.

Click **Add** to add the selection to the "cSearch results" folder. Click **Overwrite** to replace the folder's existing content (if a previous search has been transferred) with the new search results. This will transfer the cSearch results in the form of records to the "cSearch results" folder located in the "Folders" node in the list view to the left in F2's main window.

Transfer to F2 main window		x
Transfer to F2 main window		
The displayed records		
All records (max 1000)		
	Add Overwrite Can	cel

Figure 30: Transfer results to F2's main window

Only search results containing records can be transferred. If the list does not contain any records, e.g. if the list contains only cases, the dialogue below appears.

typ	e:case employee	9	Case Participants			
All	Records Cases Chats Mor	re = 🕑				
1 of	4 results (0.00 seconds) Priority 🔻	Extended 🔻 📋 🔍 💐	Title: Quality - New employees			
8	Quality - New employees 2018-6	(i) Search result not tra		×		Case No:
0	New Employee Introduction me 2015-9	The result contains no records				2018 - 6
Ū	Employe information 2015-8			ОК		Previous case No:
Û	Recruitment of a new employee 2015-3	in support 15 Aug 2016	×		æ	
			Limited access:	Case participants:		External ID:
			æ		æ	
			Deadline:	SSN/CVR no:		Progress code:

Figure 31: "Search result not transferred" dialogue



Search history

Previous searches are saved in the search history. To show the four latest searches, click the search field and press the **down arrow** key.

When text is entered in the search field, cSearch will check the search history and suggest a previous search if a match is found.

Search history —	History title:meeting minutes recordtype:in recordtype: Fields	responsible:administration bound
metadata fields	content: created: deadline: filetype: from: id: keyword: letterdate: myarchive: participant: recordtype: resnonsible:	Search in content (e.g. in record document or chat text) Creation date Record or case deadline The document file type Name and email address for the sender of a record or a chat Record ID No Keyword for a record or case Record letter date Limit to results in 'my archive' Name and email address for a participant of e.g. a record Record type (internal/inbound/outbound) Record or case responsible

Figure 32: Search history of the cSearch window



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