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1. User Help

The Coveo Platform is an indexing and search platform designed to provide quick, unified and secure access to information stored in a variety of systems and repositories within your organization (see "What Is the Coveo Platform?" on page 159).

This User Guide describes how to use the components and features of the out-of-the-box Coveo .NET Front-End search interfaces.

1.1 Zones

You can view the search interface as being divided in three zones. At the top, you specify the scope of your search and the key words to look for. At the bottom, you can use facets to refine your search, and then review the search results.
1. Search context (see "Around the Search Box in a .NET Search Interface" on page 159)

2. Search results (see "Search Results" on page 21).

3. Faceted navigation (see "About Facets" on page 49)
2. Basic Search

This section presents topics that should help you quickly get started with the Coveo Platform search capabilities.

2.1 Coveo Query Syntax Reference

The following table presents examples of the various Coveo query syntax features that can help compose more relevant search queries. The query syntax applies to all Coveo JavaScript and .NET search interfaces.

**Note:** In queries, single quotes (') are not the same as double quotes ("), meaning that single quotes are interpreted as any other alphanumerical character, except in general query expressions (see "Coveo Query Syntax Reference" on page 4).

**Important:** The Coveo query syntax is enabled by default on Coveo JavaScript search pages allowing you to use special characters in queries to perform special actions. Your search page administrator can however disable the Coveo query syntax [see QueryBox Component (JavaScript Framework v1.0) or QueryBox Component (JavaScript Framework v.0.9)]

<table>
<thead>
<tr>
<th>Query syntax example</th>
<th>Returns all items</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Simple Queries</strong></td>
<td></td>
</tr>
<tr>
<td>term</td>
<td>containing term</td>
</tr>
<tr>
<td>term1 term2</td>
<td>containing both term1 and term2</td>
</tr>
<tr>
<td>term1 OR term2</td>
<td>containing either term1 or term2 [more]</td>
</tr>
<tr>
<td>term1 NOT term2</td>
<td>containing term1 but not term2 [more]</td>
</tr>
<tr>
<td>term1 -term2</td>
<td>containing term1 and term2</td>
</tr>
<tr>
<td>term1 NEAR:5 term2</td>
<td>containing both term1 and term2 contiguous within no more than five terms [more]</td>
</tr>
<tr>
<td>&quot;term1 term2 term3&quot;</td>
<td>containing exactly the phrase between double-quotes [more]</td>
</tr>
<tr>
<td>'term1 term2 term3'</td>
<td>containing 'term1, term2, and term3'.</td>
</tr>
<tr>
<td>+term</td>
<td>containing exactly term, not other words sharing the same root [more]</td>
</tr>
<tr>
<td>term*</td>
<td>containing term or any word starting with term and ending with any characters [more]</td>
</tr>
</tbody>
</table>

**Note:** By default, you must include at least two leading characters before the * [more]
### Query syntax example

<table>
<thead>
<tr>
<th>Field Queries</th>
<th>Returns all items</th>
</tr>
</thead>
<tbody>
<tr>
<td>@[fieldname]</td>
<td>with any value in the specified field</td>
</tr>
<tr>
<td>from: name</td>
<td>with from or to fields containing the specified name [more]</td>
</tr>
<tr>
<td>to: &quot;firstname lastname&quot;</td>
<td></td>
</tr>
<tr>
<td>@title=term</td>
<td>with the title field containing term [more]</td>
</tr>
<tr>
<td>@date=yesterday</td>
<td>with the date field being yesterday's date [more]</td>
</tr>
<tr>
<td>@date=2015/01/01..2015/03/31</td>
<td>with the date field for a range of dates [more]</td>
</tr>
<tr>
<td>@size&lt;=128</td>
<td>with file size field being less than 128 bytes [more]</td>
</tr>
<tr>
<td>@author== (bob, robert, rob)</td>
<td>author field with either of the enumerated values [more]</td>
</tr>
<tr>
<td>@author== (&quot;bob jones&quot;, &quot;robert smith&quot;, &quot;rob johnson&quot;)</td>
<td>Note: When an enumerated value contains more than one term, you must place the value between double quotes.</td>
</tr>
</tbody>
</table>

### Advanced Field Queries

*Note: Advanced field queries work only with facet fields.*

<table>
<thead>
<tr>
<th>Advanced Field Queries</th>
<th>Returns all items</th>
</tr>
</thead>
<tbody>
<tr>
<td>@title *= &quot;term1 te?m2&quot;</td>
<td>with the title field containing wildcard variants of the specified terms [more]</td>
</tr>
<tr>
<td>@title='term1 term2 term3'</td>
<td>with the title field containing 'term1,term2,or term3'.</td>
</tr>
<tr>
<td>@author =~ &quot;name&quot;</td>
<td>with the author field containing a value with a fuzzy match for name [more]</td>
</tr>
<tr>
<td>@author %= &quot;name&quot;</td>
<td>with the author field containing a value phonetically matching name [more]</td>
</tr>
<tr>
<td>@syssite /= &quot;^{0-9}(1,3){0-9}(1,3)$&quot;</td>
<td>with the syssite field containing a string matching an IP address regular expression (regex). [more]</td>
</tr>
<tr>
<td>filetype:artist [[@artistid] [[@albumid] songtitle:love ] genre:rock ]</td>
<td>with the artist whose rock albums have at least one song with the word love in its title. [more]</td>
</tr>
</tbody>
</table>

### JavaScript Search Only

---

[www.coveo.com](http://www.coveo.com)
<table>
<thead>
<tr>
<th>Query syntax example</th>
<th>Returns all items</th>
</tr>
</thead>
</table>
| term1 <@- +term2*=(term3) -@> term4 | containing the terms but special characters within the no syntax block (<@- and -@>) are removed [more].

**Note:** No syntax blocks is typically used by administrators or developers to enclose variables to prevent special characters they contain to inadvertently affect the query.

### 2.2 Coveo in a Few Steps

With the Coveo Platform, you are always a few clicks away from information stored in various repositories and systems across your organization.

1. **Open a Coveo access point**

   The Coveo Platform offers several standard access points from which you can perform searches.

   **Open the default Web .NET search Interface:**

   **From your computer**

   Using a web browser, point to the address provided by your Coveo administrator.

   **From your mobile device**

   Using a mobile web browser, point to the address provided by your Coveo administrator (see "Mobile Access Points" on page 151).
Open a Desktop Integration Package application:

Desktop Searchbar

Outlook Sidebar

On your computer keyboard, press Windows logo key+C

or Windows logo key+Shift+C in Windows 8

(see "Desktop Searchbar" on page 127).

2. **Select the desired search interface**

Your Coveo administrator configured .NET search hubs containing one or more .NET search interfaces. Select the interface that best matches the scope of the search that you want to perform (see "About .NET Search Hubs and Search Interfaces" on page 162).

In the .NET search interface top bar, each element corresponds to one .NET search interface.

1. To search in documents from all available .NET search interfaces
2. To search in your email and archived email messages
3. To search in files stored on your computer
4. To search for files stored on the intranet of your organization
5. To search for files stored on network drives within your organization

[Diagram of .NET search interface top bar with numbered elements labeled 1 to 7, each corresponding to a search category.]

- www.coveo.com
To search for information on people concurrently from all available sources (email server contacts, Intranet contacts and people pages, user directories, customer relation management (CRM) systems…)

To search for information in your customer relation management (CRM) system such as Salesforce

Example: When you know that the document you are looking for is somewhere on your Intranet server, select the Intranet .NET search interface. When you search for any document on a given subject, or do not know where the information you are looking for resides, rather select the All Content .NET search interface.

3. Perform a search

In the search box, type one or more keywords representing what you are looking for, and then click Search (see "Basic Query Composition Facts and Guidelines" on page 12).

In the search box, you can use special features:

- Query suggestions (when available) (see "Using Query Completions" on page 10)
- Field search (see "Useful Field Query Examples" on page 71 and "Available Field Aliases" on page 72)
- Prefixes and operators (see "Using Special Characters in Queries" on page 95)
- Wildcard characters (see "Using Wildcards in Queries" on page 69)

4. Refine results using facets

When you notice that search results are too broad, use one or more facets appearing on the side of the results to easily narrow search results (see "About Facets" on page 49).

Example: When you know that you are looking for a PDF document, in the Type facet, click PDF to narrow search results only to PDF documents (see "Refining Search Results Using Facets" on page 51).

5. Review search results and document content

In the search results that appear, refer to the rich information (title, document type icon, date, text excerpt…) for each result to identify the document that corresponds to the information you are looking for (see "Search Results" on page 21).

To review the content of a document of interest, you have two options:
When you want to rapidly review the content of the document and easily find occurrences of keywords in the text, click the Quick View link to open the HTML version of the document (see "Using the Quick View" on page 26).

When you want to review the document in its native application, click the search result title link (for example, clicking a PDF document opens Adobe Acrobat).

2.3 Performing a Search

The Coveo Platform is a keyword search engine. The engine looks for the keywords that you type in the search box in the unified index to find documents containing these keywords.

To perform a search

1. Open a Coveo access point such as the Desktop Searchbar shown below (see "Coveo Access Points" on page 112).
2. Select the .NET search interface in which you want to perform your search (see "About .NET Search Hubs and Search Interfaces" on page 162).

**Note:** The available .NET search interfaces depend on the Coveo Platform configuration in your organization.

3. In the search box, compose your query.
   - Most of the time, typing one or more descriptive keywords leads to what you are looking for (see "Basic Query Composition Facts and Guidelines" on page 12).
   - Occasionally, you will probably find useful to use exact match queries (see "Searching an Exact Term" on page 16).
   - Power users will occasionally use other more advanced search features (see "More Advanced Search" on page 63).

4. Launch the search by pressing **Enter** or clicking the search button next to the search box.

**Note:** When you launch the search and the search box is empty, the @uri query is performed, returning all documents.

5. Review the results (see "Search Results" on page 21).

### 2.4 Using Query Completions

The Coveo search boxes can feature query completions to help reduce query typing and suggest relevant queries or search results that you can immediately select. The typed string matches the beginning of words anywhere in the suggestion, thus maximizing the probability to quickly find an appropriate suggestion.
Example: In an online help system, query completions can suggest a list of available topic titles.

Your Coveo administrator can activate/deactivate query completions independently for each .NET search interface and configure the source for the completions. A developer can configure query suggestions in the OmniBox of a JavaScript search interface (see Providing Suggestions for the OmniBox).

Queries can be completed from one or more of the following sources:

- A file containing a list of suggestions (such as document titles)
- Search history (when the Usage Analytics Module is activated)
- For email search, sender/recipient names using the field aliases \(\text{to:, from:, cc:, bcc:}\)
- List of available fields and list of their values

To use query completions:

1. In a Coveo search box featuring query completions, start typing the first characters of a term of interest. Matching suggestions immediately appear below the search box, with the typed characters highlighted in each suggestion. Suggestions containing the typed characters in the first word appear at the top.

   Example: In the My Emails .NET search interface, to find messages received from or sent to a person, type one of the field aliases \(\text{to:, from:, cc:, bcc:}\), and then the beginning of the name or first name of the sender/recipient. The matching sender/recipient names appear.

2. When needed, continue typing more characters to dynamically refine the suggestions until you find a more appropriate suggestion.

3. To select and launch a query completion:
   - Press the Tab key to select the first suggestion, and then press Enter.

   Note: CES 7.0.5785+ (August 2013) Support for the Tab key selection.
4. To select and edit further a selection:
   a. On the keyboard, use the vertical arrow keys to highlight the desired suggestion, and then press Tab.
   b. In the search box:
      i. When you want to erase the last term, on the keyboard, press the Ctrl-Backspace keys.
      ii. When you want to clear the search box, click the x at the end of the search box.
   c. Press Enter or click the Search button to launch the edited suggestion.

2.5 Basic Query Composition Facts and Guidelines

Searching information with the Coveo Platform is simple. In the search box, type a few words describing what you are looking for, and then click the Search button to instantly see relevant and rich results from the unified index.

The following facts and guidelines will help you compose efficient search queries.

Query composition guidelines

Choose descriptive words

Choose more precise and unique words to get more focused results. Avoid general common terms that most likely do not help to narrow results.

Example: Avoid terms like document or information that may be present in many indexed documents.

Use the right number of terms

Each term helps to refine the results. Add more descriptive words to further narrow the search results list.

Try synonyms

When you want to broaden search results, use synonyms or alternate expressions that other people may use.

Query composition facts

Same root words are searched

By default, to broaden search results, each query term is decomposed to its root form to expand the query with words with the same root (see "About Stemming" on page 165).

Example: When searching performance, other same root words such as perform, performs, performed, and performing are also searched. However, documents containing the exact searched term are ranked higher in the search results list.
Each term is important

Documents containing all the terms that you type in the search box are searched. An optimized ranking process is used to first return the most relevant documents containing your keywords (see "Understanding Search Results Ranking" on page 37).

Order of terms is not important

The order of the terms in the query has no effect on the search results. An exception to this fact is when you use a phrase search with quotation marks (see "Searching a Phrase" on page 17).

Queries are not case-sensitive

Searches are not case-sensitive as you cannot find only documents containing a specific casing variant of a term. However, documents containing the searched casing variant are ranked higher (see "Are Queries Case-Sensitive?" on page 177).

Punctuation is ignored

Punctuation marks such as , ; : ! ? are ignored and interpreted as space characters.

Example: Searching for hello! or for hello returns the same results.

However, punctuation marks can be interpreted as operators in specific contexts (see "Using Special Characters in Queries" on page 95).

Special characters may have special effects

Depending on the context in the query, special characters such as - + _ ~ @ # $ % ^ & * ) are either ignored or interpreted as operators (see "Using Special Characters in Queries" on page 95).

Misspelled words are corrected

Coveo search interfaces either suggest spelling corrections or automatically correct misspelled terms before launching the search. In both cases, a message appears at the top of the search results to indicate what was done with a misspelled term (see "How Are Misspelled Words Handled?" on page 178).

Tip: In the default web .NET search interface, you can set your misspelled words handling preference (see "Modifying .NET Search Interface Preferences" on page 18).

Numbers are important

Digits, numbers, and alphanumeric expressions are searchable as words.

Example: You can search for a part number such as \texttt{qt\textasciitilde1-3756F-EN}, a phone number like \texttt{555-987-1234}, a segment of a part number such as \texttt{3756F}, or a segment of a phone number like \texttt{987}.

When you search for a number like \texttt{3.1416}, because non-alphanumeric characters like the decimal separator are not indexed, this is equivalent to searching "3 1416" (see "Using Special Characters in Queries" on page 95).

Accented characters are taken into account

By default, because of stemming expansion, when a term occurs with or without accented characters, searching
for either form returns the same results but the documents containing the searched accented form are ranked higher.

**Example:** Searching for déjà or deja returns the same results, with different ranking.

You can however use the exact term prefix (+) in front of a term with accented character to find only documents containing this accented form of the term (see "Searching an Exact Term" on page 16).

**Example:** Searching for +déjà only returns documents containing déjà, not documents containing other forms of the word such as deja.

### 2.6 Search Query Examples

The following list presents examples of queries using simple and more sophisticated syntax, and describes the corresponding search results that are returned.

**Single term**

**Example:**

- development

Returns documents containing *development*, but by default because of the stemming expansion (see "About Stemming" on page 165), also documents containing words with the same root (such as *developed*, *developing*, or *developer*) and words with accented characters (such as the French word *développement*), if present in indexed documents. This default behavior helps to broaden search results and is generally very useful.

Documents containing the exact searched term are however ranked higher than those containing words with the same root, or those containing casing or accented character variants.

**Note:** Characters with diacritics such as accents are taken into account only for French and English documents, not for documents identified to be in other languages.

**Example:** A number of Portuguese documents contain the term *doação*. They are all returned when searching for *doação*, while none are returned when searching for *doacao*.

**Single term exact match**

**Example:**

- +development

Returns only documents containing *development*, NOT documents containing words with the same root.

The + prefix forces an exact match of the keyword it precedes. This prefix is useful in cases where stemming is not desirable (see "Search Prefixes and Operators" on page 87).
Multiple terms

**Example:**

```
development process
```

Returns documents containing *development* and *process* as well as documents containing words with the same root from both keywords.

In the documents, the keywords can be contiguous or not, in the same order or not, but documents containing contiguous keywords in the same order are ranked higher.

Multiple terms with common words

**Example:**

```
What is the learning curve of the development process
```

Returns documents containing all the queried words (including the short common words such as *what*, *is*, *the*, and *of*) or, because stemming expansion of queries is applied by default, words with the same roots.

Documents containing original forms of the words, and documents in which the searched terms are nearby are ranked higher.

Phrase, sentence, or term sequence match

**Example:**

```
"Learning the development process"
```

Returns only documents containing a contiguous same order sequence of the original terms within the double quotation marks.

The double quotation marks disable the query expansion by the stemming algorithm. A phrase search is sensitive to accented characters but not case-sensitive and punctuation marks within a sentence are ignored.

Multiple terms with Boolean operators and parentheses

**Example:**

```
development AND (performance OR process) NOT sales
```

Returns documents containing *development* and either *performance* or *process* but excludes documents containing *sales* (see "Boolean Operators" on page 88 and "Miscellaneous Operators" on page 94).

Because of the stemming expansion of queried terms, documents containing words with the same root as keywords are also returned.

In the documents, the keywords can be contiguous or not, in the same order or not, but documents containing contiguous keywords in the same order are ranked higher.
2.7 Searching an Exact Term

You probably encounter cases where you want to find documents containing an exact term, not variants of the term. In these cases, you need to use an exact term query syntax. This syntax disables the otherwise useful stemming feature that expands the search to words with the same root (see "About Stemming" on page 165).

In the search box, type the exact term that you want to find preceded by the plus + character (the exact match prefix), and then click Search.
Examples:

+performance

Only documents containing the exact word *performance* are returned, NOT documents containing same root words such as *performed* or *performing* as normally done when stemming is enabled.

+speciel

Imagine *speciel* is a product name or a word in another language. Only documents containing *speciel* are returned. Spell corrections (Did you mean) or automatic replacement of *speciel* with the corrected English word *special* are not suggested.

+déjà

Only documents containing *déjà* are returned, NOT those containing accented character variants such as *déja* or no accented characters such as *deja*.

employee +performance engineering

You can combine exact match terms with normal term search in the same query. Only documents containing the exact word *performance* as well as the words *employee* and *engineering* and their variant forms are returned, NOT documents containing same root words such as *performed* or *performing*.

Note: The number sign # character, which is an old prefix still supported, has the same effect as the plus + character.

2.8 Searching a Phrase

You probably encounter cases where you want to find documents containing a specific phrase, sentence, or sequence of terms, not sparse occurrences of the keywords throughout the documents. You can use a phrase match query syntax to find such documents. Phrase search is not case-sensitive.

To search for documents containing a specific phrase or sentence

- In the search box, type the phrase, sentence, or term sequence that you want to find, surrounded by quote marks, and then click **Search**.

Example:

"financial statements of the United Oil company"

Only documents containing the exact phrase or sentence are returned, NOT documents containing sparse or shuffled occurrences of the keywords.

Note: You can use strait (" " ) or various pairs of left and right quote marks (such as “ “ or « ») to enclose phrases.
• Alternatively, type any of the contiguity operators (.:\_/ -) between keywords for which you want to only find contiguous occurrences.

**Example:**

Entering:

```
financial.statements-of_the_United_Oil/company
```

is equivalent to searching "financial statements of the United Oil company".

Entering:

```
financial_statements United_Oil
```

is equivalent to searching "financial statements" "United Oil". Only documents containing contiguous occurrences of the exact words financial and statements AND contiguous occurrences of the exact words united and oil are returned.

### 2.9 Modifying .NET Search Interface Preferences

In the Coveo .NET Front-End default web search interfaces, you can click the Preferences link above the search box to access the Preferences page where you can customize the way results are queried, displayed, and opened. These preferences apply to each user individually.

**Note:** The Preferences link is optional and can be disabled by your Coveo administrator. The Coveo administrator can also centrally manage default preference values but these changes do not affect your customized preference values.

To modify .NET search interface preferences

1. With the default web .NET search interface, click Preferences appearing below the search box.

   OR

   With the Desktop Searchbar, on the Do More menu, click Preferences.
2. In the page that appears, adjust the desired parameters described in the table following the figure.

<table>
<thead>
<tr>
<th>Options</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Display n results per page</td>
<td>Specifies the number of results that appear on each search results page.</td>
</tr>
<tr>
<td>Display n lines in excerpt</td>
<td>Specifies the number of lines to include in the text excerpt for each result.</td>
</tr>
<tr>
<td>Default Mailbox</td>
<td>Type the desired default mailbox.</td>
</tr>
<tr>
<td>Initialize the Mailbox facet using your default mailbox</td>
<td>When selected, specifies your default mailbox as the active filter for the <strong>Mailbox</strong> facet. Select this option for the My Email .NET search interface. When cleared, the <strong>Mailbox</strong> facet shows all mailboxes to which you have access.</td>
</tr>
<tr>
<td>Options</td>
<td>Description</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Always open results in new window</td>
<td>When selected, documents that you open from search results appear in a new browser window. When cleared, the document you open appears in the same browser window as the search results.</td>
</tr>
<tr>
<td>Use wildcard queries</td>
<td>When selected, interprets * and ? characters as wildcard operators (see &quot;Using Wildcards in Queries&quot; on page 69).</td>
</tr>
<tr>
<td>Use thesaurus for automatic query expansion</td>
<td>When selected, checks if keywords in your query have synonym entries in the thesaurus, and when they do, adds the synonyms to the query (see &quot;What Is the Thesaurus?&quot; on page 183).</td>
</tr>
<tr>
<td>Automatically use corrected query suggestion (did you mean)</td>
<td>When selected, automatically corrects misspelled keywords in your query before sending the query to the index server. A message appearing at the top of the search results indicates that the query was corrected (see &quot;How Are Misspelled Words Handled?&quot; on page 178).</td>
</tr>
<tr>
<td>Open emails with Microsoft Outlook</td>
<td>When selected, emails that you click from the search results open in Microsoft Outlook. When cleared, clicking an email rather opens the Outlook Web App (OWA) dialog box to allow you to open the email from anywhere.</td>
</tr>
</tbody>
</table>

**Note:** With Outlook 2007 and up, the outlook:// protocol used by the Coveo email links is disabled by default. Network administrators can enable the protocol globally on all workstations (for example using GPO). When the links do not open in Outlook 2007+ on your Windows workstation, you can enable it by yourself or with the assistance of an administrator (see Shortcuts and the Missing Outlook:// Protocol).

3. Click **Save Changes**.

**Note:** Preferences are stored in your browser cookies. They are therefore only available with this browser on this computer. They will be lost if you clear your browser cookie memory.

4. Click **Hide Preferences** at the below the search bar to close the page.
3. Search Results

Once you enter one or more keywords and launch the search, the Coveo Platform returns all the pertaining results that were found. Standard search interfaces come with a configuration of search results that is optimized for the search interface purpose or theme.

The following figure illustrates the main elements of the .NET search results page.
Facets with which you can easily refine results (see "About Facets" on page 49)

Search results information and controls (see "Search Results Controls and Links" on page 23)

Mini-results from .NET search interfaces other than the current search interface (see "About Mini-Results in .NET Search Interfaces" on page 30)

Results for the current search interface (see "Email Result Example" on page 25 and "File Result Example" on page 25).

Links to the other search results pages

When you open a search interface, the page may appear empty or already show search results, even when the search box is empty. A search interface initially shows results when a hidden query is associated to the interface.
(see "Viewing the Extended Underlying Query" on page 104). When all results cannot appear in one page, page links appear at the bottom of the results page so you can view them, page by page.

**Note:** Your Coveo administrator can customize the search results configuration and even create new search interfaces with custom search results elements. Consequently, the search results elements presented in this topic may differ from the ones you see in your workplace.

### 3.1 Search Results Controls and Links

Search result controls and links appear below the search box panel, at the top of the search results page.

1. Optional link to narrow search results further (see "Searching Within Results in .NET Search Interfaces" on page 68). This link appears only when enabled by your Coveo administrator.
2. Range of result numbers appearing in the current search results page. You can change the number of results appearing in each page (see "Modifying .NET Search Interface Preferences" on page 18).
3. Total number of results returned for the current query.
4. Selection for results sorting by **Relevance** or by decrementing or incrementing **Date** (see "Changing How Results Are Sorted" on page 36).

### 3.2 Filter Summary in .NET Search Interfaces

**Coveo .NET Front-End 12.0.446+ (November 2013)**

Desktop and mobile out-of-the-box Coveo .NET Front-End search interfaces include a Filter Summary control that appears at the top of search results to help you easily view and manage facet item selections as well as advanced search page filters (see "About Facets" on page 49 and "Using the Advanced Search Page in .NET Search Interfaces" on page 65).

**Note:** The JavaScript search interfaces offer a similar component (see Breadcrumb Component).

Each time you select a facet item, the facet name followed by the selected item(s) appear in the Filter Summary control. From the Filter Summary control, you can clear an individual item selection or all of them at once.

The Filter Summary control is particularly useful when a .NET search interface contains a large number of facets. You can quickly view and manage facet item selections without scrolling to each individual facet.
Example: In the following capture, all the facets with selected items (Audience, Keywords, Year, and Language) are visible and replicated in the Filter Summary control.

To use the Filter Summary control in a .NET search interface

1. Select one or more facet or Advanced Search page items.
2. In the Filter Summary control that appears at the top of the search results, review the selections to easily identify active filters for your search.
3.3 File Result Example

In a .NET search interface, each result for file search contains a number of elements that help you to quickly grasp the content of the file. Searched keywords (mine in the following example) appear in bold in the search result elements.

![File Result Example](image)

1. Document format icon and title - Click to open the document in its native application
2. Document excerpt featuring the searched keywords in bold
3. Document breadcrumb - Click an element of the breadcrumb to open the corresponding folder
4. Document author
5. Folder link - Click to open the folder containing the document.
6. Quick View link - Click to immediately open an HTML version of the document (see "Using the Quick View" on page 26).
7. Details link - Click to see the Summary and Properties tabs (see "Viewing Search Result Details in .NET Search Interfaces" on page 40).
8. Document rating - Click one of the tree stars to set your personal appreciation of the document (see "Rating a Search Result" on page 38)
9. Document last modification date

3.4 Email Result Example

In a .NET search interface, each email search result contains a number of elements that help you to quickly grasp the content of the email.
Email icon and subject - Click to open the email in your email application (like Microsoft Outlook).

