

RightAnswers: Self Service Search

Answer

The Self Service portal allows you to search different types of knowledge. The different types of knowledge are presented through different tabs as shown below.

The screenshot shows the RightAnswers Self Service portal. At the top, there is a blue header with the logo and navigation tabs: Home, Knowledgebase, Communities, Ask the Community, and Open a Ticket. Below the header is a large blue banner with the text "Welcome" and "Find and share answers with the community". A search bar is present with the placeholder text "Search for answers" and a "Search" button. To the left of the search bar, there is a user profile for "Admin" with a level of 1 and 30 points, and links to "My Posts", "My Favorites", and "My Support Tickets". To the right of the search bar, there is a "Contact Support" section with options to "Ask the Community" and "Open a Ticket". Below the search bar, there is a "Community" section with two icons: a blue link icon labeled "Community" and a black building icon labeled "Personal Banking". To the right of the "Community" section, there is a "Latest Questions" section with the text "No recent questions".

The Self-Service portal can be used to find answers to common issues, saving time and effort.

Use a standard text search, or a combination of any two.

1. Log into the Self Service portal.
2. In the **Search for answers** field, type the Word or text required to search for.
3. Click **Search**.

The results are displayed under **Knowledgebase** and **Communities** categories, as well as other categories within our federated search, including **RAKE** (External Sources), **SharePoint**, **Confluence** or **JIRA**.

RightAnswers Self Service

Home Knowledgebase Communities Ask the Community Open a Ticket

integration Search

All Knowledgebase Community

Knowledgebase
938 results - Show All

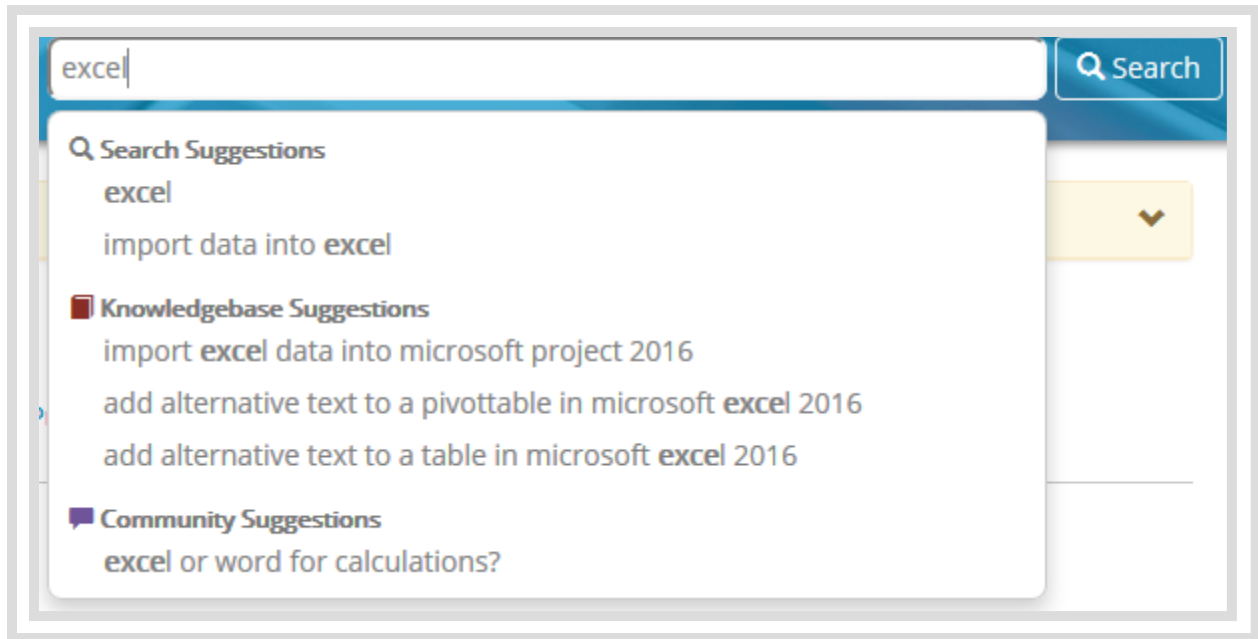
- Use Telephony Integration in NetSuite. ★★★★★
- Access the integrated customer profile in Adobe Campaign. ★★★★★
- Set up CTI telephony integration in NetSuite. ★★★★★
- Install integration services in Microsoft Hyper-V. ★★★★★

Communities
No results were found for your search.

Search Suggestions are comprised of three sections:

- **Search Suggestions:** Previous successful search results based on other users clicking Yes.
- **Knowledgebase Suggestions:** Specific knowledge articles that might be a match.
- **Community Suggestions:** Specific community discussions that might be a match.

Based on what you select, the results are displayed in different tabs. If you select a suggestion from the Community Suggestions, it directs you to the **Community** tab. If you select a suggestion from Knowledgebase Suggestions, the system displays relevant results in the **Knowledgebase** tab.



Search Operators

Search results are controlled through search operators in the search bar:

OR

The **OR** operator is the default conjunction operator. This means that if there is no Boolean operator between two terms, the OR operator is used. The OR operator links two terms and finds a matching solution if either of the terms exist in a solution.

AND

The **AND** operator matches solutions where both terms exist anywhere in the text of a single solution. To search for solutions that contain *Microsoft Word* and *Microsoft Excel* use the query: "Microsoft Word" **AND** "Microsoft Excel". *Be sure to include the quotes around the terms that must appear together.*

+ (Add Symbol)

The + requires that the term after the + exist somewhere in a field of a single solution. To search for solutions that must contain *solution* and may contain *manager* use the query: +solution manager

Not

The **NOT** operator excludes solutions that contain the term after **NOT**. This is equivalent to a difference using sets. To search for solutions that contain *Microsoft Word* but **not** *Microsoft Excel* use the query: "Microsoft Word" **NOT** "Microsoft Excel". *Be sure to include the quotes around the terms that must appear together.*

 **NOTE:** The **NOT** operator cannot be used with just one term. For example, the following search will return no results: NOT "Microsoft Word".

- (Minus Symbol)


The - or prohibit operator excludes solutions that contain the term after the -.

Quotes

Quotes are used to search for terms that must appear together.

- **Double Quote:** To search for solutions that contain *Microsoft Word* but not *Microsoft Excel* use the query: "Microsoft Word" -"Microsoft Excel".
- **((one OR two) AND three):** The operation means that if you use the search query "Microsoft Word **or** Microsoft Excel **and** 2003", the search results will show Microsoft Word 2003 and Microsoft Excel 2003.
- **((one OR two) AND -three):** The operation means that if you use the search query "Microsoft Word or Microsoft Excel -97", the search results will show all releases of Microsoft Word and Microsoft Excel except 97.

 **TIP:** The **Search** bar is always displayed through all the pages you navigate on the portal.

 **NOTE:** When we do a search for solutions in Portals (Self Service or Support Agent), we get results based on the Major Last modified date.

[Go to Original Solution](#)