Sender and recipient names

Email excerpt

Email thread summary - Click to expand the series of exchanged emails for a given subject (see “About Results Folding” on page 35).

Icon and attachment file name - Click to open an attached document with the native application, or click Quick View to review the document content in a popup window.

Quick View link - Click to immediately open an HTML version of the email or attachment document (see "Using the Quick View" on page 26).

Search In Conversation link - Click to refine search results only to the messages of this thread.

Attachments link - Click to refine search results only to the messages of this thread containing an attachment

Details link - Click to open the an inline panel with Summary and Properties tabs (see "Viewing Search Result Details in .NET Search Interfaces" on page 40).

Message date

3.5 Using the Quick View

By default the Coveo Platform creates and keeps an HTML copy of indexed documents in the unified index. In the search results, you can click the Quick View link for a document to rapidly open its HTML copy in a window where you can instantly locate highlighted searched terms in the text and using the assisted navigation, review other search results documents.

Using the Quick View is an efficient method to rapidly find information or the document that you are looking for. When you need to see the document with images you can easily open it in the original application.

Note: The procedure below shows the .NET search interface Quick View, but the JavaScript search interface also offers a Quick View with very similar features.

To quickly review the content of one or more search results documents

1. Perform a search.

2. In the search results, identify a result for which you want to quickly review the content of the document, and
then click the corresponding **Quick View** link.

**Note:** No Quick View is available in search results for a copy protected document (such as a PDF) to prevent showing its content in a context where users can make a copy. When the Quick View is missing for specific documents, your Coveo administrator can verify if the documents are identified as copy protected in the index.

3. In the document window that appears, use the controls described in the following example to navigate within the document and between search results documents.

![Example image of a document with controls](image)

1. Click the desired keyword to instantly navigate through occurrences of the keywords that are highlighted with a specific color in the document.
2. Click **Open** to open the document in its native application.
3. Click **Detach** to open the HTML document in a web browser to access features such as printing.
4. Click **Next / Previous** to view the next or previous search result without leaving the Quick View window.
5. Click **Other Results** to select which result to view, from the list of available search results, without leaving the Quick View window.
3.6 About Related Results in .NET Search Interfaces

A Related Results panel presents search results from a .NET search interface other than the current one to bring to your attention, in a non invasive way, relevant results from a secondary source. Related Results panels have a look similar to facets and appear in zones on either side of the search results. However, they contain search results while facets contain refining items.

**Note:** A developer can also configure related results using the Coveo JavaScript Search Framework (see [Adding Related Results to a JavaScript Search Page](#)).
Example: The technical documentation is distributed on three websites:

- Online Help (end-user and administrator content)
- Developers (developer content)
- API Reference (content generated from source code)

In the screen capture shown below, when you search for information from the Online Help search page, in the center, the main search results present documents from the Online Help while relevant content from the Developers and API References websites appear in separate and dedicated Related Results panels on the right.

Using a Related Results panel is simple:

- Each time you perform a search, the content of the Related Results panels present in the .NET search interface is updated to present relevant content from the other .NET search interfaces.
- When you click a result in a Related Results panel, the document opens.
- You can switch to the .NET search interface of the Related Results panel by clicking the Show All link.
Notes:

- Your Coveo administrator can add none to many Related Results panels independently for each .NET search interface and configure its content and behavior.

- A Related Results panel has the same purpose and is an alternative to Mini-Results (see "About Mini-Results in .NET Search Interfaces" on page 30).

3.7 About Mini-Results in .NET Search Interfaces

Mini-results show information that would not normally appear in the current .NET search interface. When available, mini-results appear at the top of the search results. They are useful to suggest information that you could miss when querying a .NET search interface with a narrower scope.

Example:

When you launch a query in the My Email .NET search interface, the mini-results could show information coming from the People or from the Salesforce .NET search interfaces.
Two mini-results from the People.NET search interface

Link to the People.NET search interface results

First mini-result from the People.NET search interface

Second mini-result from the People.NET search interface

Click any of the multiple mini-results linked elements to switch to the corresponding .NET search interface or to view the element.

Notes:

- Showing mini-results is an optional feature that your Coveo administrator can enable and configure independently for each .NET search interface.
- The newer Related Results panel feature has the same purpose as Mini-Results and is an alternative worth considering (see "About Related Results in .NET Search Interfaces" on page 28).

3.8 About Top Results in .NET Search Interfaces

A Top Result is a document or item corresponding to a query expression, which is set by your Coveo administrator to appear before other .NET search results, overriding the normal ranking process. The purpose of a Top Result is to ensure that the most pertinent document or item related to a query is readily available to users. You can identify a Top Result when you see one yellow star 🌟 appearing on the right of the search result title or subject.
Example: The financial director asked the Coveo administrator to add the **Financial funding management report United Oil Final** document as a Top Result for the `united oil` query to ensure that users searching for information on this company will see the final report. Whenever `united oil` is queried, this document appears at the top of search results.

![Financial funding management report United Oil Final](image)

1. The optional star icon 🌟 identifying a Top Result

**Note:** In .NET search interfaces, top results are defined by your Coveo administrator. The Coveo administrator can also choose to not include the Top Result 🌟 icon on the right of the Top Result title/subject.

### 3.9 About Query Suggestions for Scarce Results in .NET Search Interfaces

**Coveo .NET Front-End 12.0.404+ (October 2013)**

When you perform a search and no results or only a few ones are returned, the Coveo .NET search interface can propose alternate query suggestions to help you broaden your search and ultimately help you find what you are looking for.

In out-of-the-box Coveo .NET search interfaces, the query suggestions appear by default when five or less results are returned and when at least one of the suggestion types described below is found.

**Notes:** Your Coveo administrator can customize the scarce results query suggestion feature for .NET search interfaces.

### 3.9.1 Query Suggestion Types

**Did You Mean suggestion**

When you misspell a keyword that is present in indexed documents, the **Did you mean** feature proposes the correctly spelled term as a search alternative (see "How Are Misspelled Words Handled?" on page 178). The query suggestion appears below to show the number of results that will be returned with this alternate query and optionally, a few of these results.
Example: The user misspelled the word *relevant* by typing *relavant* in the search box.

1. Misspelled keyword
2. Did you mean recommendation
3. Query suggestions indicating the number of results that will be returned with this query and optionally, the two first of these results.

Note: The *Did You Mean* suggestion type appears only when you clear the *Automatically use corrected query suggestions (did you mean)* option in your search interface preferences (see "Modifying .NET Search Interface Preferences" on page 18).

Fewer keywords suggestion

When your query contains two or more keywords, the query suggestion feature can propose one or more useful alternate queries by trying to remove each keyword to see if more results are returned. By default, the feature tries up to five (5) alternate queries.
Example: The following five keyword query returns no results. The feature automatically detected that eliminating the policy or collection keyword respectively returns 13 and 6 results.

No quotes suggestion

When your query includes a phrase search, an expression enclosed in double-quotes (see "Searching a Phrase" on page 17), the query suggestion feature tries removing the quotes to see if this yields to more results.

Example: The following phrase search returns no results, but the same non consecutive keywords return 57 results.

Fewer filters suggestion

When one or more facet selections are active for your query, the query suggestion feature can propose one or
more alternative queries returning more results by removing some of the facet selections. By default, the feature tries up to five (5) alternate queries.

3.10 About Results Folding

Results folding is a feature that initially shows a few result sub-items and allows you to show and hide all other sub-items. By grouping same subject items, results folding contributes to produce more effective search results.

The following table presents in which .NET search interfaces results folding is available.

<table>
<thead>
<tr>
<th>.NET Search interface</th>
<th>Folded elements</th>
</tr>
</thead>
<tbody>
<tr>
<td>My Email</td>
<td>Email and instant messaging conversations</td>
</tr>
<tr>
<td>SharePoint and Intranet</td>
<td>Blog posts and their comments</td>
</tr>
<tr>
<td></td>
<td>Discussion board threads</td>
</tr>
<tr>
<td></td>
<td>Document sets and their items</td>
</tr>
<tr>
<td>Jive</td>
<td>For Jive:</td>
</tr>
<tr>
<td></td>
<td>Related messages starting with the original message</td>
</tr>
<tr>
<td></td>
<td>Comments related to a document, a blog post, or a poll</td>
</tr>
</tbody>
</table>

**Note:** Coveo JavaScript Search interfaces also include result folder (see ResultFolding Component).

Folded results appear below the main result to which they are associated. As shown in the following date sorted email example, a plus sign icon + initially appears followed, if applicable, by a few folded results or attachment containing the searched terms.

[Email example]

Clicking + expands all the associated documents and the icon becomes a minus sign.

www.coveo.com
Main result – most recent conversation item matching the query

All expanded sub-items (and their respective attachments) matching or not the search query. Starting with the most recent item.

Clicking collapses, or folds, the sub results back to their original state.

For conversation type results (emails, instant messaging, blog posts, and discussion boards), the main result is the most recent conversation item matching the query terms. The initial folded results are the next two most recent conversation items matching the query. When no other conversation items match the query, no folded results appear after the icon.

3.11 Changing How Results Are Sorted

Sorting is the process in which search results are listed in a specific order based on a criterion. By default, Coveo search interfaces offer sorting based on query relevance and document modification date. The relevance criterion is based on the relevance score attributed by the Coveo Platform to the document for the current query (see "Understanding Search Results Ranking" on page 37).

Note: Your Coveo administrator can add other sorting criteria based on fields in .NET search interfaces and in JavaScript search interfaces (see Making Basic JavaScript Search Page Customization With the Legacy Interface Editor).

Changing the search results sorting criterion is useful for example when you are looking for the most recent document rather than for the most relevant document.
To change how results are sorted

1. Perform a search.

2. Below the search box panel, click the desired Sort By criterion.
   
   a. Click **Relevance** to sort results starting with the most relevant result for the query.
   
   b. Click **Date** to sort results by descending date, the most recent document being at the top of search results. An arrow pointing down indicates the descending order.
   
   c. Click **Date** again to sort results by ascending date, the least recent document being at the top of search results. An arrow pointing up indicates the ascending order.

   ![Search Interface](image)

   The active sorting criterion appears in bold.

3.12 Understanding Search Results Ranking

Ranking is the process during which search results are sorted by relevance to your query from the most to the least pertinent. The Coveo Platform ranks search results by calculating a relevance score (in percentage) based on a series of ranking factors parameters. The Coveo Platform uses this relevance score to sort search results when you select to sort results by relevance (see "Changing How Results Are Sorted" on page 36).

The following table lists the ranking factors.

<table>
<thead>
<tr>
<th>Ranking factor category</th>
<th>Ranking factor</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Content</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Term frequency</td>
</tr>
<tr>
<td></td>
<td>• Term proximity</td>
</tr>
<tr>
<td></td>
<td>• Term in title</td>
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<tr>
<td></td>
<td>• Term in concepts</td>
</tr>
<tr>
<td></td>
<td>• Term in summary (see &quot;What Is a Summary?&quot; on page 182)</td>
</tr>
<tr>
<td></td>
<td>• Term correlation within stemming classes (see &quot;About Stemming&quot; on page 165)</td>
</tr>
<tr>
<td><strong>Document</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Documents modified recently</td>
</tr>
<tr>
<td></td>
<td>• Document quality evaluation</td>
</tr>
<tr>
<td></td>
<td>• Document in user language</td>
</tr>
</tbody>
</table>
### Ranking factor category

<table>
<thead>
<tr>
<th>Ranking factor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location</td>
</tr>
<tr>
<td>• Source rating</td>
</tr>
<tr>
<td>• Terms in address</td>
</tr>
<tr>
<td>Formatting</td>
</tr>
<tr>
<td>• Term has formatting</td>
</tr>
<tr>
<td>• Term casing (see &quot;Are Queries Case-Sensitive?&quot; on page 177)</td>
</tr>
<tr>
<td>Collaborative rating</td>
</tr>
<tr>
<td>• Collaborative rating weight</td>
</tr>
<tr>
<td>Custom</td>
</tr>
<tr>
<td>• Custom ranking weight</td>
</tr>
</tbody>
</table>

You can contribute to the ranking of a document for a given query by rating the document in a .NET search interface (see "Rating a Search Result" on page 38).

Because of their nature, .NET search interface Top Results (see "About Top Results in .NET Search Interfaces" on page 31) and mini-results (see "About Mini-Results in .NET Search Interfaces" on page 30) are not affected by ranking and always appear at the top of the first search result page.

**Note:** Your Coveo administrator can modify the relative weight of each factor in order to fine-tune ranking.

### 3.13 Rating a Search Result

In .NET search interfaces such as **My Files, People, and Intranet**, you can express your personal appreciation of a search result by rating a document or an item.

Personal appreciation is a score that you, as a user, can assign to a document or item to reflect your perception of its relevance to the query. By rating a search result on a 1 to 3 yellow stars scale 🌟🌟🌟, you can influence the search result ranking (see "Understanding Search Results Ranking" on page 37). The Coveo Platform uses your personal appreciation to immediately modify the ranking of a search result and to calculate its collaborative rating.

Collaborative rating appears as a 1 to 3 gray stars 🌟🌟🌟 score (two stars by default when nobody has ranked the search result) under each search result. The Coveo Platform calculates collaborative rating as an average of the personal appreciations given to each document by users of the same group and uses it as one of the ranking factors. Because this process is performed independently for each user group, it tailors ranking to different types of users.

**Example:** The collaborative rating used to rank documents for a HR consultant is different from the one used for a R&D developer.

Personal appreciation prevails on collaborative rating meaning that, once you rate a search result, its collaborative rating score is no longer taken into account.

Rating a search result is useful when you find that its automatic ranking in the current query is not appropriate from your point of view or that of your group. This immediately changes its position in the search results page. You or other members of your group also benefit from this corrected rating the next time the same query is performed.
Notes:

- Collaborative rating is enabled by default in .NET search interfaces. Your Coveo administrator can however disable it or customize its behavior.
- Coveo JavaScript search interfaces also offer the collaborative rating feature, that must be added (see Enabling and Adding Collaborative Rating to a JavaScript Search Page).

Assigning a personal appreciation to a search result

1. After performing a search where you identified a document for which you want to contribute to its rating, locate the three gray stars 🌟🌟🌟 in the search result of the document.

2. Click the appropriate star to modify the search result ranking as follows:
   - 🌟🌟🌟 – Click the star on the right to increase the document relevance score.
     The document rank is immediately promoted in the search results list and three yellow stars appear.
   - 🌟🌟 – Click the star in the center to leave the current document relevance score as is, for example to counter balance collaborative ratings by other members of your group.
     The document rank is not modified in the search results list and two yellow stars appear.
   - 🌟 – Click the star on the left to decrease the document relevance score.
     The document rank is immediately demoted in the search results list and one yellow star appears.

Removing or modifying a personal appreciation

1. To delete your personal appreciation for a document, right-click on the yellow stars.
   The document rank is immediately adjusted according to the automatic relevance score in the search results list and the appropriate number of gray stars 🌟🌟🌟 appear.

2. To modify your personal appreciation:
a. First delete your current appreciation by right-clicking on the yellow stars.

b. Click the appropriate gray star to assign your personal appreciation (see "Assigning a personal appreciation to a search result" on page 39).

3.14 Viewing Search Result Details in .NET Search Interfaces

Each search result contains a number of elements that help you to quickly grasp the content of the document. In .NET search interfaces, the Details link, generally appearing on a line with other links, provides more information about the document while staying in the search results page.

Note: The Details link is available by default in many out-of-the-box Coveo .NET search interfaces, but can be disabled by your Coveo administrator together with other contextual commands.

To view search result details in .NET search interfaces

1. In the search results, click the Details link for the desired search result.

   The Summary panel expands to present an extended summary made of key sentences and a list of concepts (in green) extracted from the document.

2. Click the Properties tab to view metadata available for this document.

   Example: You want to know when a document was last modified and when it was last indexed. In the Properties panel, look at the value for the Modified date and Indexed date metadata.
3. Click **Hide Details** to close the details panel.

### 3.15 Search Results Refining Methods

You often need to refine results when your initial query returns a large number of results. Refining search results simply means applying other criteria to the initial query to reduce the number of results to more relevant documents.

The following table lists various methods that you can use to refine search results.

<table>
<thead>
<tr>
<th>Method</th>
<th>Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Start with a more appropriate search interface</td>
<td>&quot;About .NET Search Hubs and Search Interfaces&quot; on page 162</td>
</tr>
<tr>
<td>Type a more complete query</td>
<td>&quot;Performing a Search&quot; on page 9</td>
</tr>
<tr>
<td>Use facets</td>
<td>&quot;Refining Search Results Using Facets&quot; on page 51</td>
</tr>
<tr>
<td>Use the <strong>Search Within Results</strong> link</td>
<td>&quot;Searching Within Results in .NET Search Interfaces&quot; on page 68</td>
</tr>
<tr>
<td>Use the <strong>Advanced Search</strong> page</td>
<td>&quot;Using the Advanced Search Page in .NET Search Interfaces&quot; on page 65</td>
</tr>
</tbody>
</table>

### 3.16 Refining a Search by Cluster in a .NET Search Interface

When result clustering is enabled by your Coveo administrator, you can display results from a single cluster. To do so, in a .NET Search Interface, click the appropriate cluster in the **Refine by Cluster** facet.

**Note:** The **Refine by Cluster** facet is available when your Coveo administrator activates result clustering and enables the optional cluster facet in the Interface Editor.

### 3.17 Using Saved Queries and Filters in .NET Search Interfaces

Saved queries and filters are expressions that you can store so that you can quickly reapply them. This .NET search interface feature is useful when you find that you frequently perform the same large query and would like to avoid having to retype it each time.
The difference between saved queries and saved filters is that saved queries do not accept additional expressions whereas saved filters do.

**Example:** If you enter the Coveo AND Search query in the search box and you apply the saved query @sysauthor=John, your original Coveo AND Search query is replaced by @sysauthor=John. However, if @sysauthor=John is a saved filter, it is added to the query expression to form Coveo AND Search @sysauthor=John.

**Note:** The saved queries and filters feature is optional and must be enabled by your Coveo administrator for a specific .NET search interface.

**Important:** Saved queries and filters are stored in your browser cookies and are therefore only available with this browser on this computer. They will be lost if you clear your browser cookie memory. Your Coveo administrator can however configure and enable a database to securely and centrally store saved queries and filters.

This topic contains the following sections:

- "Adding a saved query or a saved filter in a .NET search interface" on page 42
- "Using a saved query or a saved filter in a .NET search interface" on page 43
- "Deleting a saved query or a saved filter in a .NET search interface" on page 43

### 3.17.1 Adding a saved query or a saved filter in a .NET search interface

1. Type and launch the query that you want to save.

   The search results appear.

2. To save the search, use one of the following methods:

   - At the bottom of the last facet:
     a. Click **Query** or **Filter**, to respectively save the search expression as a query or as a filter.

     ![Image](image1.png)

     b. Enter a name for the query or filter, and then click **Save**.

     ![Image](image2.png)

     OR
• At the right end of the .NET search interface bar:
  a. In the **Do more** menu, select **Manage Filters**.
  b. In the **Saved Queries and Filters** page, in either the **Saved Queries** section or the **Saved Filters** section, enter a name for the search, and then click **Save**.

![Saved Queries and Filters](image)

The new named search is added to the appropriate section.

c. Click **Return to Search**.

### 3.17.2 Using a saved query or a saved filter in a .NET search interface

1. In the upper-right corner of the search results page, below the **Do more** menu, locate and click the **Select Saved Filter** or **Select Saved Query** drop-down list.

![Select Saved Filter](image)

**Note:** The drop-down list appears only when at least one saved query or one saved filter exists. When only queries are saved, the **Select Saved Filter** drop-down list is named **Select Saved Query**.

2. In the drop-down list, select the saved query or filter expression that you want to perform.

### 3.17.3 Deleting a saved query or a saved filter in a .NET search interface

1. At the right end of the .NET search interface bar, in the **Do more** menu, select **Manage Filters**.

2. In the **Saved Queries and Filters** page, in either the **Saved Queries** section or the **Saved Filters** section, click **[Delete]** next to the saved query or saved filter that you want to eliminate.
3. Click Return to Search.

3.18 Exporting Search Results to Microsoft Excel from a JavaScript Search Interface

Exporting search results to Excel allows you to easily create lists of items that you may need for your work.

**Examples:** A few scenarios where exporting search results to Excel may speed up people's work:

- A sales person searches for his last quarter won deals, exports the results, copies the customer name and amount columns, and then pastes the information in a report.

- An engineer searches for internal documents that are most relevant to a specific topic, exports the results, and then in Excel sorts rows by authors to see which names come more often to help him identify potential subject matter experts within his company.

- A support agent searches for all cases opened by employees of one company during the past year, exports the results, copies the case title, date, requester, and resolution time columns, and pastes them in a table in an email to his boss who requested this information.

**To export search results to Microsoft Excel from a JavaScript Search Interface**

1. Access your Coveo JavaScript Search interface.

2. Using keywords and facets, leverage the search interface to create a list by gathering the documents from which you want to extract information.

3. On the right of the search box, click the Settings button, and then select Export to Excel.

Your browser manages the Excel file download.

The file name is UTC timestamped and in the form: [your_keywords]--yyyy-mm-dd--hh-mm-ss.xlsx

**Notes:** If the Settings button or the Export to Excel option do not appear in your search interface, contact your administrator that can add them (see Adding the Export to Excel Feature to a JavaScript Search Page).

4. In Microsoft Excel or another compatible application:
a. Open the downloaded file.  
Each row corresponds to one search result and each column contains the value of on field for each result.

Note: By default, the exported Excel file contains a maximum of 100 search results sorted by **Relevance**. Your search interface administrator may however customize the maximum number.

b. Locate the column(s) containing the information of interest, and do whatever you want with the information, such as copying and pasting the information into another document.

### 3.19 Exporting Search Results to Microsoft Excel in a .NET Search Interface

You can export the results currently appearing in a Coveo .NET Front-End search results page to a Microsoft Excel file format. This feature is useful when you want to save the results as a list and perform further operation on the data, or import the list of results in a database.

Note: The Export to Excel feature is optional and is available only when your Coveo administrator enables it for the specific search interface.

To export search results to the Microsoft Excel file format

1. Perform the query for which you want to export the search results.
   The results appear in the search results page.

2. From a web .NET search interface or from the Desktop Searchbar, at the top-right end of the .NET search interface, in the **Do more** menu, select **Export to Excel**.

![Do more menu](image)

   **In the default web .NET search interface**

   ![Do more menu](image)

   **In the Desktop Searchbar**

   Note: The creation of the Excel file may take several seconds when the number of search results is large.

   Your browser receives an Excel file. Each browser handles file download differently.

3. Use your browser features to save the downloaded file to a location of your choice, or directly open it in Microsoft Excel.

Note: The downloaded file name format is CoveoResults_mm_dd_yyyy.xls to include the month (mm), date (dd), and year (yyyy) the file was created.

Coveo .NET Front-End 12.0.190– (May 2013) The file name is Excel.xls.
Note: CES 7.0.8047– (December 2015) In Excel 2007/2010/2013, when you open a .xsl file created with Export to Excel, the following warning message may appear:

The file you are trying to open, 'filename.xsl', is in a different format than specified by the file extension. Verify that the file is not corrupted and is from a trusted source before opening the file. Do you want to open the file now?

You can safely ignore the message and open the file to see your exported search results.

The Coveo exported file generates an HTML document with an Excel extension. Starting with version 2007, Excel validates that the file content matches the file extension and displays the above warning message when it is not the case. For more information, see the Microsoft document: Error opening file: "The file format differs from the format that the file name extension specifies".

CES 7.0.8225+ (March 2016) The Coveo exported file generates an Office Open XML document, which is a supported file format in Excel 97-2013. Therefore, the warning message no longer appears.

3.20 Receiving Updated .NET Search Results through a RSS Feed

RSS (acronym for Really Simple Syndication or for Rich Site Summary) identified by the icon, is a format for delivering regularly changing web content. With a RSS feed, you can easily stay informed by retrieving the latest content from the sites you are interested in, saving time by not needing to visit each site individually.

Example: News-related sites or blogs often publish their content as an RSS feed for whoever is interested.

You can read feeds you received from RSS feeds to which you subscribed in a feed reader or news aggregator software such as a browser (for example in Internet Explorer). With the Coveo .NET Front-End, you can subscribe to a RSS feed for a specific query expression so that you can automatically receive updates when the search results for the specific query expression change.

Note: The RSS feed feature is optional and is available only when your Coveo administrator enables it for the specific .NET search interface. The Coveo administrator can also set the RSS feed refresh rate.

To receive updated .NET search results through a RSS feed

1. Perform a search for which you want to receive updated search results.

2. At the right end of the search box panel, click RSS.

The Search Results for page appears.
3. Click **Subscribe to this feed**.

4. In the dialog box that appears corresponding to your feed reader software (for example Internet Explorer):
   a. In the **Name** box, enter or modify the name that you want to see representing this feed in your feed reader software.
   b. In the **Create in** drop-down list, select an existing folder or click **New folder** to create a new folder in which you want to receive the feeds for this query.
   c. Optionally select the **Add to Favorites bar** check box to add a link to this feed in your favorites.
   d. Click **Subscribe**.

5. In the message that appears to confirm the successful subscription to this feed, click **View my feeds** to see the content of your feeds.
You've successfully subscribed to this feed!
Updated content can be viewed in Internet Explorer and other programs that use the Common Feed List.
🌟 View my feeds

Search results for 'Coveo Enterprise Search News'.
Today, November 25, 2010, 14 minutes ago

Displaying 100 / 100

- All 100
- New 100

Sort by:
- Date
- Title
- Author

✓ Mark feed as read
View feed properties...

Note: Refer to your feed reader software documentation to learn how to read and how to unsubscribe from a RSS feed.
4. About Facets

Facets are convenient user interface controls allowing you to easily filter or refine search results according to specific criteria. A facet presents a list of the items found in the current search results and indicates the number of occurrences for each item, helping you to quickly grasp and refine the search results.

You can use one facet or a combination of facets to refine your search (see "Refining Search Results Using Facets" on page 51). The facet items are typically sorted either from the most frequent to the least frequent or alphanumerically, ascending or descending.

Facets can also include calculated values (see "Computed Facets" on page 60) and numerical values (see "Numerical Range Facets" on page 61).

Each search interface comes with its set of tailored facets that appear on the side of the search results page.
Example: In the following figure, the Type facet lists the different file types found in the search results. You can see that the Web Page format is the most frequent type of found documents, but because PDF is selected, search results are refined to only show PDF documents.

1. Facet name
2. Facet items – Click an item or its check box to narrow search result to this item.
3. A search box appears when the list of available items is long – Type a few characters to easily find and select additional items.
4. Eraser icon – Click to clear all active filters.
5. Show/Hide icons – Click to respectively show facet items or hide inactive facet items.
6. Exclude icon – Click to exclude results corresponding to this item.
7. Extend/Reduce control (More, Fewer) – Click More to extend or Fewer to reduce the list of visible items.
Note: Use the latest version of supported browsers to get the best facet experience. When you use Internet Explorer 7, 8, or 9 in Compatibility View mode, the rounded corners and shadings of facets are not rendered.

By default, Internet Explorer 9 is often configured to use the Compatibility View mode that displays web pages as if you were using an earlier version of IE and therefore, does not support newer CSS styles. You can disable the IE 9 compatibility View mode (see the Microsoft document How to use Compatibility View in Internet Explorer 9).

Note: Your Coveo administrator can add, remove, or configure built-in or custom facets according to your needs or in a JavaScript search interface (see JavaScript Search Interface Editor or Making Basic JavaScript Search Page Customization With the Legacy Interface Editor).

Your Coveo administrator can also configure facets to appear on either side of the .NET search results page. The Search In facet automatically appears when your Coveo administrator defines one or more custom .NET search scopes.

4.1 Refining Search Results Using Facets

Facets provide an intuitive visual method to easily refine search results.

The following sections describe how to perform specific facet tasks:

- "Narrowing results according to one value in a facet" on page 51
- "Narrowing results by excluding one or more values in a facet" on page 54
- "Narrowing results using the AND/OR logical condition" on page 57
- "Selecting more facet values using the search box" on page 55
- "Narrowing results using combinations of facets" on page 59

Narrowing results according to one value in a facet

1. In the facet corresponding to your search criterion, click the facet value for which you want to refine the search results.
**Example:** When you want to only see PDF documents, in the Type facet, click PDF.

- **In the facet:**
  - The selected value check box is selected and its label is highlighted.
  - A + appears in front of the number of occurrences for other values to indicate that selecting them would add the corresponding number of results.
  - The facet background color changes lightly to indicate that the facet has at least one active selection.

  **Note:** This behavior is only available in the .NET search interface.

- The top right corner icons differs between the two frameworks:
  - To clear all facets selected values:
    - Select the eraser icon in the .NET search interface.
    - Select the Clear [Facet Name] icon in the JavaScript search interface.
  - Other features are available through facet icons (see "About Facets" on page 49).

- **In the search results:**
  - The results are updated to only show PDF documents.
  - An indication appears at the top of the search result to highlight that the results are matching constraints.
2. The icons to clear the facet selection differ between the two frameworks:

- In the .NET search interface:
  - Select the eraser icon or click a strikeout value.
  - OR
  - At the end of the matching refine constraint message, click [Clear All].

- In the JavaScript search interface:
  - Select the Clear [Facet Name] icon or click the strikeout value.
  - OR
  - At the end of the [Facet(s)]: [Refined constraint value(s)] indication, click the Clear All Filters icon.
Narrowing results by excluding one or more values in a facet

1. In the facet corresponding to your search criterion:
   a. Position the pointer over the facet value that you want to exclude.
      
      The value is highlighted and the exclude icon \( \Box \) appears on the right of the facet value.
   b. Click the exclude icon \( \Box \).

Example: In the following illustration, ZIP and Word documents have been excluded. The pointer is over the Picture value, showing the exclude icon \( \Box \).

In the facet:
   - The excluded values are highlighted using strikethrough text, and their label is faded.
   - The top right corner icons differ between the two frameworks:
     - To clear all facets selected values:
       - Select the eraser icon \( \Box \) in the .NET search interface.
       - Select the Clear [Facet Name] icon \( \times \) in the JavaScript search interface allowing to clear all facet selections
     - Exclude icon \( \Box \) appearing when the pointer is over a facet value

\[ \text{www.coveo.com} \]
• The search results are updated, eliminating excluded documents.
• An indication appears at the top of the search result to highlight that the results are matching constraints.

2. The icons to clear the facet selection differ between the two frameworks:
   • In the .NET search interface:
     o Select the eraser icon ☐ or click a strikeout value.
     OR
     o At the end of the matching refine constraint message, click [Clear All].
   • In the JavaScript search interface:
     o Select the Clear [Facet Name] icon ✗ or click the strikeout value.
     OR
     o At the end of the [Facet(s)]: [Refined constraint value(s)] indication, click the Clear All Filters icon ✗.

Selecting more facet values using the search box

A search box appears when a facet has more values than the ones currently visible. When the list of facet values is long, the search box allows you to easily find and select or exclude hidden facet values.

1. In the search box of the facet corresponding to your search criterion, type a few characters of the facet value that you want to add or exclude.

2. In the list of available facet values matching the typed characters that appears below the search box:
   • To include search results for a value, select the value.
   OR
   • To exclude a value, click the exclude icon ☐.

In both cases, the value appears in the list of visible facet values.
Example: You want to see only PDF and Excel documents in the search results. In the Type facet, the PDF value is visible and you select it. The Excel value is not visible. In the search box, you type ex, Excel appears in the list of matching values, and you select it.

.NET

JavaScript
Note: In the facet search box list, you can use the following keyboard shortcut keys:

- **Up Arrow** and **Down Arrow**: Respectively move the highlight to the previous and next element.
- **ENTER**: Selects the highlighted element.
- **Keyboard shortcut keys to remove the highlighted element** differs between the two frameworks:
  - **CTRL+DEL** in the .NET search interface.
  - **SHIFT+DEL** in the JavaScript search interface.

3. When needed, repeat the previous step for other values.

Note: Your Coveo administrator can set the default values for the number of maximum initially visible facet values, the number of values added or hidden when you click More or Fewer, and the maximum number of values appearing in the search box matching list.

Narrowing results using the AND/OR logical condition

**Coveo .NET Front-End version 12.0.48+ (August 2012)**

For most facets, selecting multiple facet values creates a search with an OR logical condition. This makes sense when the field on which the facet is based can contain only one value for a given document.

**Example:** In the Type facet, you select Word and PDF to find documents that are either Word OR PDF files. A document cannot be a Word AND a PDF file at the same time.

In facets based on a field that can contain multiple values for a given document, the new control that automatically appears in the facet to allow you to choose between the OR and the AND logical condition differs between the two frameworks:

- To choose the OR logical condition:
  - Select the OR icon \[\text{OR}\] in the .NET search interface.
  - Select the Switch to OR icon \[\text{Switch to OR}\] in the JavaScript search interface.

- To choose the AND logical condition:
  - Select the AND icon \[\text{AND}\] in the .NET search interface.
  - Select the Switch to AND icon \[\text{Switch to AND}\] in the JavaScript search interface.
Example: In the My Emails search interface, email messages can have multiple recipients. In the To facet, by default you search using the OR logical condition. In this case, when you select two or more names, the search results list the emails received by at least one of them.

When you select the AND logical condition by selecting the AND icon in the .NET search interface or the Switch to AND icon in the JavaScript search interface, the search results only list emails for which all selected people were recipients. Imagine you want to find a message that you know you sent to Liz and Bruce as co-recipients.

1. Click the AND icon in the .NET search interface or the Switch to AND icon in the JavaScript search interface to get the AND logical condition.
2. Select a first email recipient. The name moves to the top of the facet.

Note: In the JavaScript search interface, the selected facet values are listed according to the selected sort option.
Select another recipient to only list email messages sent to both persons. Here, 25 messages were sent to Liz Smith and Bruce Lapointe as co-recipients.

Narrowing results using combinations of facets

You can very quickly drill down into your search results using a combination of two or more facets.

**Example:** You want to find all the 2012 PDF documents authored by Coveo in the online help. To do so, in the Type facet click PDF, in the Author facet click Coveo, in the Collection facet click Online Help and in the Year facet click 2012.

The presence of a facet can be conditional on a selection of a value on another facet.
Example: By default, the Month facet appears only when a value is selected in the Year facet. This behavior is generally desirable as users more often want to refine search results for a specific month of a specific year rather than for a specific month of any years.

Note: This feature is only available in the .NET search interface.

4.2 Computed Facets

A computed facet is a type of SmartFacets™ that presents one or more computed values for each facet item. The computed values can either be the sum, average, minimum, or maximum of the values found for the numerical field associated with the facet. Like other facets, the content of the facet is updated each time you perform a new query. Using a computed facet in combination with other facets allows you to drill down in your numerical data.

Example: When you index data from a customer relationship management (CRM) system such as Salesforce, a computed facet can display sales results per account, per region, or per sales person.
In the following figure, the computed facet presents the total sales results per Salesforce opportunity stage. The numbers between the parentheses represent the number of opportunities for each stage. Refining the search, let's say to year 2011 with the Year facet, would update the Opportunity Stage facet to show 2011 opportunity stages.

The computed value can appear either on the right or below the caption of each facet item. A prefix and a suffix can appear before and after the value to help describe the meaning of the value.
Example: A Document Average Size custom facet could show the average file size and the average number of pages for each document type.

![Document Average Size](image)

Note: When it is not possible to compute a value, like the average number of pages for HTML documents, the value simply does not appear.

Note: Your Coveo administrator can configure computed facets in a .NET search interface. A developer can do that for the JavaScript search interface (see Facet Component - computedField).

4.3 Numerical Range Facets

A numerical range facet is a type of SmartFacets™ displaying items that are ranges of values. Like for computed facet, a calculation (sum, average, minimum, or maximum) can also be made on the values found for the numerical field associated with the facet.

Example: When you index data from a customer relationship management (CRM) system, a numerical range facet can display ranges of Opportunity Amounts together with the number of opportunities and the total amount for each opportunity amount range.

![Opportunity Amount](image)

- **Facet items** are opportunity amount ranges
- **Number of opportunities** for each range
- **Total opportunity amounts** for each range
Note: **Coveo .NET Front-End 12.0.295+ (August 2013)** The interval values in numerical range facets are automatically generated with nice rounded values that are dynamically updated based on the content returned by the index.

For .NET search interfaces, numerical range facets need to be configured by a developer. The automatic ranges can be replaced by static ranges. Contact the Coveo Professional Services for assistance.

For JavaScript search interfaces, an administrator can use the JavaScript Interface Editor in **Advanced Mode** to add and configure a **Facet Range** component (see **JavaScript Search Interface Editor** or **Making Basic JavaScript Search Page Customization With the Legacy Interface Editor**).
5. More Advanced Search

The Coveo Platform offers several methods to perform more precise or more sophisticated searches. In the search box, you can use a variety of expressions to find exactly what you are looking for.

**Example:** You can use the following query to find all documents containing specifics terms that are nearby in a document that was created or modified at least a month ago.

```
united oil @sysdate<now-1mo founding NEAR:10 proposal
```

1. Normal keywords – both must be present in the found documents.
2. Field query – the documents must be created or modified at least a month ago.
3. Proximity operator – The terms must be present ten or less terms apart in the found documents

### Prefixes and Operators

The Coveo Platform supports a number of prefixes and various types of operators (Boolean, mathematical, date, email,...) to help you create more precise queries (see "Search Prefixes and Operators" on page 87 and "Using Special Characters in Queries" on page 95).

### Field Codes

In the Coveo unified index, a field contains information from metadata that comes with the indexed documents. Metadata is information about a document rather than information contained in a document (see “What Are Field Queries and Free Text Queries?” on page 177). The Coveo Platform supports numerous field codes for a variety of systems (see "Available Field Aliases" on page 72). You can use field queries (see "Useful Field Query Examples" on page 71).

### Wildcard

By default you can use wildcard characters (?) and *) in a query to expand keywords and therefore expand the query (see "Using Wildcards in Queries" on page 69).

### Query String Parameters

The URL of the search interface can include a number of query string parameters to more precisely control the query sent to the server (see ".NET Search Query String Parameters" on page 108).

**Tip:** You probably already use complex queries without knowing (see "User Interface Elements Hiding Complex Queries" on page 63).

5.1 User Interface Elements Hiding Complex Queries

You can transparently use behind the scene complex queries with the following Coveo user interface elements.
Facets

Facets are the good examples of hidden complex queries generated using an easy to use user interface. When you click an element in a facet, a corresponding field query is generated (see "Refining Search Results Using Facets" on page 51).

**Example:** In the **Type** facet, clicking the **PDF** element is equivalent to adding the field expression @sysfiletype=="pdf" to your query.

![Facet Example](image)

Advanced Search Page

In the default web .NET search interfaces, the optional **Advanced Search** link opens the Advanced Search page where you can intuitively create more sophisticated queries without having to type field query codes (see "Using the Advanced Search Page in .NET Search Interfaces" on page 65).

**Example:** In the **Document Properties** section of the Advanced Search page, selecting the options illustrated in the following figure is equivalent to typing the following field query: @sysfiletype=xls @syssize>=10240 @syslanguage==English @systitle=Funding.

![Advanced Search Example](image)

Query Link Icon

In a Coveo .NET Front-End Search interface, the optional **Link** link that appears at the right end of the search bar header is useful to open a panel where you can see the complete query sent to the Coveo server. You can discover behind the scene field queries added to the keywords that you typed in the search box (see "Viewing the Extended Underlying Query" on page 104).
5.2 Using the Advanced Search Page in .NET Search Interfaces

In default web search interfaces, you can easily compose a complex query using the optional Advanced Search link. The parameters found in the sections of the page allow you to specify multiple keywords with logical operators, date criteria, document properties, and collection restrictions, without typing search operators or field names.

**Note:** The Advanced Search feature is optional and must be enabled by your Coveo administrator.

To compose a complex query using the Advanced Search page

1. With the default web search interface, click **Advanced Search** appearing below the search box.

OR

2. With the Desktop Searchbar, on the Do More menu, click **Advanced Search**.

3. In the panel that appears above the search results:
a. In the **Collections** section, compose a query that includes a scope restriction to selected collections (see “What Is an Index Collection?” on page 183). Only the collections selected are searched.

b. In the **Keywords** section, compose a query that includes keywords and operators. The following table describes the available parameters.

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Accepted value</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>All of these words</td>
<td>Free text queries, Field queries</td>
<td>The document must contain all terms (words, numbers, etc.) entered in this box. Their order is not important. This parameter is equivalent to using the <strong>AND</strong> operator between keywords.</td>
</tr>
<tr>
<td>This exact phrase</td>
<td>Free text queries, Field queries</td>
<td>The document must contain the term sequence or phrase. All terms, as well as their specific order, are important. This parameter is equivalent to using quotation marks “ ” around the phrase.</td>
</tr>
<tr>
<td>Any of these words</td>
<td>Free text queries, Field queries</td>
<td>The document must contain at least one of the terms (words, numbers, etc.) entered in this box. This parameter is equivalent to using the <strong>OR</strong> operator between keywords.</td>
</tr>
<tr>
<td>Parameter</td>
<td>Accepted value</td>
<td>Description</td>
</tr>
<tr>
<td>-----------------</td>
<td>----------------</td>
<td>------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>None of these words</td>
<td>Free text queries, Fields queries</td>
<td>The document must not contain the terms (words, numbers, etc.) entered in this box. This parameter is equivalent to using the NOT operator before keywords.</td>
</tr>
<tr>
<td>Custom query</td>
<td>Free text queries, Fields queries, Operators</td>
<td>The terms entered in this box are not subject to any implicit operator or field. The Custom query complements the advanced search by allowing to query extra fields where field names or operators must be used.</td>
</tr>
</tbody>
</table>

c. In the Date section, compose a query that includes date fields (see also "Narrowing Results By Date" on page 85). The following table describes the available parameters.

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Accepted value</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anytime</td>
<td>N/A</td>
<td>The creation or modification date of a document is not important.</td>
</tr>
<tr>
<td>In the last (n) days/months</td>
<td>Numeric</td>
<td>The document must have been created or modified in the last (n) days or months. This parameter is equivalent to using the @sysdate field query.</td>
</tr>
<tr>
<td>Between [StartDate] and [EndDate]</td>
<td>Drop-down list selections</td>
<td>The document must have been created or modified between the two specified dates. This parameter is equivalent to using the @sysdate field query.</td>
</tr>
</tbody>
</table>

d. In the Document Properties section, compose a query that includes document metadata fields. The following table describes the available parameters.

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Accepted value</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Format</td>
<td>Drop-down list selection</td>
<td>The document must be of a specific type (Word, Excel, PowerPoint, PDF, Web page, text, or email). This parameter is equivalent to using the @sysfiletype field query.</td>
</tr>
<tr>
<td>Size</td>
<td>Numeric</td>
<td>The document must be smaller than (At most) or larger than (At least) the value (in KB, MB or bytes) entered in this parameter. This parameter is equivalent to using the @syssize field query.</td>
</tr>
<tr>
<td>Language</td>
<td>Drop-down list selection</td>
<td>The document must be written in a specific language (see &quot;Supported Languages&quot; on page 170). This parameter is equivalent to using the @syslanguage field query.</td>
</tr>
<tr>
<td>Parameter</td>
<td>Accepted value</td>
<td>Description</td>
</tr>
<tr>
<td>-----------</td>
<td>----------------</td>
<td>-------------</td>
</tr>
</tbody>
</table>
| Address Title Author | Free text queries | There are three options for these parameters:  
contains: The document metadata must contain all the terms (words, numbers, etc.) entered in the search box. Their order is not important.  
does not contain: The document metadata must not contain the terms (words, numbers, etc.) entered in the search box. Equivalent of using the NOT operator preceding a term. Terms in these parameters are not expanded with thesaurus entries.  
matches: The document metadata must contain the exact, contiguous, and same order terms (words, numbers, etc.) entered in the box. These parameters are equivalent to respectively using the @sysuri, @systitle, and @sysauthor field queries. |

e. To start the search, click **Search** at the bottom of the page, or click the search button next to the search box.

**Tip:** Click the **Link** link to see the text of the complete query that you composed using the Advanced Search page (see "Viewing the Extended Underlying Query" on page 104).

f. To close the page, click **Hide Advanced Search** below the search box or on the **Do More** menu.

### 5.3 Searching Within Results in .NET Search Interfaces

The **Search Within Results** link optionally appears in Coveo .NET Front-End search interfaces below the search box panel and above the facets. The purpose of the search within results filter is to refine a current query by adding expressions. In other words, you only search within the results list obtained from the previous query.

**Notes:**

- **Coveo .NET Front-End 12.0.8225+ (March 2016)** You can use the **Search Within Results** link with an empty query.
- The search within results filter is optional. Your Coveo administrator can enable it independently for each .NET search interface.

To search within results in a .NET search interface

1. After performing a query for which you want to refine the results, click the **Search Within Results** link located below the search box panel and above the facets.

   The search box is cleared and a message appears below the search box panel to indicate that the displayed results are restricted to the previous query.
2. In the search box, enter the desired expression to refine the results, and then click **Search**.

3. Review your refined results.
   The search within results filter stays active for subsequent queries so that you can continue to add expression and refine results further.

4. Click the **[Clear All]** link that appears at the end of the message to deactivate the search within results filter.

### 5.4 Using Wildcards in Queries

A wildcard character is a character that may be substituted for any of a defined subset of all possible characters. The asterisk character (*) may be substituted by zero or more word Unicode characters. The optional wildcard question mark character (?) may be substituted by any word character defined by the Unicode standard (see Using Special Characters in Queries).

#### 5.4.1 Wildcards Behavior

Wildcard characters: * and ?

When you use a wildcard syntax in the search box, the Coveo Platform expands keywords containing wildcard characters to the possible matching keywords to broaden the query.
Examples:

micro*

Could match Microsoft and microprocessor.

te?t

Could return documents containing either the words text or test but could also documents containing te4t when this term exists in indexed documents.

**Note:** This works only when the question mark wildcard behavior is enabled.

- Matching a pattern

  Using wildcards can be useful when you do not remember the exact spelling for the name of a person, company, or product but you do remember part of it.

  Using wildcard characters can be useful when you want to match all variants of a pattern. You type the fixed part of the pattern and use a wildcard character to expand to the variants.

  **Example:**

  THI10*

  Find all product names starting with THI10.

- Wildcard in a phrase search

  You can use wildcard characters within an exact match phrase, allowing some variability in a phrase search.

  **Example:**

  "fina* scandals 201?"

  Returns documents containing the following phrases:
  - financial scandals 2012
  - final scandals 2010

  **Note:** This works only when the question mark wildcard behavior is enabled.

- Wildcard with the NEAR operator

  You can also use wildcard characters with the NEAR operator.
5.4.2 Wildcard Constraints

Wildcard queries can significantly expand a query and consequently consume significantly more server resources than a typical query.

To prevent this:

- By default at least two leading characters must precede the wildcard to restrict the number of wildcard terms candidates. Thus, it is not supported to begin with a wildcard.
- The query expansion is limited by default to the first 32 wildcard terms found alphabetically.

**Note:** Your Coveo administrator can customize the wildcard **Number of candidates** and **Number of Leading Chars** parameters to change these restrictions.

**Tip:** Wildcard queries on the entire content of an index will always take longer to return results. For content where wildcards are appropriate, consider isolating the data in a field, and using the field for the wildcard search. When searching in a field, the number of possibilities is smaller, so using the same wildcard expression may return more or even all possible results (see "What Are Field Queries and Free Text Queries?" on page 177).

5.5 Useful Field Query Examples

The following table presents a few field query examples that you may find useful. They take advantage of field aliases for which the query syntax is simpler than with fields (see "Available Field Aliases" on page 72).

<table>
<thead>
<tr>
<th>Field alias</th>
<th>Example description</th>
</tr>
</thead>
<tbody>
<tr>
<td>to</td>
<td><strong>Finding documents exchanged with a person</strong> You can refine results to email and conversation items exchanged with a person using the @to and/or @from field queries. This refinement can also be done using the To and From facets but it may be faster to simply type the field query.</td>
</tr>
</tbody>
</table>
Field alias | Example description
--- | ---
date | Finding documents created or modified within a given time range
Using the @date field query, you can easily refine results to documents that where created or modified during a specific time range (see "Date/Time Operators" on page 90).
**Example:** @date>=now-4h finds all documents created or modified within the last 4 hours.
@date=2010/01/01..2010/12/31 finds all documents created or modified within the year 2010.
containsattachment | Finding documents with attachment
**Example:** You may want to search for a document that you know contains an attachment. @containsattachment finds all documents containing one or more attachments.
uri | Finding the total number of documents available from a search interface
You may want to know how many documents are available in the Coveo unified index from a given search interface to grasp the scope of the indexed content. You can easily do this using the @uri field query that returns all documents to which you have access in the context of the current search interface.

1. Enter the @uri field query.
2. Read the total number of results to which you have access.

**5.6 Available Field Aliases**

A field alias is a mapping between an existing system field and a field name that is easier to remember and use in a query. All system field names start with the sys prefix while field aliases generally eliminate the prefix to make it easier to remember.

**Example:** The field alias for the systitle field is simply title.

End-users not commonly type field queries mainly because one needs to know the available system field names. Many generic and repository specific system fields are available, but most of them are only useful to administrators and developers (see "Available System Fields" on page 75).

Standard field aliases listed below have been defined for fields that may be useful to end-users.

**Note:** Your Coveo administrator can define more system field aliases, for example to adapt the names of the aliases to a language other than English.
<table>
<thead>
<tr>
<th>Field alias</th>
<th>Description</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td><code>addeddatter</code></td>
<td>Contains the date at which the document was first added to the index.</td>
<td>@<code>addeddatter=today</code> Finds documents added to the index today.</td>
</tr>
<tr>
<td><code>author</code></td>
<td>Contains the author of the document.</td>
<td>@<code>author=John</code> Finds documents whose author is John.</td>
</tr>
<tr>
<td><code>collection</code></td>
<td>Contains the name of the collection in which the document is indexed. A collection is an index subdivision (see &quot;Understanding Coveo .NET Components Hierarchy&quot; on page 160).</td>
<td>@<code>collection=Coveo</code> Finds documents from the Coveo collection.</td>
</tr>
<tr>
<td><code>concepts</code></td>
<td>Contains the key concepts extracted by the Coveo Platform from the document and presented in the search results excerpt and summary (see “What Is an Excerpt?” on page 180 and “What Is a Summary?” on page 182).</td>
<td>@<code>concepts=stemming</code> Finds documents for which the concept stemming was extracted.</td>
</tr>
<tr>
<td><code>containsattachment</code></td>
<td>Indicates if the document contains attachments (email attachments or files in an archive such as a .zip or .rar).</td>
<td>@<code>containsattachment</code> Finds documents containing attachments.</td>
</tr>
<tr>
<td><code>date</code></td>
<td>Alias for the <code>sysdate</code> field so it contains the date on which the document was last modified or the creation date for a new document. <strong>Note</strong>: The indexing date of a document is indicated by <code>addeddatter</code>; whereas, its re-indexing, refreshing or rebuilding date is indicated by <code>indexeddate</code>.</td>
<td>@<code>date=today</code> Finds documents created or modified today. @<code>date&gt;now-5h</code> Finds documents created or modified less than 5 hours ago.</td>
</tr>
<tr>
<td><code>fileextension</code></td>
<td>Contains the file extension of the document.</td>
<td>@<code>fileextension=pdf</code> Finds documents whose file extension contains pdf.</td>
</tr>
<tr>
<td><code>filename</code></td>
<td>Contains the filename of the document.</td>
<td>@<code>filename=Online_Documentation</code> Finds documents whose file names contain Online_Documentation.</td>
</tr>
<tr>
<td><code>filetype</code></td>
<td>Contains the document type (see &quot;Supported File Formats&quot; on page 169).</td>
<td>@<code>filetype=doc</code> Finds Microsoft Word documents.</td>
</tr>
<tr>
<td><code>from</code></td>
<td>Contains the sender of an email.</td>
<td>@<code>from=John</code> Finds emails whose sender name contains John.</td>
</tr>
<tr>
<td>Field alias</td>
<td>Description</td>
<td>Example</td>
</tr>
<tr>
<td>--------------</td>
<td>-------------------------------------------------------------------------------------------------------</td>
<td>----------------------------------------------</td>
</tr>
<tr>
<td>indexeddate</td>
<td>Contains the most recent date on which the document was re-indexed, refreshed or rebuilt.</td>
<td>@indexeddate&lt;now-1mo Finds documents indexed more than a month ago.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>isattachment</td>
<td>Indicates if the document is an attachment (email attachments or files in an archive such as .zip or .rar).</td>
<td>@isattachment Finds email attachments and documents in archive files (ex.: files in a .zip archive).</td>
</tr>
<tr>
<td>isrecord</td>
<td>Indicates if a document is a record such as a row in a database table or an element of an XML file.</td>
<td>@isrecord Finds documents that come from a database repository.</td>
</tr>
<tr>
<td>isreference</td>
<td>Indicates if the document is indexed by reference.</td>
<td>@isreference Finds documents indexed by reference. not @isreference Finds documents indexed by content.</td>
</tr>
<tr>
<td>language</td>
<td>Contains the language of the document (see &quot;Supported Languages&quot; on page 170).</td>
<td>@language=Spanish Finds documents written in Spanish. not @language Finds documents whose language is unknown.</td>
</tr>
<tr>
<td>links</td>
<td>Contains links towards other documents included in a document.</td>
<td>@links=<a href="http://www.coveo.com">http://www.coveo.com</a> Find documents that include a link towards the <a href="http://www.coveo.com">http://www.coveo.com</a> document.</td>
</tr>
<tr>
<td>site</td>
<td>Contains the website address of the document.</td>
<td>@site=www.coveo.com Finds documents located on the Coveo website.</td>
</tr>
<tr>
<td>size</td>
<td>Contains the size, in bytes, of the document.</td>
<td>@size&gt;1024 Finds documents whose size is superior to 1 kB.</td>
</tr>
<tr>
<td>source</td>
<td>Contains the source in which the document is indexed. A source is an index subdivision (see &quot;Understanding Coveo .NET Components Hierarchy&quot; on page 160).</td>
<td>@source=Coveo Finds documents from the Coveo source.</td>
</tr>
<tr>
<td>title</td>
<td>Contains the title of the document.</td>
<td>@title=Coveo Finds documents whose title contains the word Coveo.</td>
</tr>
</tbody>
</table>
### 5.7 Available System Fields

System fields are common to most repositories. The following sections provide tables listing some of the available fields for various systems and repositories.

**Notes:**

- Field aliases exist for more common fields that may also be used by end-users (see "Available Field Aliases" on page 72).
- The content of some fields such as @sysauthor and @systitle sometimes are not filled with valid information when for example, authors create a document from a template and omit to change the template metadata values.

This topic contains the following sections:

- "Coveo System Fields" on page 76
- "Microsoft SharePoint Fields" on page 80
- "Microsoft Exchange Fields" on page 82
- "Salesforce Fields" on page 83
Tip: The names of the standard repository-specific Coveo fields for some repositories are prefixed to more easily identify their origin. A reference topic exists for each standard field so that you can use the online help search to list available fields as presented in the following table.

<table>
<thead>
<tr>
<th>Repository type</th>
<th>Prefix</th>
<th>Query to list reference topics for related fields</th>
</tr>
</thead>
<tbody>
<tr>
<td>Confluence</td>
<td>sysCF</td>
<td>@title=&quot;syscf*&quot; field @audience=&quot;Developer&quot;</td>
</tr>
<tr>
<td>Microsoft Dynamics</td>
<td>sysCRM</td>
<td>@title=&quot;syscrm*&quot; field @audience=&quot;Developer&quot;</td>
</tr>
<tr>
<td>Desktop</td>
<td>sysDESKTOP</td>
<td>@title=&quot;sysdesktop*&quot; field @audience=&quot;Developer&quot;</td>
</tr>
<tr>
<td>Jive/SBS/Clearspace</td>
<td>sysCS</td>
<td>@title=&quot;syscs*&quot; field @audience=&quot;Developer&quot;</td>
</tr>
<tr>
<td>Salesforce</td>
<td>sysSF</td>
<td>@title=&quot;syssf*&quot; field @audience=&quot;Developer&quot;</td>
</tr>
<tr>
<td>SharePoint</td>
<td>sysSP</td>
<td>@title=&quot;syssp*&quot; field @audience=&quot;Developer&quot;</td>
</tr>
</tbody>
</table>

5.7.1 Coveo System Fields

The following table lists the available Coveo system fields.

<table>
<thead>
<tr>
<th>Name</th>
<th>Type</th>
<th>Description</th>
<th>Example</th>
</tr>
</thead>
</table>
| sysaboutme        | String   | Contains the description of the user. | @sysaboutme=manager
Finds users whose description contains the word *manager*. |
| sysaddeddate      | Date/time| Contains the date at which the document was first added to the index. | @sysaddeddate=today
Finds documents added to the index today. |
| sysauthor         | String   | Contains the author of the document. | @sysauthor=John
Finds documents whose author is *John*. |
| sysauthorloginname| String   | Contains the login name of the document author. | @sysauthorloginname=COVEO\JSmith
Finds documents whose author login name is *COVEO\JSmith*. |
| syscollection     | String   | Contains the name of the collection in which the document is indexed. | @syscollection=Coveo
Finds documents from the *Coveo* collection. |
<table>
<thead>
<tr>
<th>Name</th>
<th>Type</th>
<th>Description</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>sysconcepts</td>
<td>String</td>
<td>Contains the key concepts extracted at indexation time by the CES linguistic algorithm to create the document excerpt and summary that consist of noun phrases [noun and its modifiers (if any), e.g., president of the company] that best represent the content of the document.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Note: The CES linguistic algorithm behind the field does not distinguish hyphenated words, meaning that two similar hyphenated words may appear in the @sysconcepts field of a search result.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Example: one-way loop and one-way-loop.</td>
<td>@sysconcepts=stemming</td>
</tr>
<tr>
<td></td>
<td></td>
<td>If the two similar hyphenated words appear in two different search results, the facets and ranking code take their similarity into account and merge both results.</td>
<td></td>
</tr>
<tr>
<td>syscontainsattachment</td>
<td>String</td>
<td>Indicates if the document contains attachments (email attachments or files in an archive such as a .zip or .rar).</td>
<td>@syscontainsattachment</td>
</tr>
<tr>
<td></td>
<td></td>
<td>@syscontainsattachments</td>
<td>Finds documents containing attachments.</td>
</tr>
<tr>
<td>sysdate</td>
<td>Date/time</td>
<td>Contains the date on which the document was last modified or the creation date for a new document.</td>
<td>@sysdate=today</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Note: The indexing date of a document is indicated by sysaddeddate; whereas, its re-indexing, refreshing or rebuilding date is indicated by sysindexeddade.</td>
<td>Finds documents created or modified today.</td>
</tr>
<tr>
<td>sysdate</td>
<td>Date/time</td>
<td>@sysdate=now-5h</td>
<td>Finds documents created or modified less than 5 hours ago.</td>
</tr>
<tr>
<td>sysdocumenttype</td>
<td>String</td>
<td>Contains the type of the document as specified in the original (source) repository.</td>
<td>@sysdocumenttype=video</td>
</tr>
<tr>
<td></td>
<td></td>
<td>CES 7.0.7711+ (June 2015)</td>
<td>Finds video documents.</td>
</tr>
<tr>
<td>sysduration</td>
<td>Floating Point</td>
<td>Contains the duration, in seconds, of the audio video document.</td>
<td>@sysduration&gt;120</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Finds audio video documents whose duration exceeds 120 seconds.</td>
<td></td>
</tr>
<tr>
<td>Name</td>
<td>Type</td>
<td>Description</td>
<td>Example</td>
</tr>
<tr>
<td>------------------</td>
<td>--------</td>
<td>-------------------------------------------------------</td>
<td>----------------------------------------------</td>
</tr>
<tr>
<td>sysfilename</td>
<td>String</td>
<td>Contains the filename of the document.</td>
<td>@sysfilename=Online_Documentation</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Finds documents whose file names contain Online_Documentation.</td>
</tr>
<tr>
<td>sysfiletype</td>
<td>String</td>
<td>Contains the document type (see &quot;Supported File Formats&quot; on page 169).</td>
<td>@sysfiletype=doc</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Finds Microsoft Word documents.</td>
</tr>
<tr>
<td>sysfirstname</td>
<td>String</td>
<td>Contains the first name of the user.</td>
<td>@sysfirstname=John</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Finds user whose first name is John.</td>
</tr>
<tr>
<td>sysheight</td>
<td>Numeric</td>
<td>Contains the height of the picture.</td>
<td>@sysheight&gt;512</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Finds pictures whose height is greater than 512 pixels.</td>
</tr>
<tr>
<td>sysindexeddate</td>
<td>Date/time</td>
<td>Contains the most recent date on which the document was re-indexed, refreshed or rebuilt.</td>
<td>@sysindexeddate&lt;today-30d</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Finds documents indexed more than a month ago.</td>
</tr>
</tbody>
</table>

**Notes:**
- The indexing date of a document is indicated by `sysaddeddate`; whereas, its modification date by `sysdate`.
- The `@sysindexeddate` field can be set by the index, crawlers, and even custom conversion scripts, and may therefore not be the most accurate to find when documents were last indexed. The `@sysrowid` field indicates the order in which documents are indexed and can be used to sort documents in ascending or descending order.

<p>| sysisattachment  | String | Indicates if the document is an attachment (email attachments or files in an archive such as .zip or .rar). | @sysisattachment |
|                  |        |                                                       | Finds email attachments and archive files (ex.: files in a .zip archive). |</p>
<table>
<thead>
<tr>
<th>Name</th>
<th>Type</th>
<th>Description</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>sysisreference</td>
<td>String</td>
<td>Indicates if the document is indexed by reference.</td>
<td>@sysisreference</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Finds documents indexed by reference.</td>
<td>not @sysisreference</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Finds documents indexed by content.</td>
<td></td>
</tr>
<tr>
<td>syslanguage</td>
<td>String</td>
<td>Contains the language of the document (see &quot;Supported Languages&quot; on page 170).</td>
<td>@syslanguage=Spanish</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Finds documents written in Spanish.</td>
<td>not @syslanguage</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Finds documents whose language is unknown.</td>
<td></td>
</tr>
<tr>
<td>syslastname</td>
<td>String</td>
<td>Contains the last name of the user.</td>
<td>@syslastname=Smith</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Finds users whose last name is Smith.</td>
<td></td>
</tr>
<tr>
<td>sysloginname</td>
<td>String</td>
<td>Contains the login name of the user.</td>
<td>@sysloginname = COVEO\JSmith</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Finds users whose login name is COVEO\Smith.</td>
<td></td>
</tr>
<tr>
<td>sysmonth</td>
<td>String</td>
<td>Contains the month of the modification date of the document (from 01 to 12).</td>
<td>@sysmonth=09</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Finds documents created or modified in September.</td>
<td></td>
</tr>
<tr>
<td>sysoffice</td>
<td>String</td>
<td>Contains the location of the office of the user.</td>
<td>@sysoffice=Boston</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Finds users whose office is located in Boston.</td>
<td></td>
</tr>
<tr>
<td>syspages</td>
<td>Numeric</td>
<td>Contains the number of pages of the document.</td>
<td>@syspages&gt;100</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Finds documents containing more than 100 pages.</td>
<td></td>
</tr>
<tr>
<td>syspicturetakenon</td>
<td>Date/Time</td>
<td>Contains the date on which the picture was taken.</td>
<td>@syspicturetakenon=today</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Finds pictures taken today.</td>
<td></td>
</tr>
<tr>
<td>sysrelatedlink</td>
<td>String</td>
<td>Contains the related (or alternate) link of the document.</td>
<td>@sysrelatedlink=Coveo</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Finds documents whose related links contain Coveo.</td>
<td></td>
</tr>
<tr>
<td>syssite</td>
<td>String</td>
<td>Contains the website address of the document.</td>
<td>@syssite=www.coveo.com</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Finds documents located on the Coveo website.</td>
<td></td>
</tr>
<tr>
<td>syssize</td>
<td>Numeric</td>
<td>Contains the size, in bytes, of the document.</td>
<td>@syssize&gt;1024</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Finds documents whose size is larger than 1 K B.</td>
<td></td>
</tr>
<tr>
<td>syssource</td>
<td>String</td>
<td>Contains the source in which the document is indexed.</td>
<td>@syssource=Coveo</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Finds documents from the Coveo source.</td>
<td></td>
</tr>
<tr>
<td>syssourcetype</td>
<td>String</td>
<td>Contains the type of the source used to index the document.</td>
<td>@syssourcetype=YouTube</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Finds YouTube source documents.</td>
<td></td>
</tr>
<tr>
<td>Name</td>
<td>Type</td>
<td>Description</td>
<td>Example</td>
</tr>
<tr>
<td>---------------</td>
<td>----------</td>
<td>-----------------------------------------------</td>
<td>--------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>systitle</td>
<td>String</td>
<td>Contains the title of the document.</td>
<td>@systitle=Coveo</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Finds documents whose titles contain the word Coveo.</td>
</tr>
<tr>
<td>sysuri</td>
<td>String</td>
<td>Contains the URI of the document.</td>
<td>@sysuri=Coveo</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Finds documents whose URI contain the word Coveo.</td>
</tr>
<tr>
<td>syswidth</td>
<td>Numeric</td>
<td>Contains the width of the picture.</td>
<td>@syswidth&gt;512</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Finds pictures whose width is greater than 512 pixels.</td>
</tr>
<tr>
<td>sysworkemail</td>
<td>String</td>
<td>Contains the work email of the user.</td>
<td>@sysworkemail=<a href="mailto:coveo@search.com">coveo@search.com</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Finds users who have the following work email: <a href="mailto:coveo@search.com">coveo@search.com</a>.</td>
</tr>
<tr>
<td>sysworktitle</td>
<td>String</td>
<td>Contains the work title of the user.</td>
<td>@sysworktitle=manager</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Finds users whose title contains manager.</td>
</tr>
<tr>
<td>sysyear</td>
<td>String</td>
<td>Contains the document creation or modification year.</td>
<td>@sysyear=2010</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Finds documents created or modified in 2010.</td>
</tr>
</tbody>
</table>

### 5.7.2 Microsoft SharePoint Fields

The following table lists the available fields in CES for Microsoft SharePoint content.

<table>
<thead>
<tr>
<th>Name</th>
<th>Type</th>
<th>Description</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>sysspblogpostid</td>
<td>String</td>
<td>Contains the blog post ID of the SharePoint blog comment.</td>
<td>@sysspblogpostid=2</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Finds SharePoint blog comments whose ID is 2.</td>
</tr>
<tr>
<td>sysspcontenttype</td>
<td>String</td>
<td>Contains the content type of the SharePoint item or document.</td>
<td>@sysspcontenttype=post</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Finds SharePoint items and documents whose content type is post.</td>
</tr>
<tr>
<td>sysspiscontainer</td>
<td>String</td>
<td>Indicates if the SharePoint item is a container (portal, site, or list).</td>
<td>@sysspiscontainer</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Finds SharePoint containers items (portals, sites, lists, etc.).</td>
</tr>
<tr>
<td>sysspisdraft</td>
<td>String</td>
<td>Indicates whether the SharePoint item or document is a draft.</td>
<td>@sysspisdraft</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Finds SharePoint items and documents that are drafts.</td>
</tr>
<tr>
<td>Name</td>
<td>Type</td>
<td>Description</td>
<td>Example</td>
</tr>
<tr>
<td>------------------</td>
<td>---------</td>
<td>-----------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------</td>
</tr>
<tr>
<td>sysspispersonalsite</td>
<td>String</td>
<td>Indicates if the SharePoint item is a personal site.</td>
<td>@sysspispersonalsite Finds SharePoint personal sites.</td>
</tr>
<tr>
<td>sysspistoplevelsite</td>
<td>String</td>
<td>Indicates if the SharePoint item is a top-level site.</td>
<td>@sysspistoplevelsite Finds SharePoint top-level sites.</td>
</tr>
<tr>
<td>sysspitemtype</td>
<td>String</td>
<td>Contains the type of the SharePoint item or document (site, list, list item, etc).</td>
<td>@sysspitemtype=list item Finds all SharePoint items and documents.</td>
</tr>
<tr>
<td>syssplistbasetype</td>
<td>String</td>
<td>Contains the list base type of the SharePoint item or document (document library, issues, discussion, etc).</td>
<td>@syssplistbasetype=documentlibrary Finds all SharePoint documents whose list base type is documentlibrary.</td>
</tr>
<tr>
<td>syssplistitemid</td>
<td>String</td>
<td>Contains the ID of the SharePoint list item or document.</td>
<td>@syssplistitemid = 2 Finds SharePoint items and documents whose list item ID is 2.</td>
</tr>
<tr>
<td>syssplistname</td>
<td>String</td>
<td>Contains the list name of the SharePoint item or document.</td>
<td>@syssplistname=Coveo Finds SharePoint items or documents whose list name contains Coveo.</td>
</tr>
<tr>
<td>syssplisttype</td>
<td>String</td>
<td>Contains the list type of the SharePoint item or document.</td>
<td>@syssplisttype=Agenda Finds SharePoint items and documents whose list type is Agenda.</td>
</tr>
<tr>
<td>syssprelativelisturi</td>
<td>String</td>
<td>Contains the relative part of the list URI of the SharePoint item or document.</td>
<td>@syssprelativelisturi=document Finds SharePoint items and documents whose relative list URIs contain document.</td>
</tr>
<tr>
<td>sysspsitename</td>
<td>String</td>
<td>Contains the site name of the SharePoint item or document.</td>
<td>@sysspsitename=&quot;Coveo Enterprise Search - Technical Support&quot; Finds SharePoint items and documents whose site title contains the expression Coveo Enterprise Search - Technical Support.</td>
</tr>
<tr>
<td>sysspsiteuri</td>
<td>String</td>
<td>Contains the site URI of the SharePoint item or document.</td>
<td>@sysspsiteuri=support Finds SharePoint items and documents whose site URI contains support.</td>
</tr>
<tr>
<td>sysspversion</td>
<td>String</td>
<td>Contains the SharePoint version of the SharePoint item or document (2007 or 2010).</td>
<td>@sysspversion=2007 Finds SharePoint items or documents whose SharePoint versions are 2007 (WSS 3.0 and MOSS 2007).</td>
</tr>
</tbody>
</table>
5.7.3 Microsoft Exchange Fields

The following table lists the available fields in CES originating from Microsoft Exchange servers.

<table>
<thead>
<tr>
<th>Name</th>
<th>Type</th>
<th>Description</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>sysbcc</td>
<td>String</td>
<td>Contains the BCC (blind carbon copy) recipients of the email.</td>
<td>@sysbcc=John Finds emails whose BCC recipient contains John.</td>
</tr>
<tr>
<td>syscc</td>
<td>String</td>
<td>Contains the CC (carbon copy) recipients of the email.</td>
<td>@syscc=John Finds emails whose CC recipient contains John.</td>
</tr>
<tr>
<td>sysconversationtopic</td>
<td>String</td>
<td>Contains the conversation thread of the email. The conversation thread includes the initial email and all other messages sharing the same title such as replies and forwards.</td>
<td>@sysconversationtopic=&quot;New Product&quot; Finds emails in the New Product thread.</td>
</tr>
<tr>
<td>sysdisplaycc</td>
<td>String</td>
<td>Contains the displayed name of the CC recipients of the email.</td>
<td>@sysdisplaycc=John Finds emails for which the CC recipient display name contains John.</td>
</tr>
<tr>
<td>sysdisplayfrom</td>
<td>String</td>
<td>Contains the displayed name of the sender of the email.</td>
<td>@sysdisplayfrom=John Finds emails whose sender display name contains John.</td>
</tr>
<tr>
<td>sysdisplayrecipients</td>
<td>String</td>
<td>Contains the displayed name of the recipients and CC recipients of the email.</td>
<td>@sysdisplayrecipients=John Finds emails whose recipients or CC recipients display name contains John.</td>
</tr>
<tr>
<td>sysdisplayto</td>
<td>String</td>
<td>Contains the displayed name of the recipients of the email.</td>
<td>@sysdisplayto=John Finds emails whose recipients display name contains John.</td>
</tr>
<tr>
<td>sysemailfolders</td>
<td>String</td>
<td>Contains the parent folder names of the Exchange item.</td>
<td>@sysemailfolders=Support Finds Exchange items whose parent folder name contains Support.</td>
</tr>
<tr>
<td>sysfrom</td>
<td>String</td>
<td>Contains the sender of the email.</td>
<td>@sysfrom=John Finds emails whose sender contains John.</td>
</tr>
<tr>
<td>sysisdeleteditem</td>
<td>String</td>
<td>Indicates if the Exchange item is in the Deleted Items folder.</td>
<td>@sysisdeleteditem Finds Exchange items located in the Deleted Items folder.</td>
</tr>
<tr>
<td>sysmailbox</td>
<td>String</td>
<td>Contains the mailbox name of the Exchange item.</td>
<td>@sysmailbox=Coveo Finds Exchange items whose mailbox name contain Coveo.</td>
</tr>
<tr>
<td>Name</td>
<td>Type</td>
<td>Description</td>
<td>Example</td>
</tr>
<tr>
<td>-----------------</td>
<td>----------</td>
<td>-------------------------------------------------------</td>
<td>------------------------------</td>
</tr>
<tr>
<td>sysrecipients</td>
<td>String</td>
<td>Contains the recipients and CC recipients of the email.</td>
<td>@sysrecipients=John</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Finds emails whose recipients or CC recipients contain John.</td>
</tr>
<tr>
<td>sysssubject</td>
<td>String</td>
<td>Contains the subject of the Exchange item.</td>
<td>@sysssubject=Products</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Finds Exchange items whose subject contains the word Products.</td>
</tr>
<tr>
<td>systo</td>
<td>String</td>
<td>Contains the recipients of the email.</td>
<td>@systo=John</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Finds emails whose recipient contains John.</td>
</tr>
</tbody>
</table>

5.7.4 Salesforce Fields

The following table lists the available fields in CES for Salesforce content.

<table>
<thead>
<tr>
<th>Name</th>
<th>Metadata</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>syssfaccount</td>
<td>SFAccount</td>
<td>String</td>
</tr>
<tr>
<td>syssfaccountid</td>
<td>SFAccountID</td>
<td>String</td>
</tr>
<tr>
<td>syssfamount</td>
<td>SFAmount</td>
<td>Floating point</td>
</tr>
<tr>
<td>syssfamountconverted</td>
<td>SFAmountConverted</td>
<td>Floating point</td>
</tr>
<tr>
<td>syssf billing city</td>
<td>SFBillingCity</td>
<td>String</td>
</tr>
<tr>
<td>syssf billing country</td>
<td>SFBillingCountry</td>
<td>String</td>
</tr>
<tr>
<td>syssf billing postal code</td>
<td>SFBillingPostalCode</td>
<td>String</td>
</tr>
<tr>
<td>syssf billing state</td>
<td>SFBillingState</td>
<td>String</td>
</tr>
<tr>
<td>syssf billing street</td>
<td>SFBillingStreet</td>
<td>String</td>
</tr>
<tr>
<td>syssf Case Bug Numbers</td>
<td>bugnumbers</td>
<td>String</td>
</tr>
<tr>
<td>syssf Case Call Stacks</td>
<td>callstacks</td>
<td>String</td>
</tr>
<tr>
<td>syssf Case Has Bugs</td>
<td>hasbugs</td>
<td>String</td>
</tr>
<tr>
<td>syssf case id</td>
<td>SFCaseID</td>
<td>String</td>
</tr>
<tr>
<td>syssf case number</td>
<td>sfcasenumber</td>
<td>String</td>
</tr>
<tr>
<td>syssf city</td>
<td>SFCity</td>
<td>String</td>
</tr>
<tr>
<td>syssf close date</td>
<td>SFCloseDate</td>
<td>Date/time</td>
</tr>
<tr>
<td>Name</td>
<td>Metadata</td>
<td>Type</td>
</tr>
<tr>
<td>-------------------------</td>
<td>----------------------</td>
<td>------------</td>
</tr>
<tr>
<td>syssfcloseddatebucket</td>
<td>SFCloseDateBucket</td>
<td>String</td>
</tr>
<tr>
<td>syssfcloseddate</td>
<td>sfcloseddate</td>
<td>Date/time</td>
</tr>
<tr>
<td>syssfclosequarter</td>
<td>SFCloseQuarter</td>
<td>String</td>
</tr>
<tr>
<td>syssfcompany</td>
<td>SFCompany</td>
<td>String</td>
</tr>
<tr>
<td>syssfcontact</td>
<td>sfcontact</td>
<td>String</td>
</tr>
<tr>
<td>syssfcountry</td>
<td>SFCountry</td>
<td>String</td>
</tr>
<tr>
<td>syssfcreatedby</td>
<td>SFCreatedBy</td>
<td>String</td>
</tr>
<tr>
<td>syssfcreatedbyID</td>
<td>SFCreatedByID</td>
<td>String</td>
</tr>
<tr>
<td>syssfcreateddate</td>
<td>SFCreatedDate</td>
<td>Date/time</td>
</tr>
<tr>
<td>syssfcreateddatebucket</td>
<td>SFCreatedDateBucket</td>
<td>String</td>
</tr>
<tr>
<td>syssfcurrency</td>
<td>SFCurrency</td>
<td>String</td>
</tr>
<tr>
<td>syssfcurrentpriority</td>
<td>SFCurrentPriority</td>
<td>Numeric</td>
</tr>
<tr>
<td>syssfdescription</td>
<td>SFDescription</td>
<td>String</td>
</tr>
<tr>
<td>syssfduration</td>
<td>SFDuration</td>
<td>Numeric</td>
</tr>
<tr>
<td>syssfemail</td>
<td>SFEmail</td>
<td>String</td>
</tr>
<tr>
<td>syssfax</td>
<td>SFFax</td>
<td>String</td>
</tr>
<tr>
<td>syssffirstname</td>
<td>SFFFirstName</td>
<td>String</td>
</tr>
<tr>
<td>syssfid</td>
<td>SFId</td>
<td>String</td>
</tr>
<tr>
<td>syssfindustry</td>
<td>SFIndustry</td>
<td>String</td>
</tr>
<tr>
<td>syssflastname</td>
<td>SFLastName</td>
<td>String</td>
</tr>
<tr>
<td>syssfleadsource</td>
<td>SFLeadSource</td>
<td>String</td>
</tr>
<tr>
<td>syssflocation</td>
<td>SFLocation</td>
<td>String</td>
</tr>
<tr>
<td>syssfOpenDate</td>
<td>opendate</td>
<td>Date/time</td>
</tr>
<tr>
<td>syssoppportunityType</td>
<td>SFOppportunityType</td>
<td>String</td>
</tr>
<tr>
<td>syssfowner</td>
<td>SFOwner</td>
<td>String</td>
</tr>
<tr>
<td>syssfownerid</td>
<td>SFOwnerID</td>
<td>String</td>
</tr>
</tbody>
</table>
### Name

<table>
<thead>
<tr>
<th>Name</th>
<th>Metadata</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>syssfparents</td>
<td>syssfparents</td>
<td>String</td>
</tr>
<tr>
<td>syssfphone</td>
<td>SFPhone</td>
<td>String</td>
</tr>
<tr>
<td>syssfpostalcode</td>
<td>SFPostalCode</td>
<td>String</td>
</tr>
<tr>
<td>syssfpricebandid</td>
<td>SFPriceBandId</td>
<td>String</td>
</tr>
<tr>
<td>syssfpricebandname</td>
<td>SFPriceBandName</td>
<td>String</td>
</tr>
<tr>
<td>syssfpriority</td>
<td>SFPriority</td>
<td>String</td>
</tr>
<tr>
<td>syssfproducts</td>
<td>syssfproducts</td>
<td>String</td>
</tr>
<tr>
<td>syssfshippingcity</td>
<td>SFShippingCity</td>
<td>String</td>
</tr>
<tr>
<td>syssfshippingcountry</td>
<td>SFShippingCountry</td>
<td>String</td>
</tr>
<tr>
<td>syssfshippingpostalcode</td>
<td>SFShippingPostalCode</td>
<td>String</td>
</tr>
<tr>
<td>syssfshippingstate</td>
<td>SFShippingState</td>
<td>String</td>
</tr>
<tr>
<td>syssfshippingstreet</td>
<td>SFShippingStreet</td>
<td>String</td>
</tr>
<tr>
<td>syssfstagename</td>
<td>SFStageName</td>
<td>String</td>
</tr>
<tr>
<td>syssfstate</td>
<td>SFState</td>
<td>String</td>
</tr>
<tr>
<td>syssfstatus</td>
<td>SFStatus</td>
<td>String</td>
</tr>
<tr>
<td>syssfstreet</td>
<td>SFStreet</td>
<td>String</td>
</tr>
<tr>
<td>syssfwebsite</td>
<td>SFWebSite</td>
<td>String</td>
</tr>
</tbody>
</table>

### 5.8 Narrowing Results By Date

You can use date and time field queries to refine search results for specific dates or time.

Date and time fields use a query syntax that includes relative or static values. Relative values are dependent on a date operator (ex.: today) and time reference (ex.: 8h ago). Static values are fixed dates and/or time (ex.: 2007/08/09@09:21:01).

**Querying date and time fields with relative values**

Use the following syntax to query a date and time field with a relative value:

@[[fieldName]]([RelationalOperator][DateOperator][+/-][TimeReference]
Example:
@date>=today-7d

Finds all documents created or modified over the last week.

The following table describes these components.

<table>
<thead>
<tr>
<th>Component</th>
<th>Possible values</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Field name</td>
<td>All date/time field types (see &quot;Available Field Aliases&quot; on page 72)</td>
<td>@sysdate</td>
</tr>
<tr>
<td>Relational operator</td>
<td>=, &lt;&gt;, &gt;, &gt;=, &lt;= (see &quot;Mathematical Operators&quot; on page 91)</td>
<td>&gt;</td>
</tr>
<tr>
<td>Date operator</td>
<td>now, today, yesterday (see &quot;Date/Time Operators&quot; on page 90)</td>
<td>yesterday</td>
</tr>
<tr>
<td>Mathematical operator</td>
<td>+, - (see &quot;Mathematical Operators&quot; on page 91)</td>
<td>+</td>
</tr>
<tr>
<td>Time reference</td>
<td>All numbers and decimals</td>
<td>12h</td>
</tr>
</tbody>
</table>

Querying date and time fields with static values

Use the following syntax to query a date and time field with a static value:

```
@[fieldName][RelationalOperator][yyyy/mm/dd@hh:mm:ss]
```

where:

- years are four-digit values (ex.: 2012)
- months are two-digit values (ex.: 04 or 12)
- days are two-digit values (ex.: 01 or 31)
- hours range from 00 to 24, AM or PM symbols are not allowed
- time part (@hh:mm:ss) is optional

Example:

@date>=2012/01/01

Finds all documents created or modified since the beginning of year 2012.
5.9 Search Prefixes and Operators

You can use search prefixes and operators to refine a search by specifying more precisely what terms (words, numbers, expressions...) you are looking for. The Coveo Platform recognizes Boolean, date, and relational operators as well as exact match and phrase match queries.

The following sections describe the syntax of prefixes and operators that you can use when you compose a search query:

- "Exact Match Operators" on page 87
- "Boolean Operators" on page 88
- "Date/Time Operators" on page 90
- "Mathematical Operators" on page 91
- "Email Operators" on page 93
- "Wildcard Operators" on page 94
- "Miscellaneous Operators" on page 94

**Note:** The Coveo Platform does not index special characters other than letters and numbers. This means that you cannot search for a special character, or for an expression containing a special character such as an email address that contains the @ character. You can however search special characters with advanced field queries.

5.9.1 Exact Match Operators

The following exact match operators act on string content.

**+ (plus sign)**

The document must contain the exact term preceded by the + prefix, ignoring terms of the same family that are normally searched because of stemming query expansion. The match is not case-sensitive.

**Example:** +develop

Finds documents containing develop and not those only containing terms of the same family such as development, developer, or developed.

The + prefix also forces the exact match for terms containing accented characters. This feature is useful with languages using accents such as French, Spanish, or Swedish.

**Example:** +déjà

Finds documents containing déjà, not those only containing accented character variants such as deja.

**Note:** You cannot use wildcard characters in combination with an exact match prefix.

**# (number sign)**

The deprecated # prefix produces the same behavior as the + prefix.
Example: 

Finds documents containing search and not those containing terms of the same family such as searched, searches, or searching.

" " (double quotation marks)

The document must contain the exact phrase or term sequence comprised between the double quotation marks. The terms must be contiguous and in the exact order. The match is however not case-sensitive.

Example: "To be or not to be"

Finds documents containing this exact phrase.

Tip: Do not use double quotation marks for a single term. Rather use the + prefix.

. : / _ - ' (contiguity characters)

The document must contain the exact term sequence, with terms only separated by contiguity characters. The match is however not case-sensitive.

Example: The following queries:
Coveo.Enterprise.Search
Coveo-Enterprise/Search
Coveo\Enterprise:Search
find documents containing the term sequence and are equivalent to:
"Coveo Enterprise Search"

5.9.2 Boolean Operators

The following Boolean operators act on string content.

Note:

- Boolean operators are always recognized as operators when they are typed in uppercase letters. Your Coveo administrator can however optionally configure the Coveo .NET Front-End to recognize Boolean operators independently of the casing.
- [Coveo JavaScript Search 0.9.342+ (January 2014)] Boolean operators are interpreted as operators regardless of their casing when entered in the search box.

AND

The document must contain all terms (words, numbers, etc.) joined by AND. The term order is not important.

Note: By default, the AND operator is assumed between multiple terms.

Example: Coveo AND Search AND Help
Finds documents containing all three terms and is equivalent to: Coveo Search Help

OR

The document must contain at least one of the terms (words, numbers, etc.) joined by OR.
Example: Coveo OR Search
Finds documents containing Coveo or Search, or both.

Tip: You can also use comma separated terms between parentheses to achieve the same results (see "Miscellaneous Operators" on page 94).

NOT

The document must not contain the term (words, numbers, etc.) preceded by NOT.

The - prefix has the same effect (see "Miscellaneous Operators" on page 94).

Example: report NOT technical
Finds documents that do not contain technical but do contain report.

Notes:

- CES 7.0.8388+ (June 2016) The thesaurus is activated when a query contains the NOT operator.
  
  Examples:
  - When the word bob is set as a synonym of robert in the thesaurus, a query for arthur NOT robert becomes arthur NOT bob.
  - When the words robert, rob, bobby are set as synonyms of bob in the thesaurus, a query for arthur NOT bob becomes arthur NOT (bob OR robert OR rob OR bobby).

- CES 7.0.8225– (March 2016) The NOT operator is incompatible with the thesaurus. No synonyms are searched for terms preceded by NOT.
  
  Example: When the word bob is set as a synonym of robert in the thesaurus, a query for arthur NOT robert remains arthur NOT robert.

NEAR

The document must contain the two terms (words, numbers, etc.) joined by the NEAR operator, by default no more than ten terms away from each other in a document (from 1 to 10 terms apart). This operator is useful to eliminate documents containing scattered occurrences of two queried terms when you rather search for documents containing the two terms close to each other.

You can also specify the maximum number of terms between two terms using the NEAR:n operator format.

Example: Coveo NEAR:10 Search
Finds documents containing Coveo and Search no more than ten terms apart.
The thesaurus is activated when a query contains the **NEAR** operator.

**Example:** When the word *phone* is set as a synonym of *smartphone* in the thesaurus, a query for *phone sales* becomes *smartphone NEAR sales*.

The **NEAR** operator is incompatible with the thesaurus. No synonyms are searched for terms succeeded by **NEAR**. Synonyms are only searched for terms preceded by **NEAR** when the thesaurus entry is set to replace original terms by a single synonym.

**Example:** When the word *phone* is set as a synonym of *smartphone* in the thesaurus, a query for *sales NEAR phone* becomes *sales NEAR smartphone*.

**Near:** [*value*] is not interpreted as a field expression, meaning that searching for *near: new york* returns results containing near, new and york.

### Priority of Boolean Operators

When you use more than one Boolean operator in a query without parenthesis, the query is interpreted with the following Boolean operator priority:

**NOT** [**AND**] **OR**

where [**AND**] is an implicit AND when no operator is entered between two keywords.

**Example:** You want to find a specific report for tablets and phones outside the USA. To narrow down the results, you know the document contains the words *tablet*, *phone* or *smartphone* and not the word *sales*. You type the following query:

```
tablet AND phone OR smartphone NOT USA
```

Because of the Boolean operator priority rule, the query is interpreted as:

```
(tablet AND phone) OR (smartphone (NOT USA))
```

while you rather meant:

```
((tablet AND (phone OR smartphone)) (NOT USA))
```

**Tip:** A best practice is to use parenthesis because it is a more explicit method to compose a query with multiple Boolean operators that translate to the expected behavior.

### 5.9.3 Date/Time Operators

The following date operators act on date and time values. You specify a duration value using the time units suffixes: seconds (s), minutes (m), hours (h), days (d), months (mo) or years (y).

**now**

The document must have been created or modified between now and a required duration value.
**Example:** `@sysdate<=now-12h`  
Finds documents created or modified at least 12 hours ago.

**today**

The document must have been created or modified today or between today and an optional duration number of days.

**Example:** `@sysdate=today`  
Finds documents created or modified today.

`@sysdate>=today-30d`  
Finds documents created or modified within the last month.

**yesterday**

The document must have been created or modified yesterday or between yesterday and an optional number of days.

**Example:** `@sysdate=yesterday`  
Finds documents created or modified yesterday.

`@sysdate>yesterday-6d`  
Finds documents created or modified in the previous seven days.

### 5.9.4 Mathematical Operators

**= (includes)**

The field must contain the terms (words, numbers, etc.) following =. When several terms follow =, they do not need to be found contiguous or in the exact order, in the document.

Applies to string, numeric and date content.

**Example:** `@systitle=Coveo`  
Finds documents containing Coveo in their titles.

**== (is exactly)**

The field must contain the exact terms (words, numbers, etc.) as they appear following ==, in the exact and contiguous order. No other term can be present in the field.

Applies to string, numeric and date content.

**Example:** `@systitle=="Coveo Enterprise Search"`  
Finds documents with this exact title only: Coveo Enterprise Search

**<> (excludes)**

The field must not contain the terms (words, numbers, etc.) following the <> operator.

Applies to string, numeric and date content.
Example: @systitle<>"Enterprise Search"
Finds documents that do not contain Enterprise Search in their title.

< (smaller than)
The value contained in the field must be inferior to the value entered after <. For dates, this means older than, or before. A file size is entered in bytes.

Applies to numeric and date content.

Example: @syssize<50
Finds documents of 49 bytes or less.
@sysdate<today
Finds documents created or modified before today.

> (greater than)
The value contained in the field must be superior to the value entered after >. For dates, this means more recent than, or after. File size is entered in bytes.

Applies to numeric and date content.

Example: @syssize>50
Finds documents of 51 bytes or more.
@sysdate>yesterday
Finds documents created or modified today.

<= (smaller than or equal to)
The value contained in the field must be inferior or equal to the value entered after <=. For dates, this means up to the time of reference. File size is entered in bytes.

Applies to numeric and date content.

Example: @syssize<=50
Finds documents of 50 bytes or less.
@sysdate<=yesterday
Finds documents created or modified before today.

>= (greater than or equal to)
The value contained in the field must be superior or equal to the value entered after >=. For dates, this means at the time of reference and after. File size is entered in bytes.

Applies to numeric and date content.

Example: @syssize>=50
Finds documents of 50 bytes or more.
@sysdate>=yesterday
Finds documents modified or created yesterday or today.
.. (value range)

The value contained in the field must be in the inclusive range specified by two values separated by two dots (double points or periods). File size is entered in bytes.

Applies to numeric and date content.

**Example:** @syssize=1024..2048
Finds documents of at least 1024 bytes and not more than 2048 bytes in size.

**Note:** CES 7.0.6424+ (February 2014) You can specify a list of numeric ranges using the following format: @numericfield=(a..b,c..d,e..f).

**Example:** You want to look for documents that were created during January of year 2014, 2013, and 2012. You can use the following multiple range field query:
@sysdate=(2012/01/01..2012/01/31,2013/01/01..2013/01/31,2014/01/01..2014/01/31)

+ (plus)

The duration value in seconds (s), minutes (m), hours (h), days (d), months (mo) or years (y), is added to the date operator (now, today, or yesterday).

**Example:** @sysdate<yesterday+1d
Finds documents that were created or modified yesterday or today.

- (minus)

The duration value in seconds (s), minutes (m), hours (h), days (d), months (mo) or years (y), is subtracted from the date operator (now, today, or yesterday).

Applies to date content.

**Example:** @sysdate=now-1mo
Finds documents that were created or modified during one day exactly one month ago.

5.9.5 Email Operators

The following email operators act on string content. These prefixes return results only in search interfaces searching email messages.

**from**

The email message must be received from anyone whose name or address contains the specified term.

**Example:** from:Liz
Finds emails received from anyone whose name or address contains *Liz*.

from:"Liz Smith"
Finds emails received from *Liz Smith*. 
to

The email message must be sent to anyone whose name or address contains the specified term.

**Example:** to:Liz
Finds emails sent to anyone whose name or address contains *Liz*.
to:"Liz Smith"
Finds emails sent to *Liz Smith*.

### 5.9.6 Wildcard Operators

The following wildcard operators act on string content.

**Notes:**

- You cannot use wildcard characters in combination with an exact match prefix.
- By default, you must include at least two leading characters before the wildcard operator.

* (asterisks)

The document must contain the keyword completed by any number of any characters at the place of the * character.

**Example:** micro*
Finds documents containing words starting with *micro* such as *Microsoft*, *microprocessor*, or *microphone*.

? (question mark)

The document must contain the keyword completed by any character at the place of the ? character.

**Example:** gr?y
Finds documents containing words such as *grey* and *gray*.

**Note:** Your Coveo administrator can disable wildcard search or set a minimum number of leading characters (two by default) to prevent execution of computationally expensive wildcard queries.

### 5.9.7 Miscellaneous Operators

- (minus, hyphen, or dash character)

The document must not contain the exact term preceded by the - prefix and a space. The exclude - prefix is equivalent as using NOT before a term (see "Boolean Operators" on page 88).

Applies to string content.

**Example:** report -technical
Finds documents that contain *report* but do not contain *technical*.

@field=(, ) (parentheses and comma with field queries)

The field must contain at least one of the values isolated by parentheses and separated by commas.
This is equivalent to using the **OR** operator between terms (see "Boolean Operators" on page 88).

Applies to string and date content.

**Examples:**

- @syslanguage=(english, french, spanish)
  
  Is the same as:
  
  @syslanguage=english OR @syslanguage=french OR @syslanguage=spanish

- @title="one exact phrase", "another exacter phrase"
  
  Is the same as:
  
  @title="one exact phrase" OR @title="another exacter phrase"

( ) (parentheses grouping with operators)

The document must contain the keywords and respect the filter built using parentheses to group keywords with operators. Parenthesis are useful to ensure the desired results when using multiple Boolean operators in a query (see "Priority of Boolean Operators" on page 90).

Applies to string content.

**Example:** Liz (project NEAR:5 presentation)

Finds documents containing the three keywords but where the keywords *project* and *presentation* are no more than five terms apart.

### 5.10 Using Special Characters in Queries

In a query, special (non-alphanumeric) characters either perform a particular action in specific contexts or are ignored, being interpreted as a blank space character.

**Note:** The Coveo Platform does not index special characters. Thus, you cannot search for a special character or for a term containing a special character, such as an email address containing the @ character. You can, however, search special characters with advanced field queries.

The following table lists the syntax for special characters that you can use in a Coveo search box to perform a special action in specific contexts of a query.

<table>
<thead>
<tr>
<th>Character</th>
<th>Action</th>
<th>Result behavior</th>
<th>Query example</th>
</tr>
</thead>
<tbody>
<tr>
<td>@</td>
<td>Indicates a field</td>
<td>The term immediately following the at sign character is interpreted as a field. When the term is not a field, either no results are returned or a syntax error message appears.</td>
<td>@sysfiletype=doc</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Finds all .doc files.</td>
</tr>
<tr>
<td>Character</td>
<td>Action</td>
<td>Result behavior</td>
<td>Query example</td>
</tr>
<tr>
<td>-----------</td>
<td>--------</td>
<td>----------------</td>
<td>---------------</td>
</tr>
<tr>
<td>+</td>
<td>Matches exact term</td>
<td>When the <em>plus</em> character immediately precedes a term, only documents containing the exact term are returned. In other words, the + operator disables stemming for the term it precedes.</td>
<td>+search Finds documents containing <em>search</em> and not those containing terms of the same family like <em>searched</em>, <em>searches</em>, or <em>searching.</em></td>
</tr>
<tr>
<td>#</td>
<td>Matches exact term</td>
<td>Like the <em>plus</em> character, when the number sign (also referred to as hash or pound sign) immediately precedes a term, only documents containing the exact term are returned (the term is not expanded by the stemming algorithm).</td>
<td>#search Finds documents containing <em>search</em> and not those containing terms of the same family like <em>searched</em>, <em>searches</em>, or <em>searching.</em></td>
</tr>
<tr>
<td>-</td>
<td>Excludes term</td>
<td>When the <em>minus</em> (hyphen or dash) character (preceded with a space) immediately precedes a term, documents containing the term (and same root terms) are excluded from the search results.</td>
<td>roadmap ~2010 Finds documents containing <em>roadmap</em> but not containing 2010.</td>
</tr>
<tr>
<td></td>
<td>Acts as the <em>minus</em> mathematical operator</td>
<td>In a @sysdate field argument, when the - (hyphen) character appears between a date operator (now, today, or yesterday) and a duration value (in seconds [s], minutes [m], hours [h], days [d], months [mo], or years [y]), the duration value is subtracted from the date operator.</td>
<td>@sysdate=yesterday+1d Finds documents created or modified yesterday or today.</td>
</tr>
<tr>
<td></td>
<td>Acts as a contiguity character</td>
<td>When the - (hyphen) character appears between terms, the returned documents contain the term sequence in the specified order (see Contiguity Characters).</td>
<td>annual-roadmap-review Returns documents contain the term sequence and is equivalent to: &quot;annual roadmap review&quot;</td>
</tr>
</tbody>
</table>

**Note:** You cannot use wildcard characters in combination with an exact match prefix.

**Note:** While the # sign still works, it is deprecated and has been replaced by the + character.

**Note:** The minus character is equivalent to using the NOT operator before a term.
<table>
<thead>
<tr>
<th>Character</th>
<th>Action</th>
<th>Result behavior</th>
<th>Query example</th>
</tr>
</thead>
<tbody>
<tr>
<td>-</td>
<td>Act as contiguity characters</td>
<td>When the underscore, slash, backslash, dash, dot (point or period), or single quotation mark character appears between terms, the returned documents contain the term sequence as well as the same root term sequence in the order specified.</td>
<td>annual_roadmap_review or a mix of contiguity characters returns documents contain the term sequence (&quot;annual roadmap review&quot;).</td>
</tr>
<tr>
<td>/</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>\</td>
<td></td>
<td></td>
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<td>.</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>:</td>
<td>Acts as a contiguity character</td>
<td>When the colon character appears between terms, the returned documents contain the exact term sequence.</td>
<td>annual:roadmap:review Returns documents containing the exact term sequence.</td>
</tr>
<tr>
<td>:</td>
<td>Acts as an equal field operator</td>
<td>When the colon character appears between a field and its argument, the colon is equivalent to an equal sign. With the colon character, you do not need to enter the at sign character (@) before the field.</td>
<td>sysfiletype:doc Returns all .doc documents.</td>
</tr>
<tr>
<td>=</td>
<td>Acts as an equal field operator</td>
<td>When the equal character appears between a field and its argument, the equal character acts as an equal sign.</td>
<td>@systitle=(annual roadmap review) Returns documents containing annual or roadmap or review in their title. systitle=annual roadmap review Returns documents containing annual in their title or roadmap or review anywhere in the document.</td>
</tr>
</tbody>
</table>

**Notes:**
- The Coveo Platform removes non-alphanumeric characters and replaces them with white spaces in the index. When you use a special character (e.g., a dash) between terms in your queries, you may thus have unexpected results if the indexed content contains other special characters (e.g., a slash) between the same queried terms.
- Using the contiguity characters is equivalent to using quotation mark delimited term sequences like: "annual roadmap review".
<table>
<thead>
<tr>
<th>Character</th>
<th>Action</th>
<th>Result behavior</th>
<th>Query example</th>
</tr>
</thead>
<tbody>
<tr>
<td>==</td>
<td>Act as an <strong>exact match field operator</strong></td>
<td>When double-equal characters appear between a field and its argument, the equal acts as an exact, contiguous, and same order match operator for the argument terms appearing between quote marks.</td>
<td><code>@systitle==&quot;annual roadmap review&quot;</code> Returns only documents with the title: <em>annual roadmap review</em></td>
</tr>
<tr>
<td>&lt;&gt;</td>
<td>Act as an <strong>exclude field operator</strong></td>
<td>When contiguous <em>smaller than and greater than</em> characters (&lt;&gt;)) appear between a field and its argument, the characters act as an exclude operator for the argument term or terms appearing between quote marks.</td>
<td><code>@systitle&lt;&gt;&quot;roadmap review&quot;</code> Returns documents that do not contain <em>roadmap review</em> in their title.</td>
</tr>
<tr>
<td>&lt;</td>
<td>Acts as an <strong>inferior mathematical field operator</strong></td>
<td>When the <em>smaller than</em> character appears between a field and its date or numerical argument, the character acts as an inferior operator.</td>
<td><code>@syssize&lt;50</code> Returns documents of 49 bytes or less. <code>@sysdate&lt;today</code> Returns documents created or modified before today.</td>
</tr>
<tr>
<td>&lt;=</td>
<td>Act as an <strong>inferior or equal mathematical field operator</strong></td>
<td>When contiguous <em>smaller than and equal</em> characters appear between a field and its date or numerical argument, the characters act as an inferior or equal operator.</td>
<td><code>@syssize&lt;=50</code> Returns documents of 50 bytes or less. <code>@sysdate&lt;=yesterday</code> Returns documents created or modified before today.</td>
</tr>
<tr>
<td>&gt;</td>
<td>Acts as a <strong>superior mathematical field operator</strong></td>
<td>When the greater than character appears between a field and its date or numerical argument, the character acts as a superior operator.</td>
<td><code>@syssize&gt;50</code> Returns documents of 51 bytes or more. <code>@sysdate&gt;yesterday</code> Returns documents created or modified today.</td>
</tr>
<tr>
<td>&gt;=</td>
<td>Act as a <strong>superior or equal mathematical field operator</strong></td>
<td>When contiguous greater than and equal characters appear between a field and its date or numerical argument, the characters act as a superior or equal operator.</td>
<td><code>@syssize&gt;=50</code> Returns documents of 50 bytes or more. <code>@sysdate&gt;=yesterday</code> Returns documents created or modified since the beginning of yesterday.</td>
</tr>
<tr>
<td>..</td>
<td>Act as an <strong>inclusive value range</strong></td>
<td>When two dots (points or periods) separate two field values, the dots act as an inclusive range operator.</td>
<td><code>@syssize=1024..2048</code> Finds documents which size is greater or equal to 1024 bytes and smaller or equal to 2048 bytes.</td>
</tr>
<tr>
<td>Character</td>
<td>Action</td>
<td>Result behavior</td>
<td>Query example</td>
</tr>
<tr>
<td>-----------</td>
<td>--------</td>
<td>-----------------</td>
<td>---------------</td>
</tr>
<tr>
<td>&quot; &quot; &quot; &quot;</td>
<td>Match term sequence</td>
<td>When straight or curly quotation marks enclose terms, they act as a contiguous term sequence or phrase match.</td>
<td>&quot;annual roadmap review&quot; Returns documents containing the exact term sequence.</td>
</tr>
<tr>
<td>« »</td>
<td></td>
<td><strong>Note:</strong> You can use wildcard characters in a phrase enclosed in quotation marks.</td>
<td></td>
</tr>
<tr>
<td>*</td>
<td>Acts as a wildcard operator</td>
<td>When the asterisk character appears at the end, or in a term, it acts as a wildcard operator to specify a term completed by any number of any characters at the place of the asterisk character.</td>
<td>micro* Returns documents containing terms starting with micro such as Microsoft, microphone, or microprocessor.</td>
</tr>
<tr>
<td>?</td>
<td>Can optionally act as a wildcard operator</td>
<td><strong>Important:</strong> By default, you must include at least two leading characters before the *.</td>
<td>gr?y Returns documents containing terms such as grey or gray.</td>
</tr>
<tr>
<td>()</td>
<td>Groups enclosed terms for Boolean operators</td>
<td>When parentheses group terms with adjacent and included logical operators, they create a filter.</td>
<td>Liz OR (project AND presentation) Returns documents that contain either the first term or both of the other two terms.</td>
</tr>
<tr>
<td>( , )</td>
<td>Field operator</td>
<td>When parentheses group space- or comma-separated terms in the argument of a field, the whole expression becomes the equivalent of using the OR operator between terms.</td>
<td>@syslanguage=english, french, spanish Is the same as: @syslanguage=english OR @syslanguage=french OR @syslanguage=spanish</td>
</tr>
<tr>
<td>Character</td>
<td>Action</td>
<td>Result behavior</td>
<td>Query example</td>
</tr>
<tr>
<td>-----------</td>
<td>--------------------------------------------</td>
<td>---------------------------------------------------------------------------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| [ ]       | Act as nested query delimiters             | Square brackets are used as delimiters in a nested query. The nested query is a  | **filetype:artist** [[@artistid] [[@albumid] *songtitle:love*] *genre:rock]*<br>The last nested query returns a list of artist from *@artistid* whose rock albums *@albumid* have at least one song with *love* in its title. *"[query]"* = returns documents that contain the term *query*.  
*query* returns an **Invalid syntax error**.  

In a search box, usage of brackets must respect the nested query syntax, with at least one level (two pairs of brackets). A single pair of brackets will return a **Invalid syntax error**.  

| $         | Invokes a query extension                 | These brackets can be used in regular expressions when performing advanced field  | **@username /="^[A-Z]+_[^_\%+-]+@[A-Z]+_[^_\%+-]+\.[A-Z]{1,2}[^_\%+=]+$"** matches user name field values that are in an email form.  

queries.                                                                 |
|-----------|--------------------------------------------|---------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|
|           | Indicates a Query Pipeline Language object | The term immediately following the dollar sign character is interpreted as a query  | $sort(criteria: 'datdescending')<br>Returns the input result set reordered following the specified criterion.  

extension name (see Query Extension Language). The invoked query extension is applied to the search results.  

<p>| | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
</table>
|           | Indicates a Query Pipeline Language object | The term immediately following the dollar sign character is interpreted as a Query  | **$language**<br>Returns results for `en` when *language* query parameter value is `en`.  
*$joinValues(values: $device)*<br>Returns results for desktop, pc and windows to a Windows user.  

Pipeline Language (QPL) object (see QPL Objects). For some QPL objects, the search API replaces the $ expression by the corresponding query parameter value, and then sends it to the index. This returns results that contain the query parameter value.  

However, QPL objects such as *device*, *os* and *browser* do not have a matching query parameter and may be associated to multiple user-agent values for a single Coveo Cloud user. Using a $joinValues expression makes one string out of the multiple values returned by such QPL objects.  

Notes:  
- Query extensions and QPL objects are typically used by advanced administrators and developers.  
- If the character string following the dollar sign is not a valid query extension name or a valid QPL object name, the query returns the following error message: "Something went wrong. If the problem persists contact the administrator."

---

www.coveo.com
<table>
<thead>
<tr>
<th>Character</th>
<th>Action</th>
<th>Result behavior</th>
<th>Query example</th>
</tr>
</thead>
</table>
| **TM**    | Represents the trademark symbol | When the two letters tm appear at the end of a product name, they can represent the expanded form of the trademark symbol (™). **Note:** The ™ symbol is a ligature that is expanded to tm in the index. | productnametm
| Other special characters | Do nothing | All other special characters, or specified characters appearing in other contexts in a query, are treated as a blank space and ignored, or they generate an error message. **Note:** Examples of ignored special characters are: percent (%), question mark (?), exclamation point (!), semi-colon (;), ampersand (&), copyright (©), registered trademark (®), euro (€), pound (£), yen (¥), circumflex (^), left and right braces ({}), and tilde (~). | annual&roadmap!review
|           |        |                  | is equivalent to: annual roadmap review |

### 5.11 Advanced Field Queries

The Coveo query syntax includes special field operators that perform advanced types of matches.

The advanced field query syntax is:

```
@fieldname [Advanced_field_operator] "value"
```

where spaces on each side of the operator are optional.

<table>
<thead>
<tr>
<th>Advanced field operator</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>*=</td>
<td>&quot;Wildcard Match&quot; on page 102</td>
</tr>
<tr>
<td>~=</td>
<td>&quot;Fuzzy Match&quot; on page 102</td>
</tr>
<tr>
<td>%=</td>
<td>&quot;Phonetic Match&quot; on page 103</td>
</tr>
<tr>
<td>/=</td>
<td>&quot;Regular Expression Match&quot; on page 104</td>
</tr>
</tbody>
</table>

The advanced field queries perform the match directly on the field values, not through the index like it is the case for normal field queries (see "Field Queries" on page 5). Consequently, one interesting advantage of advanced field queries is that you can search in field values for occurrences of special characters that are normally not searchable because they are not indexed and can act as search prefix or operators (see "Using Special Characters in Queries" on page 95 and "Search Prefixes and Operators" on page 87).

**Example:** With advanced field queries you can search in field values for strings that includes dots, dashes, slashes, parenthesis, brackets, currency symbol, etc.
5.11.1 Requirements

- The advanced field queries require that the queried field is a facet field.
- The field value must be enclosed in double quotes.

Notes:

- CES 7.0.6196+ (November 2013) The syntax for wildcard, fuzzy, phonetic, and regular expression advanced field queries is supported.

- Search results for advanced field queries will typically be returned well within 1 second, like normal queries. They can however take more time when the number of documents, the number of possible field values, and the complexity of the matching expression (particularly for regular expressions) increase, or when field values are not loaded in cache memory.

- The wildcard, fuzzy, phonetic, and regular expression advanced field queries are case-insensitive and not subject to stemming (see "About Stemming" on page 165).

5.11.2 Wildcard Match

The wildcard advanced field operator (*=) interprets wildcard characters (?,*') present in the value without the restrictions that are normally applied when you use wildcard characters in a query that applies to the whole index (see Using Wildcards in Queries and Requirements). You can therefore use as many occurrences of wildcard characters anywhere in the value and all possible combinations will be matched.

Wildcard Field query

The wildcard matches are useful to broaden search results with variability in specific query string locations.

Examples:

- @author *= "*smith"
  You can have a wildcard character at the beginning of the value, that would match any first name or first name abbreviation.

- @filename *= "*.mp?"
  Matches any MP3 or MP4 file names.

- @title *= "colo*r"
  Matches titles with both color and colour spellings.

5.11.3 Fuzzy Match

The fuzzy match advanced field operator (~=) looks for values that are approximately the same as the queried value by allowing a reasonable sample (approximately 20%) of the queried characters to be different, missing, or added (see "Requirements" on page 102).
**Examples:**

- `@syslanguage ~= "lituanian"

  The queried value contains 9 characters, so only 1 character can be different, missing, or added in matching values. This matches the correct language name spelling `lithuanian` that contains one more character.

- `@syslanguage =~ "lituanien"

  This queried value still contains 9 characters, but 2 errors relative to the correctly spelled language name, so `lithuanian` is not matched.

You can also add the wildcard `*` character at the end of the queried value to apply the fuzzy match only to the start of the possible values, allowing for anything else after. However, the `*` character appearing anywhere else is not interpreted as a wildcard.

**Example:**

- `@sysauthor =~ "Dipartiment*"

  The queried value has 11 characters so up to 2 characters can be different, missing, or added in the first 11 characters of matching values, so Department of Justice or Department of Defense are matching values.

**Note:** Your Coveo administrator can enable the use of fuzzy or phonetic search in the Coveo .NET Front-End People search interface (see Enabling Fuzzy or Phonetic Search in the People Search Interface).

### 5.11.4 Phonetic Match

The phonetic match advanced field operator (`%=`) looks for values that sound similar to the queried values see "Requirements" on page 102. Technically, a phonetic match query converts the queried value to phonetic codes, compares them with the phonetic codes of all possible field values, and returns those that share some phonetic codes.

**Example:** The phonetic match can be useful to find people name variants possibly from various cultures.

```plaintext
@sysauthor %= "Georg"
```

<table>
<thead>
<tr>
<th>Value</th>
<th>Phonetic codes</th>
<th>Matches</th>
</tr>
</thead>
<tbody>
<tr>
<td>Georg</td>
<td>JRK and KRK</td>
<td>George and Jörg</td>
</tr>
<tr>
<td>George</td>
<td>JRJ and KRK</td>
<td>Georg</td>
</tr>
<tr>
<td>Jörg</td>
<td>JRK and ARK</td>
<td>Georg</td>
</tr>
</tbody>
</table>

**Note:** The phonetic match tries to obtain the phonetic codes for several languages with a limited phonetic code complexity. Consequently, the matching results may sometimes appear incomplete, particularly for long queried values.
5.11.5 Regular Expression Match

The regular expression (regex) advanced field operator (/=) applies the regular expression entered as the field value to match precise content (see Regular expression and Requirements). The regex uses a match operation (not the search operation) to match the entire content of the field.

**Examples:** You can use the regular expression advanced field operator to:

- Match user name field values that are in an email form:
  
  ```regex```
  @username /= "[A-20-9_.%+-]+@[A-20-9.-]+\.[A-Z]{2,4}"
  ```

- Match document title field values that contain a specific string such as create:
  
  ```regex```
  @systitle /= ".*create.*"
  ```

**Note:** Use the ECMAScript regular expression syntax implemented for example by JavaScript (see Using Regular Expressions with JavaScript).

5.12 Viewing the Extended Underlying Query

You can view the extended query that is sent to the Coveo index server. The extended query is built behind the scene to combine filters for the searched terms typed in the search box, expressions generated by facets, advanced search fields, if applicable hidden filters associated with the search interface, built-in filters, skins, etc.

**Note:** The presence of the Link icon in search interfaces is disabled by default. Your Coveo administrator must enable this feature.

To see the extended underlying query

1. Depending on the type of search interface:
   - For a .NET search interface, click Link at the right end of the search box panel.
     
     A panel appears showing the link to the current query as well as the complete query text expression.

   ![Link icon](image1)

   - For a JavaScript search interface, click the wrench icon and then select Share Query.
     
     A panel appears showing the Link and Complete Query expressions.

2. Use the expression found in Complete query to review the extended query sent to the index server.

3. When you want to easily share the current query results with colleagues who have access to the same search interface:

   ![Link icon](image2)
a. Copy the text string found in Link to this query (Link for a JavaScript search interface).

b. Send the copied link to your colleagues.

A colleague receiving and pasting this text string in the address bar of a browser will see the search results available to him in the same search interface for the same search terms, and with the same facet settings.

### 5.13 Super User Access

The Coveo Platform includes a super user access feature. Super user access is typically granted in exceptional cases to allow an authorized user to perform searches on secured content to which he normally does not have permissions to access.

**Example:** A member of the legal department is granted a temporary access to the full enterprise indexed content, including all employees emails, so he can gather documents related to a legal issue.

A super user access bypasses all security checks normally performed on the Coveo Platform. Your Coveo administrator can grant access to all indexed content to a specific authorized user, but not to a group. With super user access, the granted user can search all the documents in the index, including documents to which he would normally not have access to. The super user access privileges allow broader content access for aiding in internal investigations and compliance, with full auditing capabilities.

**Note:** The availability of the super user access feature is subject to the Coveo license terms.

**Important:** For security reasons, all super user access related events are recorded, traceable, and can be audited. The Coveo Platform records who grants super user access to whom as well as all queries performed with a super user access. The Coveo administrator must also set an expiration date and can revoke the super user access at any time, but cannot delete traces that it was granted and traces of its usage.

### To use the super user access in .NET search interface

**Note:** In a Coveo JavaScript search interface and a Coveo Cloud Organization, an administrator must manage the access for a super user through a query pipeline (see Using Different User Identities for Parts of the Processing).

1. When the Coveo administrator has granted you super user access, in the search interface, click the **Do more** menu.

   **Important:** Note that for security reasons, all super user access related events that you will perform will be recorded, will be traceable, and can therefore be audited.

2. Under **Super User Access** in the menu, select **Activate <your_super_user_account>**, the super user access that was granted to you.
Note: If the Super User Access section does not appear, you do not have super user access on this search interface. Contact your Coveo administrator for assistance.

3. Perform the desired queries.

A message appears at the top of the results to remind you of the privilege access that you are using.

4. At the end of each super user access session, deactivate the super user access by selecting Deactivate <your_super_user_account> on the Do more menu.

5.14 Providing Additional Credentials to Search More Content in .NET Search Interfaces

A Coveo .NET Front-End search interface is aware of the identity with which you are currently logged in. When you launch a query, this identity is passed along with searched terms so that only documents for which you have permissions to see are returned in the search results. Sometimes you may need to search concurrently using more than one user identity (such as a SharePoint, Liferay, or Confluence account). This is possible when your Coveo administrator attached the appropriate security provider to the search interface. In this case, a lock icon appears on the search interface top bar to allow you to log in with additional credentials.
Example: You are logged with your Windows account and you access the All Content search interface in a Coveo Web access point. Your queries return only documents that your Active Directory user has permissions to see, not Claims-enabled SharePoint documents that you should also legitimately see.

Using the lock icon, you provide your SharePoint Claims credentials. When this is done, both your Active directory and Claims identities are passed and considered to filter search results so that Claims-enabled SharePoint documents can also be returned.

To provide additional credentials to search more content in a .NET search interface

1. Using a secured HTTP connection (URL starting with https://), access a .NET search interface to which one or more security provider is added.

2. On the .NET search interface top bar, bring your mouse over the lock icon.

![Login window](image)

Note: The lock icon appears only when your Coveo administrator assigned one or more security providers to the .NET search interface that you are using. Contact your Coveo administrator when you want to be able to concurrently use more than one user identity in the .NET search interface.

3. In the pop up window that appears, click the Login link for the desired system.

Note: Your Coveo administrator can configure the .NET search interface to automatically show the Login form when you start a search session.

4. In the Login form that appears:

![Login form](image)

a. Enter your Username and Password for the specified system.

b. Coveo .NET Front-End 12.0.295+ (August 2013) Select the Keep me logged in check box when you want
to avoid having to log in each time you start a new browser session. By default, your login to this system remains active as long as you are in the same browser session. When selected, the connection remains valid for one month.

**Note:** When Keep me logged in was selected, you can always cancel the login by clearing your browser cookies.

c. Click Login.

What's Next?

Validate that your can search for content that only your added user identity should have the permissions to see.

### 5.15 .NET Search Query String Parameters

The URL of a Coveo .NET Front-End search interface can include one or more query string parameters. You can use these parameters to perform more specific queries.

**Example:** The following Coveo search URL searches for the approval and workflow keywords in the index collection named cms.

```
http://MyCoveoSearch/[default.aspx]?q=approval%20workflow&c=cms
```

Manually specifying query string parameters can be useful for administrators and developers while troubleshooting Coveo Platform issues.

#### 5.15.1 .NET Search Query String Syntax

The query string syntax can include one of more parameter/value pairs as follows:

```
http://CoveoSearch:[port]/?param1=value&param2=value
```

where:

- **[port]** Default is 8080. Can be omitted when it is 80.
- **[default.aspx]** Optional ASPX file name
- **?** Marks the start of the query string.
- **param[n]** Name of a query string parameter.
- **=** Operator separating the query string parameter and its value.
- **value** Value for the parameter.
- **&** When a value contains more than one space separated term, replace the spaces with %20.

#### 5.15.2 Generic Query String Parameters

The following table alphabetically lists available query string parameters.
<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
<th>Possible values</th>
</tr>
</thead>
<tbody>
<tr>
<td>c</td>
<td>Collection to which you want to narrow the search.</td>
<td>One or more comma-separated collection names</td>
</tr>
<tr>
<td>ci</td>
<td>Collection to which you want to narrow the search.</td>
<td>One or more comma-separated collection IDs</td>
</tr>
<tr>
<td>debug</td>
<td>Displays debugging information.</td>
<td>1</td>
</tr>
<tr>
<td>disableanalyticslogging</td>
<td>Disables Usage Analytics Module logging.</td>
<td>1</td>
</tr>
<tr>
<td>ea</td>
<td>Email address to use in the email search interface.</td>
<td>Email address</td>
</tr>
<tr>
<td>exds</td>
<td>Exports the query results to an XML data source for Microsoft Excel.</td>
<td>1</td>
</tr>
<tr>
<td>f</td>
<td>Identifies the target HTML frame.</td>
<td>HTML frame name</td>
</tr>
<tr>
<td>lcid</td>
<td>Sets the search interface language.</td>
<td>7 (German), 9 (English), 10 (Spanish), 12 (French), 19 (Dutch), 22 (Portuguese)</td>
</tr>
<tr>
<td>mode</td>
<td>Opens a specific search panel.</td>
<td>Normal, AdvancedSearch, Preferences, DesktopSearch Default Value: Normal</td>
</tr>
<tr>
<td>opensearch</td>
<td>Retrieves the OpenSearch description document.</td>
<td>1</td>
</tr>
<tr>
<td>opensearchsuggest</td>
<td>Retrieves query suggestions through OpenSearch</td>
<td>String of one or more terms</td>
</tr>
<tr>
<td>q</td>
<td>Queries specified terms.</td>
<td>String of one or more terms</td>
</tr>
<tr>
<td>rdb</td>
<td>Readability improved</td>
<td>true</td>
</tr>
<tr>
<td>sc</td>
<td>Sets search scope (for SharePoint search interface only).</td>
<td>AllSharePoint, CurrentSharePointTopLevelSite, CurrentSharePointSite, CurrentSharePointList, AllResults</td>
</tr>
<tr>
<td>sg</td>
<td>Usage Analytics action GUID</td>
<td>GUID string</td>
</tr>
<tr>
<td>sh</td>
<td>Sets the search hub.</td>
<td>Hub name</td>
</tr>
<tr>
<td>sk</td>
<td>Search interface used to display results.</td>
<td>Name of the interface</td>
</tr>
</tbody>
</table>
### Parameter Description Possible values

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
<th>Possible values</th>
</tr>
</thead>
<tbody>
<tr>
<td>sortd</td>
<td>Sets sort order: descending Boolean</td>
<td>true, false</td>
</tr>
<tr>
<td>sortf</td>
<td>Sets the sort field. Field name prefixed with @ (the field must be a Sort By field)</td>
<td></td>
</tr>
<tr>
<td>tz</td>
<td>Sets the time zone ID.</td>
<td>see TZID in Zone TZID</td>
</tr>
<tr>
<td>wakeup</td>
<td>Wakes up the search interface.</td>
<td>l</td>
</tr>
<tr>
<td>wid</td>
<td>Enables the wildcard search.</td>
<td>true</td>
</tr>
</tbody>
</table>

A parameter value 1 means that the parameter acts like a switch, its function being activated independently of the its value.

### 5.15.3 Advanced Search Query String Parameters

The following table lists query string parameters used to narrow search results in relation with the Advanced Search page (see "Using the Advanced Search Page in .NET Search Interfaces" on page 65).

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
<th>Possible values</th>
</tr>
</thead>
<tbody>
<tr>
<td>addl</td>
<td>Results modified in the last n days or months (specified by addu).</td>
<td>The number of days or months</td>
</tr>
<tr>
<td>addu</td>
<td>Time unit for addl</td>
<td>Default is days when not specified. m (months)</td>
</tr>
<tr>
<td>addmin</td>
<td>Results modified from the start date.</td>
<td>yyyy/mm/dd</td>
</tr>
<tr>
<td>addmax</td>
<td>Results modified up to the end date.</td>
<td>yyyy/mm/dd</td>
</tr>
<tr>
<td>adf</td>
<td>Results for given file formats</td>
<td>doc, txt, pdf, xls, ppt, html, zip... (see &quot;Supported File Formats&quot; on page 169)</td>
</tr>
<tr>
<td>ads</td>
<td>Results of file size with operator specified by adsr</td>
<td>Size in bytes</td>
</tr>
<tr>
<td>adsr</td>
<td>Operator for the ads parameter</td>
<td>AtLeast, AtMost</td>
</tr>
<tr>
<td>adl</td>
<td>Results language</td>
<td>English, French, Spanish, German, Dutch, Portuguese (see &quot;Supported Languages&quot; on page 170)</td>
</tr>
</tbody>
</table>
### Parameter Description Possible values

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
<th>Possible values</th>
</tr>
</thead>
<tbody>
<tr>
<td>adadd</td>
<td>Search result address</td>
<td>Address string</td>
</tr>
<tr>
<td>adaddop</td>
<td>Operator for adadd parameter</td>
<td>Contains, DoesNotContain, Matches</td>
</tr>
<tr>
<td>adit</td>
<td>Search result title</td>
<td>Title text</td>
</tr>
<tr>
<td>aditop</td>
<td>Operator for adit parameter</td>
<td>Contains, DoesNotContain, Matches</td>
</tr>
<tr>
<td>adaut</td>
<td>Search result author</td>
<td>Author name</td>
</tr>
<tr>
<td>adautop</td>
<td>Operator for adaut parameter</td>
<td>Contains, DoesNotContain, Matches</td>
</tr>
</tbody>
</table>

**Example:** The following URL contains several advanced search query string parameters:

```
http://MyCoveoSearch/q=test&ads=1000&adadd=coveo &adaddop=Contains&adl=English&admin=2013/01/01 &addmax=2013/03/30&sortf=@sysdate&@sortd=true
```

5.15.4 Query String Parameters for Developers

The following query string parameters are generally useful only to developers.

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
<th>Possible values</th>
</tr>
</thead>
<tbody>
<tr>
<td>CoveoForceOutlookAddin</td>
<td>Render the search interface as for the Outlook sidebar.</td>
<td>1</td>
</tr>
<tr>
<td>CoveoForceMobile</td>
<td>Forces the browser to be detected as a mobile device.</td>
<td>1</td>
</tr>
<tr>
<td>CoveoForceWindowsMobile</td>
<td>Forces the browser to be detected as a Windows mobile.</td>
<td>1</td>
</tr>
<tr>
<td>CoveoForceBlackBerry</td>
<td>Forces the browser to be detected as a BlackBerry.</td>
<td>1</td>
</tr>
<tr>
<td>CoveoForceIPhone</td>
<td>Forces the browser to be detected as an IPhone.</td>
<td>1</td>
</tr>
<tr>
<td>CoveoForceiPad</td>
<td>Forces the browser to be detected as an IPad.</td>
<td>1</td>
</tr>
<tr>
<td>CoveoForceAdvancedMobile</td>
<td>Forces the browser to be detected as an advanced mobile.</td>
<td>1</td>
</tr>
</tbody>
</table>

A parameter value 1 means that the parameter acts like a switch, its function being activated independently of its value.
6. Coveo Access Points

The Coveo Platform offers a number of access points from which you can search the information stored in the Coveo unified index. Access points can range from a simple Coveo search box integrated in an Intranet page, to a customized business process dashboard, with in between, multiple search interface hubs.

Your Coveo administrator can deploy a number of standard Coveo access points:

- Default web search page – accessible using a web browser (see "Web .NET Search Interfaces" on page 112)
- Desktop Searchbar – search interfaces accessible from anywhere in Microsoft Windows with one key stroke (see "Desktop Searchbar" on page 127)
- Outlook Sidebar – search interfaces available within Microsoft Outlook (see "Outlook Sidebar" on page 132)
- Search interfaces for mobile devices – search from a web browser (see "Mobile Access Points" on page 151).

**Note:** Your Coveo administrator can also customize and create new .NET search hubs and search interfaces. The Coveo Professional Services or your own developers can also adapt or create new solutions for your very specific needs.

6.1 Web .NET Search Interfaces

The Coveo .NET Front-End offers out-of-the-box web search interfaces. Your Coveo administrator can easily deploy and make .NET search interfaces available to you by providing the address to use in your browser to access them.

The out-of-the-box default web search page contains several .NET search interfaces, each with its specific search scope (see "About .NET Search Hubs and Search Interfaces" on page 162). Your Coveo administrator can customize the look and feel and the available .NET search interfaces in the search page made available to you.
Note: By default, the Coveo .NET Front-End out-of-the-box search interfaces can be accessed through port 8080 with a URL in the http://Coveo_Server:8080 form. Your administrator may however change the port or create an alias that encapsulates the port.

Example: For a company, the Coveo Front-End server URL to access Coveo .NET Front-End search interfaces is http://coveo.corp.thecompany.com:8080, but the administrator also created an encapsulated port alias: https://search.thecompany.com

6.2 Desktop Integration Package

The Desktop Integration Package (DIP) is a set of tools that brings the Coveo Platform power into your computer.

The DIP includes:
Indexing of files stored in your computer

A user interface allows you to add to the Coveo unified index local personnel files and email archives stored on your computer or in private network folders. You can then search in their contents from Coveo search interfaces (see "Specifying the Personal Folders to Index" on page 119 and "Configuring Local and Archived Emails to Index" on page 120).

Tip: When personal files stored on your desktop or laptop computer are included in the Coveo unified index, you can search and view their contents from anywhere, even when your computer is turned off. This is possible because the Coveo unified index contains an HTML Quick View version of each document.

Desktop Searchbar

The Desktop Searchbar floats on your Windows desktop. You open it by a click or the Windows logo key+C key stroke (Windows logo key+Shift+C in Windows 8), bringing the Coveo .NET or JavaScript (Desktop Integration Package 12.0.1840+ (June 2016)) search interfaces very close to where you work.

From the Desktop Searchbar, you can search in your email messages, your contact information, your personal files (local or on a network), as well as in all contents that are indexed from multiple repositories within your organization (see "Desktop Searchbar" on page 127).

Outlook Sidebar

The Outlook Sidebar brings the Coveo search box and search interfaces directly within Microsoft Outlook. In the Sidebar, you can search in your emails but also in all other indexed contents. The Sidebar also automatically presents people information and messages related to the currently selected email (see "Outlook Sidebar" on page 132).

The user interfaces of the Desktop Integration Package components (Desktop Searchbar and Outlook Sidebar) are available in several languages (see "Supported Languages" on page 170). The user interface language is selected automatically based on the Microsoft Windows language setting on your computer. English is used by default for all other languages.
Note: Before you can use the features of the DIP, it is recommended your Coveo administrator first configure a Desktop source in which the indexed content of your computer will be stored and centrally launch the installation of the DIP on all local computers.

You may see the DIP installer wizard appearing on your computer when your Coveo administrator launches the DIP installation or an upgrade (see "Installing the Desktop Integration Package" on page 115).

6.2.1 Installing the Desktop Integration Package

The installation and updates of the Desktop Integration Package (DIP) are managed and launched centrally by your Coveo administrator. The DIP installation or update dialog box will most probably appear after starting your computer or after logging on your organization network.

If you do not have the Desktop Searchbar and the Outlook Sidebar on your computer, and did not see a DIP install or update dialog box, contact your Coveo administrator.

Note: The Desktop Integration Package currently does not support screen resolutions above 1920 x 1080 in which case the Outlook Sidebar appears too small.

To install or update the DIP

Note: The first time DIP installation may start and complete automatically and transparently when you log on to your organization network.

1. When the Coveo Desktop Integration Package Update dialog box appears, click Install.

2. When Microsoft Outlook is running, a dialog box appears asking to close Outlook, click OK.

3. In the first installation wizard dialog box, click Next.

4. In the second installation wizard dialog box, click Install.

   The installation progress bar appears.
5. If an **Error** dialog box like the one shown in the following figure appears, close all other opened applications, and then click **Retry**.

6. **Desktop Integration Package 12.0.1840+ (June 2016)** (When a JavaScript Search page is integrated in the DIP) In the **Coveo Desktop Integration Package** prompt that appears, click **OK**.

   **Note:** Following the installation, the Windows User Account Control (when enabled) may ask you to allow the Network Command Shell app to make changes to your PC. You must then click **Yes** to prevent a DIP installation error.

7. In the last installation wizard dialog box, click **Finish** to complete the installation.
To uninstall the DIP

1. You can uninstall the DIP from your computer like any other Windows desktop program using the Control Panel (see Uninstall, change or repair a program).

2. In the list of programs, select **Coveo Desktop Integration Package (12.0.nnn)**, and then click **Uninstall**.

   **Note:** The DIP installation and updates are often configured by your system administrator to be automatically pushed to your computer. When it is the case, you may see DIP install or update dialog boxes appearing from time to time. In these dialog boxes, click **Cancel** to prevent reinstalling the DIP.

### 6.2.2 Desktop Integration Package Configuration and Control

You can configure and control the Desktop Integration Package features from two menus.

**From the Windows taskbar**

Right-click the contextual menu of the Coveo Desktop Integration Package system icon to:
Open the Desktop Searchbar search window

Show/hide the Desktop Searchbar

Pause the indexing, rebuild the index, or view the index history.

Configure Desktop Integration Package options

Get Desktop Integration Package components help

See the Coveo software version information


Click the **Coveo** menu to:

- See Desktop Integration Package components help
- Show/hide the Coveo Outlook Sidebar
- Configure Desktop Integration Package options
- See the Coveo software version information

From the Coveo Desktop Integration Package Options dialog box

Open the dialog box to configure:
Desktop Searchbar shortcut key (see "Modifying the Desktop Searchbar Shortcut" on page 129).

- Color scheme used by the Outlook Sidebar (see "Changing the Outlook Sidebar Colors" on page 145).

- Local and personal network file folders to index (see "Specifying the Personal Folders to Index" on page 119).

- Outlook items to index and configure a MAPI profile (see "Configuring Local and Archived Emails to Index" on page 120).

6.2.3 Specifying the Personal Folders to Index

The Desktop Integration Package (DIP) may by default add to the Coveo unified index desktop/laptop computer files specified by your Coveo administrator. However, you can configure the DIP to take into account files that are located in other folders on your computer or in private network folders. You can also exclude specific folders from being added to the Coveo unified index.

To specify personal local or network folders to include or exclude from the index

1. Open the Coveo Desktop Integration Package Options dialog box:
   - In Microsoft Outlook, from the menu, select Coveo > Options.
   OR
   - From the Windows taskbar, in the system icon tray, right-click the Coveo Desktop Integration Package icon , and then select Options in the menu.

2. In the Coveo Desktop Integration Package Options dialog box, click the General tab, and then in the Remote Indexing section, ensure that the Remote server name for your Coveo Back-End server is entered. If you do not know this server name, contact your Coveo administrator.
Note: The Remote Indexing section is often non-editable because its parameters have been centrally configured by your Coveo administrator. In this case you have nothing to do.

3. In the Coveo Desktop Integration Package Options dialog box, click the File Indexing tab.

4. To add local or personal network folders to the index:

   a. Below the Folders to Index list, click Add New.

   b. In the Browse For Folder dialog box:

      i. Select the local or network folder that you want to add.

      OR

   c. In the Folder box, manually type a folder path or paste one.

      OR

   d. When the folder you which to include appears in the Folders to Exclude list, select it, and then click Delete.

5. To exclude local or personal network folders from the index:

   If the folder you which to exclude appears in the Folders to Index list, select it, and then click Delete.

   OR

   a. Below the Folders to Exclude list, click Add New.

   b. In the Browse For Folder dialog box:

      i. Select the local or network folder that you want to add.

      OR

      ii. In the Folder box, manually type a folder path or paste one.

      ii. Click OK to return to the Coveo Desktop Integration Package Options dialog box.

   Note: When the same folder appears in both the Folders to Index and the Folders to Exclude lists, the content of this folder is not included in the Coveo unified index.

6. Repeat the previous steps for all folders that you want to include in, or exclude from the Coveo unified index.

7. Click Apply to confirm the changes, and then OK to close the Coveo Desktop Integration Package Options dialog box.

6.2.4 Configuring Local and Archived Emails to Index

In a typical Coveo Platform implementation, email messages are included in the Coveo unified index directly from an email server such as Microsoft Exchange.
Consequently, by default the Desktop Integration Package is configured to:

- Not index local email messages stored on your computer.
- Index all email messages contained in the local Outlook default archive file (Archive.pst) and in the personal archive files (.pst) opened in Outlook, as they may not be indexed directly from an Exchange server or from another centralized archiving system (such as Symantec Enterprise Vault).

When email messages are not indexed directly from the Exchange server, you need to enable the indexing of local email messages (contained in the Outlook.ost file) on your computer (see "To toggle indexing of local and archived emails" on page 121) to ensure that your email message content will be found when you perform a search from any Coveo access point.

Similarly, when archived emails are already indexed directly from a Microsoft Exchange server or from a centralized archiving system, you need to disable the indexing of local email archive files on your computer to prevent indexing these files twice (see "To toggle indexing of local and archived emails" on page 121).

Contact your Coveo administrator when you are not sure if your email messages and email archives are indexed directly from a server.

**Important:** Indexing local email messages and archived emails that are already indexed from a server (such as Microsoft Exchange) causes duplicate search results.

You can also specify the MAPI profile to use for indexing (see "To select a MAPI Profile" on page 122).

**To toggle indexing of local and archived emails**

1. Open the **Coveo Desktop Integration Package Options** dialog box:
   
   a. In Microsoft Outlook, from the menu, select **Coveo > Options**.
      
      OR
   
   b. From the Windows taskbar, in the system icon tray, right-click the Coveo Desktop Integration Package icon  
      , and then select **Options** in the menu.
2. Click the **Outlook Indexing** tab.

3. Under **Outlook Items to Index**:
   
a. Select or clear the **Index items from the Outlook Offline Storage File** check box, respectively to enable or disable the indexing of local email messages.

b. Select or clear the **Index items from the PST archives loaded in Outlook** check box, respectively to enable or disable the indexing of local email archives.

4. Click **Apply** to confirm the changes, and then **OK** to close the **Coveo Desktop Integration Package Options** dialog box.

To select a MAPI Profile

All elements related to the management of email messages (creating, sending, saving, and indexing) are performed using a Messaging Application Programming Interface (MAPI) profile. For most users, the default MAPI profile is the most appropriate profile for indexing purposes. When more than one MAPI profile is available, you may need to specify which MAPI profile to use for indexing. Contact your Coveo administrator when you are not sure about the profile you should use.

1. Open the **Coveo Desktop Integration Package Options** dialog box:
   
   - In Microsoft Outlook, from the menu, select **Coveo > Options**.

   OR

   - From the Windows taskbar, in the system icon tray, right-click the Coveo Desktop Integration Package icon 📦, and then select **Options** in the menu.

2. Click the **Outlook Indexing** tab.

3. Under **MAPI Profile**:
   
   - Select **Use the default MAPI profile** to use the default profile.

   OR

   - Select **Use this MAPI profile**, and then select the appropriate profile in the drop-down box.
6.2.5 Controlling and Monitoring the Personal Folders Indexing Process

The indexing process of personal folders transparently takes place while you work to ensure that the Coveo unified index is updated with the new, modified, and deleted files. Sometimes, you may find useful to pause or resume the indexing process or rebuild the index of your personal folders (see "Controlling the Personal Folder Indexing Process" on page 123).

**Example:** When you are out of the office and only have limited bandwidth access to your organization network, consider pausing the indexing process to save bandwidth. You can resume the indexing process when you are back to the office or when you do not work on your computer.

You can also review the activities of the indexing process for your personal folders (see "Reviewing Indexing Activities" on page 123).

6.2.5.1 Controlling the Personal Folder Indexing Process

1. From the Windows taskbar, right-click the Coveo Desktop Integration Package system icon.

2. In the Coveo Desktop Integration Package system icon contextual menu:
   - Select or clear **Pause Indexing** to respectively pause or resume the indexing process for your indexed personal folders.
   - Select **Rebuild Index** to initiate rebuilding the index for your indexed personal folders. Consider rebuilding the index after you change the local personal folders to index.

   **Important:** To reduce unnecessary processing on the Coveo server, rebuild the index only when necessary.

6.2.5.2 Reviewing Indexing Activities

1. From the Windows taskbar, right-click the Coveo Desktop Integration Package system icon.

2. In the Coveo Desktop Integration Package system icon contextual menu, select **Index History**.

3. In the **History** dialog box that appears:
a. In the top list, review the list of activities.

   - The **Documents** column indicates the number of crawled documents.
   
   - The **Uploaded** column indicates the number of documents sent to the Coveo Master server. This number can be lower than the number in the **Documents** column because crawled files of types that are not supported are not sent to the server.

     **Note:** In the Coveo Master server, uploaded files containing other files (like an archive file or a file with an attachment) are expanded. Consequently, for one incremental refresh, the number of indexed documents may be higher than the number of uploaded documents.

**Example:** In an incremental refresh, the **Documents** column indicates 5 because a total of five documents are crawled:

   - Two Microsoft Excel files
   
   - Two files of an unsupported file type
   
   - One archive ZIP file containing 50 documents of supported file types

The **Uploaded** column indicates 3 because only the three documents of supported file types are sent to the Coveo Master server.

In the Coveo Master server, the two Excel files and the 50 files extracted from the ZIP file are indexed for a total of 52 indexed documents.

b. Click an activity to see the corresponding details in the bottom list.

c. Under **Displayed Items**, use the check boxes to filter the activity details appearing in the bottom list.
6.2.6 Identifying Coveo Software Versions From the DIP

You may want to know which version of Coveo software you are currently using in your organization, for example to find out if a specific Coveo Platform feature introduced in a given version can be available to you.

When the Desktop Integration Package (DIP) is installed on your computer, you can find the version for both the DIP installed on your computer and the Coveo .NET Front-End version used by the DIP.

To identify the Coveo software versions

1. Open the About Coveo Desktop Integration Package dialog box:
   - In Microsoft Outlook, from the menu, select Coveo > About Coveo Desktop Integration Package.
   OR
   - From the Windows taskbar, in the system icon tray, right-click the Coveo Desktop Integration Package icon and then select About Coveo Desktop Integration Package in the menu.

2. In the About Coveo Desktop Integration Package dialog box, read the versions for the DIP installed on your computer and the Coveo .NET Front-End server used by the DIP.

   ![About Coveo Desktop Integration Package dialog box]

   **1** DIP release number

   **2** Version of the Coveo .NET Front-End Search used by the DIP (major release 12, minor release 0, build number 404, and hotfix number 0 in the above example)

6.2.7 Troubleshooting Desktop Integration Package Problems

The following table describes solutions to common problems that you may encounter with Desktop Integration Package (DIP) components.
<table>
<thead>
<tr>
<th>Symptom</th>
<th>Possible Cause</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>A document that is in the My Documents folder never shows up in the search results when I look for information it contains.</td>
<td>The My Files search interface is not currently selected.</td>
<td>Select the My Files interface and retry.</td>
</tr>
<tr>
<td></td>
<td>The search criteria are too restrictive.</td>
<td>Modify the query keywords and facet selection to return more results.</td>
</tr>
<tr>
<td></td>
<td>The document is too recent and has not been indexed yet.</td>
<td>Retry later.</td>
</tr>
<tr>
<td></td>
<td>The folder has been excluded from the indexing process.</td>
<td>Ensure that the folder containing the document you are looking for has not been excluded from the indexing process (see &quot;Configuring Local and Archived Emails to Index&quot; on page 120).</td>
</tr>
<tr>
<td>In the Outlook Sidebar, when I select some of the search interfaces, I see a disconnect icon:</td>
<td>There is a communication problem between your computer and the Coveo server on which you can perform searches:</td>
<td>Contact your network administrator</td>
</tr>
<tr>
<td></td>
<td>The network is down</td>
<td>Ensure that your computer is connected to the network and that you are logged in (locally or via VPN).</td>
</tr>
<tr>
<td></td>
<td>Your computer is not connected to the network (locally or via VPN).</td>
<td>Ensure that your computer is connected to the network and that you are logged in (locally or via VPN).</td>
</tr>
<tr>
<td></td>
<td>Your computer is not connected to the Internet.</td>
<td>Ensure that the connection to the Internet is working properly.</td>
</tr>
<tr>
<td>When I try searching through email messages, I never get any results, as if none of my messages are taken into account.</td>
<td>The My Emails search interface is not currently selected.</td>
<td>Select the My Emails interface and retry.</td>
</tr>
<tr>
<td></td>
<td>The search criteria are too restrictive.</td>
<td>Modify the criteria so that more results could be displayed.</td>
</tr>
<tr>
<td></td>
<td>Email messages are not indexed directly on the Exchange server and the DIP has not been configured to index local emails (directly saved on your computer).</td>
<td>Modify the configuration to add local emails to the Coveo unified index (see &quot;Configuring Local and Archived Emails to Index&quot; on page 120).</td>
</tr>
<tr>
<td>I cannot find any email messages from my archive folders in Outlook.</td>
<td>Local archives may have been excluded from indexing.</td>
<td>Modify the configuration to add archive files to the Coveo unified index (see &quot;Configuring Local and Archived Emails to Index&quot; on page 120).</td>
</tr>
</tbody>
</table>
### Symptom
There are a lot of duplicate email messages in the search results.

### Possible Cause
Messages are indexed both on the Exchange server and locally on your computer.

### Solution
Modify the configuration to exclude local email messages from the indexed items (see "Configuring Local and Archived Emails to Index" on page 120).

### Symptom
I do not want archived messages to be displayed in the search results.

### Possible Cause
By default, all archive files that are open in Outlook are taken into account during the indexing process and are therefore available when you perform a search.

### Solution
Modify the configuration to exclude archive files from the Coveo unified index (see "Configuring Local and Archived Emails to Index" on page 120).

---

**6.3 Desktop Searchbar**

On Microsoft Windows computers, the Desktop Searchbar is the most easily accessible Coveo access point.

1. Click to open the list of available .NET or JavaScript search interfaces
2. Click to select the desired .NET or JavaScript search interface (see "About .NET Search Hubs and Search Interfaces" on page 162)
3. Type the keywords to search (see "Performing a Search" on page 9)
4. Click to launch the search or press the Enter key

You can easily open the Desktop Searchbar using one of the following methods:

- With a keyboard shortcut (hotkey) from anywhere by simultaneously pressing:
  - Windows logo key+Shift+C in Windows 8
  - Windows logo key+C in previous Windows versions.
- By bringing your mouse pointer over the thin horizontal line floating at the top-center of your screen.
Notes:

- You can modify Desktop Searchbar default shortcut key combination (see "Modifying the Desktop Searchbar Shortcut" on page 129).

- **Coveo .NET Front-End 12.0.960—(September 2014)** When the Desktop Searchbar is installed on a Windows 7 computer and you update the computer to Windows 8.x, for Coveo .NET Front-End versions prior to 12.0.992 (October 2014 monthly release), the default Windows logo key+C Searchbar shortcut key will no longer works. You must change the key combination to Windows logo key+Shift+C or another valid combination of your choice.

- **Coveo .NET Front-End 12.0.992+ (October 2014)** The shortcut key change is done automatically.

- **Desktop Integration Package 12.0.316+ (October 2013)** You can modify the color scheme of the Desktop Searchbar.

Once a search is launched, the floating search results window appears as shown in the following example. The window disappears when you click a result link but when you reopen the Desktop Searchbar, the last query and results are still available, allowing you to easily come back to review other results.

1. Query Navigation buttons – Click to go to the previous or next query.
2. Separate Window button – Click to detach the current search results in a separate window allowing you to see results for more than one search result window at a time.
3. Close button – Click to close the floating search results window.
6.3.1 Showing or Hiding the Desktop Searchbar

Once the Desktop Integration Package is installed on your computer, the Desktop Searchbar is automatically available in its minimized form at the top of the screen. You need to open it before you can start searching.

If you prefer, you can configure the DIP so that the Searchbar remains hidden by default (see "To configure the Desktop Searchbar to be visible or hidden by default" on page 129). You can easily display it again at any time.

**Note:** Hiding the Desktop Searchbar does not hide the Outlook Sidebar (see "Showing or Hiding the Coveo Sidebar in Outlook" on page 140). You can also close and restart the Desktop Searchbar application (see "Closing and Starting the Desktop Searchbar" on page 131).

To open the Desktop Searchbar

**To open the Desktop Searchbar:**

Use one of the following methods to open the Desktop Searchbar:

- On the keyboard, use the default shortcut keys by simultaneously pressing:
  - Windows logo key+Shift+C for Windows 8.x *(Coveo.NET Front-End 12.0.61+ (December 2012))
  - Windows logo key+c

  **Note:** You can customize the Desktop Searchbar shortcut key combination (see "Modifying the Desktop Searchbar Shortcut" on page 129).

- With your mouse, point to the thin orange horizontal line located at the top of your Microsoft Windows screen.

- In Microsoft Outlook, near the top of the Outlook Sidebar, click the Desktop Searchbar button 📖.

- From the Windows taskbar, in the system icon tray:
  - Double-click the Coveo Desktop Integration Package icon 📖.
  - **OR**
  - Right-click the Coveo Desktop Integration Package icon 📖, and then select **Open Search Window** in the menu.

**To configure the Desktop Searchbar to be visible or hidden by default**

1. From the Windows taskbar, in the system icon tray, right-click the Coveo Desktop Integration Package icon 📖.

2. In the menu, select or clear **Show Quick Search Bar** to respectively show or hide the Desktop Searchbar by default.

6.3.2 Modifying the Desktop Searchbar Shortcut

By default, the keyboard shortcut (hot-key) to open the Desktop Searchbar is a combination of the **Windows logo key** and the **C** letter key.

Depending on your Windows version, the default hot-key changes:
Windows 10.x: Windows logo key+Ctrl+Shift+C

(Desktop Integration Package 12.0.2139+ (September 2018))

in Windows 8.x: Windows logo key+Shift+C

(Coveo .NET Front-End 12.0.61+ (December 2012))

Prior Windows versions: Windows logo key+C for prior Windows versions.

You can easily change this change the key combination.

Example: The Desktop Searchbar is installed on your computer and you upgrade the operating system from Windows 7 to Windows 8.x. In Windows 8.x, the Windows logo key+C key combination is reserved to open the Windows Charms panel to search, share, and change settings. The key combination no longer opens the Desktop Searchbar. You can then change the Coveo Desktop Searchbar to Windows logo key+Shift+C, the default for Windows 8.x.

To modify the keyboard shortcut used to open the Desktop Searchbar

1. Open the Coveo Desktop Integration Package Options dialog box:
   - In Microsoft Outlook, from the menu, select Coveo > Options.
   OR
   - From the Windows taskbar, in the system icon tray, right-click the Coveo Desktop Integration Package icon , and then select Options in the menu.

2. In the Coveo Desktop Integration Package Options dialog box, click the General tab.

3. Clear the content of the Hotkey used to open the search bar box.

4. On the keyboard, simultaneously press the two keys that you want to use as the new keyboard key combination shortcut.

You can modify this keyboard shortcut for any of the following combinations:

- SHIFT key and any letter
- CTRL key and any letter
- Windows logo key and any letter
- ALT key and any letter

Example: If you want the new shortcut to be CTRL and D, you would simultaneously press the CTRL and D keys.

A valid combination of keys automatically appears in the Hotkey used to open the search bar box when you type it.

Note: Keys that you press will not appear in the box if they correspond to a Windows reserved keyboard shortcut. In this case, select another key combination.

5. Click OK to confirm the change.
6. On the keyboard, simultaneously press the two keys that you selected to validate that the Desktop Searchbar opens.

6.3.3 Closing and Starting the Desktop Searchbar

By default, the Desktop Searchbar is configured to automatically start each time you restart Microsoft Windows. You can however manually close and restart the Desktop Searchbar.

**Note:** You can also only hide and show the Desktop Searchbar without closing it (see "Showing or Hiding the Desktop Searchbar" on page 129).

To close the Desktop Searchbar

From the Windows taskbar, in the system icon tray, right-click the Coveo Desktop Integration Package icon, and then select Exit in the menu.

The Desktop Searchbar application closes.

To start the Desktop Searchbar

On the Windows taskbar, select Windows Start menu > All Programs > Coveo Desktop Integration Package > Desktop Search Bar.

The Desktop Searchbar application starts.

6.3.4 Changing the Desktop Searchbar Colors

You can select the color scheme used by the Coveo Desktop Searchbar.

To change the Desktop Searchbar colors

1. Open the Coveo Desktop Integration Package Options dialog box:
   - From the Windows taskbar, in the system icon tray, right-click the Coveo Desktop Integration Package icon, and then select Options in the menu.
   - OR
   - In Microsoft Outlook, from the menu, select Coveo > Options.

2. In the Coveo Desktop Integration Package Options dialog box:
a. Click the **General** tab.

b. In the **Searchbar Theme** section, in the **Predefined color scheme** drop-down list, select one of the available Searchbar color presets.

c. Click **OK**.

### 6.4 Outlook Sidebar

The Outlook Sidebar is a powerful Coveo access point that is fully integrated with Microsoft Outlook. The Outlook Sidebar allows you to easily find content in your emails and archived emails, but also in any other documents from the Coveo unified index.

The Outlook Sidebar is available when the Desktop Integration Package is installed on your computer (see "Desktop Integration Package" on page 113).

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**Notes:**


- The availability of the .NET or JavaScript ([Desktop Integration Package 12.0.1840+ (June 2016)](https://www.coveo.com/products/search/indexing-coveo-platform-7.0-user-guide)) search interfaces and the basic appearance of the Outlook Sidebar depend on the configuration of the system that your Coveo administrator has defined.

- The Desktop Integration Package currently does not support screen resolutions above 1920 x 1080 in which case the Outlook Sidebar appears too small.

There are two main ways to use the Outlook Sidebar:

- To quickly get information related to the currently selected email in Outlook. This email can be located in your Inbox, in any subfolder, or even in an archive (.pst file).

- To search through interfaces (email messages, contacts, files, etc.) using specific keywords.

---

[www.coveo.com](https://www.coveo.com)
1. Search box – Type keywords

2. Search button – Click to launch the query

3. Query Navigation buttons – Click to go to the previous or to the next query.

4. Desktop Searchbar button – Click to transfer the current search to a floating Desktop Searchbar window (see "Desktop Searchbar" on page 127)

5. Sender/recipient information – Information found in the current .NET or JavaScript (Desktop Integration Package 12.0.1840+ (June 2016)) search interface about the sender/recipient of the selected message

6. Contact information links – Click to open available contact information documents in various systems (Outlook contact card, SharePoint My Site page, Salesforce contact, ...).

7. Search results (see "Search Results" on page 21)

8. Search interface icons – Click to search in other .NET or JavaScript (Desktop Integration Package 12.0.1840+ (June 2016)) search interfaces (see "About .NET Search Hubs and Search Interfaces" on page 162)

6.4.1 Known issue for Coveo .NET Front-End 12.0.1646 (December 2015) only

All known issues are solved in the subsequent release.
6.4.1.0.1 Object doesn’t support property or method 'selectSingleNode'

**Description**

The first time a user opens Outlook 2016 and clicks the Open search window button, the following error message appears:

*An error has occurred in the script of this page.*

**Solution**

The user only has to close Outlook and reopen the application to permanently fix the issue.

---

6.4.2 Searching Information Related to a Specific Email

With the Outlook Sidebar, you can quickly get information related to the currently selected message in Microsoft Outlook. This message can be located in your *Inbox*, in any subfolder, or even in an archive.

When you select a message, the Outlook Sidebar automatically searches and displays all the information available on the sender/recipient, the messages exchanged with this person, and all the shared documents (attachments). When the person is found on one or several contact lists (Outlook contacts, SharePoint, Salesforce – a CRM application, or Active Directory), you can also open the corresponding contact information by clicking the appropriate icons.

**Note:** To be able to search through archived messages, the archive files must be included in the Coveo unified index (see “Configuring Local and Archived Emails to Index” on page 120).

To get information related to a specific email

1. In Microsoft Outlook, click the message for which you want to search information.

   The Outlook Sidebar automatically displays available information on the sender/recipient and shows a list of all the messages that have been exchanged with the sender/recipient. Messages are sorted from the most recent to the less recent.
2. To open a message from the search results, simply click the line corresponding to the message.
3. To display an overview of a message, simply bring the pointer over the line of the message. The line is highlighted in blue, and a message overview popup window appears.

4. To view all the messages related to an email thread, click the arrow icon (↑) preceding the title of the message.

**Note:** Coveo .NET Front-End 12.0.1720+ (December 2016) When your organization has implemented the Coveo JavaScript Search Framework version of the Outlook sidebar, 5 emails appears when you click the arrow icon. Click the **Show All Replies** link to show the entire email thread.

The email thread summary expands to show more information.

![Email thread example](image)

1. Number of emails and attachments in the email thread
2. All the messages in the email thread
3. Link to all the attachments contained in the email thread

5. To view all the documents that have been shared with the sender/recipient of the message, click the **Attachments** tab.

### 6.4.3 Searching with Keywords in the Outlook Sidebar

Even if you are in Microsoft Outlook, you can always search through other .NET search interfaces such as contact information, files (local or on a network), SharePoint, Salesforce, etc.

**Note:** The availability of the .NET search interfaces depends on the configuration of the system that your Coveo administrator has defined.

To search with keywords in the Outlook Sidebar:

1. At the bottom of the Outlook Sidebar, click the bar or the icon corresponding to the interface on which you want to base your search.

2. At the top of the Outlook Sidebar, type the desired expression in the search box.

3. Click the search icon at the right of the search box or press **Enter** to launch the search.
The results corresponding to the searched keywords appear.

1. Search box – Type the keywords or expression to search for
2. Search button – Click to launch the query
3. More link – Click to view more contacts entries (Email and People .NET search interfaces only)
4. Attachments tab – Click to see all attachments from the search results
5. Refine link – Click to access the available facets when you want to refine the search
6. Searched keywords appear highlighted in the results
7. Available .NET search interfaces – Click to select the desired interface
To refine your search

1. Click **Refine**.

The available facets appear, hiding the results.
2. Use the facets to refine the search results (see "Refining Search Results Using Facets" on page 51).

3. Click < Back to Results to see the new set of refined results.

4. If you are not happy with the results you can either:
   a. Click Clear to revert to the original results (and remove all selections and exclusions from all facets).
      OR
   b. Click Refine to modify the filter.
Tip: To avoid switching back and forth between the facets and the results view, click to transfer your search to the Desktop Searchbar window where you can see the results and the facets side by side.

6.4.4 Showing or Hiding the Coveo Sidebar in Outlook

Once the Desktop Integration Package is installed on your computer, the Coveo Sidebar is available in Microsoft Outlook.

Note: Hiding the Coveo Outlook Sidebar does not affect the visibility of the Desktop Searchbar (see "Showing or Hiding the Desktop Searchbar" on page 129).

You can control the visibility of the Coveo Sidebar in Outlook different ways:

- "Desktop Integration Package 12.0.618+ (April 2014) Expand or Collapse the Coveo Sidebar" on page 140
- "Show or Hide the Coveo Sidebar" on page 143
- "Deactivate the Coveo Sidebar Add-in" on page 144

6.4.4.1 Desktop Integration Package 12.0.618+ (April 2014) Expand or Collapse the Coveo Sidebar

You can minimize the width of the Coveo Sidebar in Outlook to make more space for other Outlook panels and easily toggle the Coveo Sidebar back to its normal width using the Expand/Collapse option.
Example: An expanded and a collapsed Coveo Sidebar are shown in the following Microsoft Outlook captures.
In Microsoft Outlook, from the main menu, select **Coveo > Expand/Collapse**.

OR

After clicking once the **Coveo > Include/Exclude Sidebar configuration in Home ribbon** option, you can select **Home > Expand/Collapse** to even more easily toggle the Coveo Sidebar width.

OR

In the upper-left corner arrow of the Sidebar to toggle the Sidebar width.
Tip: The text/image in the collapsed Sidebar may appear with the wrong orientation because of the Outlook browser cache. You can fix this problem by right-clicking the Sidebar, and then selecting Refresh in the contextual menu.

6.4.4.2 Show or Hide the Coveo Sidebar

In Microsoft Outlook, from the main menu, select Coveo > Show/Hide Sidebar.
The Outlook Sidebar appears if it was hidden or disappears if it was visible.

6.4.4.3 Deactivate the Coveo Sidebar Add-in

You can also completely deactivate/reactivate the Coveo Sidebar add-in, not just hide/show it.

1. In Microsoft Outlook 2013/2010, from the main menu, select File > Options.

2. In the Outlook Options dialog box:
   a. In the navigation panel on the left, select Add-ins.
   b. At the bottom of the main panel, in the Manage drop-down list, select COM Add-ins, and then click Go.

3. In the COM Add-Ins dialog box:
   a. Select/clear the Coveo Sidebar check box to respectively activate/deactivate the add-in.
   b. Click OK.

6.4.5 Resizing the Outlook Sidebar Search Interface List

In the Outlook Sidebar, the list of available search interfaces appears at the bottom of the bar. By default, the list of available search interfaces appears as large buttons. When you want to increase the size of the search results list to view more entries at the same time, you can reduce the search interface list buttons to convert them to icons in the lower bar. The new dimensions you set remain effective until you modify them again.

To resize the list of search interfaces

In the Outlook Sidebar, click and drag the handle on the separator line between the results list and the search interface list to convert one or more search interface buttons between the full size and the icon only size.
You can select the color scheme used by the Coveo Sidebar in Outlook. The Sidebar colors can either follow those of the currently selected Outlook theme or one of the predefined Coveo themes.

To change the Outlook Sidebar colors

1. In Microsoft Outlook, from the menu, select Coveo > Options.

2. In the Coveo Desktop Integration Package Options dialog box:
   a. Click the General tab.
   b. In the Sidebar Theme section, select one of the following options:
      - Colors that coordinate with the selected Microsoft Office color scheme
        Instructs the Sidebar to take colors from the Microsoft Office color scheme that is currently selected in Microsoft Outlook. When you change the Microsoft Office color scheme, the colors of the Coveo Sidebar follow the selected theme (see the Microsoft document Change the Outlook 2010 color scheme).
        OR
      - Predefined color scheme
In the drop-down list, select one of the available Sidebar color presets. With this option, the Sidebar colors are independent from the currently selected Microsoft Office color scheme.

c. Click OK.

**Note:** When you are upgrading from an older version of the Coveo Sidebar, an orange shading from the original Sidebar color scheme may remain in the header for all available color schemes.

This is due to the fact that the orange gradient image is still in the Internet Explorer cache.

To eliminate the orange gradient, in the Temporary Internet Files folder on your computer, delete the files for which the name contains outlook.

For Microsoft Windows 7, the typical folder path is:

C:\Users\MyUserName\AppData\Local\Microsoft\Windows\Temporary Internet Files

6.5 Coveo Search From a Browser Built-in Search Box

One very useful Coveo access point is the built-in search box of your browser. You can easily add Coveo to the list of search engines available in the built-in search box of your browser.

There are two steps described in the following procedures for common browsers:

- "Adding Coveo to a browser built-in search box" on page 147
- "Accessing your Coveo search engine from the built-in search box of your browser" on page 150

**Important:** Your Coveo administrator must publish an OpenSearch provider for your Coveo search interface before you can see and add the Coveo search engine in the browser built-in search box.
Adding Coveo to a browser built-in search box

1. Using Microsoft Internet Explorer, Mozilla Firefox, or Google Chrome, access the Coveo search interface that you want to add to the built-in search box of the browser.

2. With Microsoft Internet Explorer (illustrated with version IE 8):

   **Note:** Internet Explorer 9+ by default only supports predefined search providers so you cannot add your Coveo instance as a search provider from the IE 9+ user interface.

   The [www.enhanceie.com](http://www.enhanceie.com) website however proposes a solution.

   a. In the drop-down box next to the search box, click **Add Search Providers**, and then select the item corresponding to your Coveo implementation.

      **Note:** The name of your Coveo implementation is specified by your Coveo administrator and may therefore differ from the one shown in the following figure.

   ![Add Search Providers](image)

   **Note:** If the name of your Coveo search engine does not appear in the menu, ensure that your Coveo search interface is opened in the browser and verify with your Coveo administrator that he has published an OpenSearch provider for the Coveo search interface.

   b. In the **Add Search Provider** dialog box, click **Add**.
3. With Mozilla Firefox (illustrated with version 13), in the drop-down box next to the search box, click **Add “[Your_Coveo_Implementation]”**.

   **Note:** The name of your Coveo implementation is specified by your Coveo administrator and may therefore differ from the one shown in the following figure.

4. With Google Chrome (Illustrated with version 19):
   a. Right-click in the omnibox (combined address and search box), and then select **Edit search engines**.
   b. In the **Search engines** page:
i. In the **Other search engines** section, enter the following information:

- In the first box, enter the name that identifies your Coveo search interface.
- In the second box, enter `www.Coveo.com` or another keyword of your choice.
- In the third box, enter the URL of your Coveo search interface and argument in the form:

  \[
  \text{http://[hostname]}: \text{[port]} / \text{?q=%s}\n  \]

ii. Click somewhere in the page.

The entered information becomes one element of the **Other search engines** section.
iii. On the line corresponding to the newly created search engine, click Make default.

The selection moves from the Other search engines list to the Default search settings list, and it is now the default search engine.

Accessing your Coveo search engine from the built-in search box of your browser

1. Ensure that you added your Coveo search engine as a search provider in your browser (see “Adding Coveo to a browser built-in search box” on page 147).

2. With Microsoft Internet Explorer (illustrated with version IE 8):
   a. In the drop-down box next to the search box, click the item corresponding to your Coveo search engine.

   ![Drop-down box with Coveo search engine selected]

   b. In the built-in search box, type keywords and then press Enter, or click the search icon.

   Your Coveo search interface appears with the corresponding results.
3. **With Mozilla Firefox (illustrated with version 13):**
   
   a. In the drop-down box next to the search box, click the item corresponding to your Coveo search engine.

   ![Drop-down box](image)

   b. In the built-in search box, type keywords and then press Enter, or click the search icon.

   Your Coveo search interface appears with the corresponding results.

4. **With Google Chrome (illustrated with version 19):**
   
   a. Right-click in the omnibox (combined address and search box), and then select **Edit search engines**.

   ![Edit search engines](image)

   b. In the **Search engines** page, in the **Default search settings** list, when your Coveo search engine is not the default one, on the corresponding line, click **Make default**.

   ![Search engines](image)

   c. In the omnibox, type keywords and then press Enter, or click the search icon.

   Your Coveo search interface appears with the corresponding results.

**6.6 Mobile Access Points**

The Coveo Platform comes with two search interface frameworks (JavaScript and .NET) that offer interfaces optimized for the small display sizes of mobile devices such as smartphones and tablets. You can therefore search and access your enterprise knowledge from wherever you work using your mobile devices.
The following table presents various mobile options offered to you by the Coveo Platform.

<table>
<thead>
<tr>
<th>Framework</th>
<th>Mobile browser-based search</th>
</tr>
</thead>
<tbody>
<tr>
<td>JavaScript</td>
<td>For all supported OS [more]</td>
</tr>
<tr>
<td>.NET</td>
<td>For all supported OS [more]</td>
</tr>
</tbody>
</table>

The following table outlines the supported mobile operating systems and versions for the various mobile search solutions.

<table>
<thead>
<tr>
<th>Device type</th>
<th>Browser-based</th>
</tr>
</thead>
<tbody>
<tr>
<td>iPhone</td>
<td></td>
</tr>
<tr>
<td>iPad</td>
<td></td>
</tr>
<tr>
<td>iPod Touch</td>
<td></td>
</tr>
<tr>
<td>Android</td>
<td>Yes</td>
</tr>
<tr>
<td>BlackBerry (legacy)</td>
<td></td>
</tr>
</tbody>
</table>

The following table outlines the mobile search features.

<table>
<thead>
<tr>
<th>Features</th>
<th>Browser-based search</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic search</td>
<td>✓</td>
</tr>
<tr>
<td>Sorting</td>
<td>✓</td>
</tr>
<tr>
<td>Facets</td>
<td>✓</td>
</tr>
</tbody>
</table>
Features | Browser-based search
--- | ---
Quick View | ✓
Result grouping | ✓
Security | ✓

**Tip:** When the content of your desktop or laptop computer is indexed, from your mobile device, you can also search and refer to documents and emails stored on your computer, even when your computer is turned off or is offline. This is possible because the Coveo unified index contains a Quick View version of indexed documents, allowing you to view their content without having to open the actual document.

6.6.1 Searching With a Browser on a Mobile Device Using the Coveo JavaScript Search

Your Coveo administrator can configure and make available a Coveo JavaScript Search interface optimized for the smaller mobile device display sizes (see Getting Started with the JavaScript Search Framework). When this is the case, you can use the browser of your smartphone or tablet to access the mobile Coveo JavaScript Search page of your organization.

To search with a browser on a mobile device using the Coveo JavaScript Search

1. On your mobile device, start the web browser.
2. In the address bar, enter the URL for the mobile Coveo JavaScript Search page of your organization.
   
   If you do not know the URL, contact your Coveo administrator.

   **Example:** https://coveomobile.organization.com

3. When you connect to a secure server (HTTPS), enter your username and password for the site.
4. From the initial Coveo Search page similar to the one shown in the following example, use the interface
features to perform searches.

https://coveomobile.organization

bluetooth

From: mark.kettenis@xs4all.nl
To: mpieuchot@nolizard.org, tech@openbsd.org
Re: ddb, USB keyboard and Apple machines.

... that come with such keyboard since they have a bluetooth > HID device that attaches as the console keyboard ... I believe that the bluetooth HID device is there to support wireless keyboards.

Show All Conversation

From: mpieuchot@nolizard.org
To: tech@openbsd.org
ddb, USB keyboard and Apple machines.

... impossible to use a USB keyboard to enter ddb(8) on most of the G3/G4 that come with such keyboard since they have a bluetooth ... uha->uua->product == USB PRODUCT: APPLE BLUETOOTH (8)
Select this icon to open the tab menu where you can select the search interface in which you want to search.

2. Type keywords or advanced query expressions to narrow results.

3. Select this icon to access the facet menu in which you can select one or more facet check boxes to quickly narrow search results.

4. Select one of the available sort criteria to sort your search results based on that criterion.

5. Review search results where your keywords are highlighted in the excerpts.

6.6.2 Searching With a Browser on a Mobile Device Using the Legacy .NET Front-End Search

You can use the browser of your smartphone to access the mobile version of the Coveo .NET Front-End search interfaces deployed by your Coveo administrator for your organization. The Coveo .NET Front-End server automatically detects that you are using a small screen mobile device and returns results using the mobile search interface, optimized for small screens.

Note: Consider rather using the mobile version of the newer Coveo JavaScript Search (see "Searching With a Browser on a Mobile Device Using the Coveo JavaScript Search" on page 153).

Note: The Coveo Platform returns results using the standard search interface for tablets mobile devices such as the iPad.

To search with a browser on a mobile device using the legacy .NET Front-End search

1. On your mobile device, start the web browser.

2. In the address bar, enter the URL for the Coveo search site of your organization. This address is most probably the same address as the one you use when you access the Coveo search from a computer.

   Example: https://CoveoSearch.organization.com

3. When you connect to a secure server (HTTPS), enter your username and password for the site.
4. Launch a search as described in the following example.

   ![Search Interface]

1. Select the search interface in which you want to search.
2. Enter search terms.
3. Select **Search**.

**Note:** By default, when you will click on a search result title, the copy of the original document (stored in the Coveo index) will open. Your Coveo administration can configure the search result to rather open the original document (see Opening the Original Document Associated with a Mobile Search Result).

### 6.7 Coveo Search Box in SharePoint

The Coveo Platform can bring the full SharePoint content into the unified index to make it searchable from Coveo access points, including from a Coveo search box integrated in SharePoint.

**Note:** Your Coveo administrator must integrate the Coveo search box into SharePoint so that you can easily find documents available in SharePoint or other indexed repositories, directly from SharePoint.

The Coveo search box in SharePoint features a "search as you type" drop-down list of results where you can immediately pick an interesting document.
Coveo search box integrated in a SharePoint page

Search as you type results

You can also go to the full featured search page with your query by clicking the search button next to the search box. In the search page, you can use features such as the facets to refine search results and the Quick View to preview documents to efficiently find exactly what you are looking for.
7. Understanding the Coveo Platform

This section presents a few topics that should help you quickly get started using the Coveo Platform.

7.1 What Is the Coveo Platform?

The Coveo Platform is an information consolidation platform that provides quick, global, and secure access to structured and unstructured information available in a variety of systems and repositories throughout your organization.

At the back-end, the Coveo Enterprise Search (CES) service maintains a unified index of the continuously growing masses of data available within your organization so that you can seamlessly find the information that you are looking for.

At the front-end, the Coveo Platform comes with a number of out-of-the-box access points bringing the Coveo search box one click or one keystroke away from where you work (see “Coveo Access Points” on page 112).

Being able to easily and globally search content is only the beginning. With a constantly up-to-date index of your organization knowledge, custom composite information mash-ups and search-powered dashboards can reveal a whole new perspective to help you run your business.

7.2 Around the Search Box in a .NET Search Interface

The top section of the Coveo .NET Front-End search interface is where you specify the search context. The out-of-the-box Coveo .NET search hub can provide a selection of available .NET search interfaces, a Do more menu, a...
search box, a search button, and a few links.

1. Tabs for available .NET search interfaces (see "About .NET Search Hubs and Search Interfaces" on page 162).
2. Search box panel
3. Search interface drop-down selection for overflowing search interface tabs. Your Coveo administrator can enable and configure this feature.
4. Link to the Analytics user interface. This feature is only available to Coveo administrators.
5. Do more menu containing functions such as exporting results to Excel (see "Content of the Do More Menu in a .NET Search Interface" on page 166).
6. Link to the Advanced Search page, available only in web search interfaces (see "Using the Advanced Search Page in .NET Search Interfaces" on page 65).
7. Link to the Preferences page, available only in web search interfaces (see "Modifying .NET Search Interface Preferences" on page 18).
8. Link to the Coveo online help.
9. Search box where you type your query (see "Performing a Search" on page 9).
10. In a .NET search interface with a large scope, the Coveo administrator may choose to show collection check boxes, allowing you to select in which collections your query will return results (see "Understanding Coveo .NET Components Hierarchy" on page 160).
11. Time taken to return the results for the last query.
12. RSS link to set a RSS feed for a query (see "Receiving Updated .NET Search Results through a RSS Feed" on page 46).
13. Link to view the complete query sent to the Coveo server (see "Viewing the Extended Underlying Query" on page 104).

7.3 Understanding Coveo .NET Components Hierarchy

As an end-user, what you see of the Coveo Platform are the Coveo .NET Front-End search interfaces (see "About .NET Search Hubs and Search Interfaces" on page 162) available from the various Coveo access points (see "Coveo Access Points" on page 112). This topic describes the hierarchy of Coveo Platform components to help you understand how hubs, search interfaces, the unified index, collections, sources, repositories, and documents are interconnected.

Behind the scene, your Coveo administrator configured the Coveo Platform to build a unified index from the content of a number of repositories within your organization. On the Coveo server, your Coveo administrator created index subdivisions by defining one or more collections, containing one or more sources. Each source points to a set of
documents to be indexed from a given repository. Repositories are existing systems (such as file share, email server, email archive, web server, intranet, database, CMS, CRM, ECM, PLM, and Wiki) within your organization.

Examples of repositories are:

- A folder on a network file server
- An email server (ex.: Microsoft Exchange)
- An intranet server (ex.: SharePoint server)
- A website
- A CMS (ex.: Sitecore server)
- The hard disk of your computer

Your Coveo administrator may also define groups of Coveo users, referred to as audiences (for example: Everybody, HR, Sales, Engineering…), and assign one or more audiences to each search hub, so that each audience has access to appropriate search facilities. A search hub contains one or more .NET search interfaces. Each .NET search interface has a specific scope as it connects to one or more collections.

The following figure illustrates an example of how your Coveo administrator can organize the various Coveo components using some of the standard .NET search interfaces.
**Tip:** Using the Desktop Integration Package (see "Desktop Integration Package" on page 113) you can add the content of your computer to the unified index (see "Specifying the Personal Folders to Index" on page 119 and "Configuring Local and Archived Emails to Index" on page 120).

The following table provides definitions for various Coveo concepts.

<table>
<thead>
<tr>
<th>Coveo concept</th>
<th>Definition</th>
</tr>
</thead>
</table>
| Audience      | Coherent group of Coveo end-users defined by the Coveo administrator to be associated with a search hub to control the access to the search hub.  
**Example:** The Sales audience contains all the people from the sales department. |
| Search hub    | A Coveo user interface access point, accessible to one or more audiences, offering one or more .NET search interfaces.  
**Example:** The Sales search hub provides access to the People and Customer Relationship Management (CRM) .NET search interfaces. |
| Search interface | A user interface providing access to parts or to the whole unified index content. A .NET search interface contains a search box and presents rich results together with facets that you can use to refine your search (see "About .NET Search Hubs and Search Interfaces" on page 162).  
**Example:** The Intranet .NET search interface provides access to the content of the Intranet. |
| Scope         | For a given .NET search interface, the set of collections in which a query searches. A scope may also include hidden filters to further restrict the results to specific criteria.  
**Example:** The scope of the My Email .NET search interface uses fields to restrict search results to the user email mailboxes and contact content from the Microsoft Exchange and Symantec Enterprise Vault collections. |
| Repository    | A system containing documents.  
**Examples:** The hard disk of your computer, a network file system, a SharePoint Intranet, a Microsoft Exchange server, a Web content management system (WCMS) such as Sitecore. |
| Unified index | The heart of the Coveo Platform, containing references to the full content of all documents, from all indexed repositories. |
| Collection    | Index subdivision consisting of a group of sources assembled around a theme, having its own security permissions.  
**Example:** All sources related to the human resources department. |
| Source        | Index subdivision consisting of a coherent group of documents from a single repository, having its own security permissions.  
**Example:** All files under the Engineering folder in a network file system. |

### 7.4 About .NET Search Hubs and Search Interfaces

Your Coveo experience starts from a search hub when you open a Coveo access point.
7.4.1 Search hubs

A search hub is simply a container of one or more search interfaces. Your Coveo administrator assigns a search hub to each Coveo access point. Therefore, you transparently access search hubs on your computer or on your mobile device through one of the Coveo access points made available to you.

Examples of Coveo access points are (see "Coveo Access Points" on page 112):

- Default Coveo Web search page
- Desktop Searchbar (see "Desktop Searchbar" on page 127)
- Outlook Sidebar (see "Outlook Sidebar" on page 132)
- Coveo search boxes integrated in the Intranet or in repositories like SharePoint or Sitecore

Behind the scene, the search hubs and the search interfaces connect with the Coveo unified index (see "Understanding Coveo .NET Components Hierarchy" on page 160).

7.4.2 Search interfaces

A search interface is a user interface from which you perform queries and review, refine, and open search results. As shown in the following figure, you can picture a Coveo search interface as being divided in three zones.
The Coveo Platform comes with a number of standard search interfaces that your Coveo administrator can make available to you when they are applicable to your environment. Each search interface has its specific scope, search results configuration, and its set of optimized facets to help you easily find appropriate information.

Example: The scope of the My Emails search interface could be the Microsoft Exchange and Symantec Enterprise Vault servers in your organization to allow you to easily search your current and archived emails, contacts, and calendar events.

Your Coveo administrator can customize standard search interfaces and create new ones using the Interface Editor. The following table lists examples of standard Coveo search interfaces.
<table>
<thead>
<tr>
<th>Search interface</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>My Emails</td>
<td>To search through messages located in your Outlook mailboxes and in archive files (.pst). Also, since email messages can often be associated with contacts, the results may also include pertaining contact information retrieved from several lists (Outlook contacts, SharePoint, Active Directory, or Salesforce).</td>
</tr>
<tr>
<td>Shared Emails</td>
<td></td>
</tr>
<tr>
<td>Intranet</td>
<td>To search through documents, contacts, and items retrieved from an Intranet like SharePoint. You can view files and other items such as posted news or personal sites that correspond to your search criteria.</td>
</tr>
<tr>
<td>File Shares</td>
<td>To search through documents located in shared folders or drives (typically on a network).</td>
</tr>
<tr>
<td>Images</td>
<td>To search through images available from all indexed sources.</td>
</tr>
<tr>
<td>People</td>
<td>To search through contact information retrieved from several lists (Outlook contacts, SharePoint, Active Directory, or Salesforce).</td>
</tr>
<tr>
<td>CRM</td>
<td>To retrieve information from your Customer Relationship Management (CRM) application like Salesforce.</td>
</tr>
<tr>
<td>All Content</td>
<td>To search through the whole Coveo unified index for content from all repositories.</td>
</tr>
</tbody>
</table>

### 7.5 About Stemming

Stemming is a process which reduces words to their stem, base, or root form. The Coveo Platform uses the stem of each queried term to expand the query by searching for the original term and related terms that share the same root. This important automatic query expansion process often helps to find what you are looking for by returning more relevant results that would not appear otherwise.

**Note:** Stemming only applies to words with more than four characters.

**Example:** Searching for a term typed in its singular form returns documents containing the singular and plural form of the term, and vice-versa.

The words *search, searching* and *searched* share the same root or stem: *search-*. When you query *searching*, the Coveo Platform returns documents containing the words *searching, search, searches*, and *searched*.

The returned documents containing the original form of queried terms are however ranked higher (see "Understanding Search Results Ranking" on page 37).

**Tip:** While expanded queries are generally useful, you can disable the stemming expansion when you want to search a specific term or phrase (see "Searching an Exact Term" on page 16 and "Searching a Phrase" on page 17).

The stemming rules vary from one language to another as a term can yield different stems for different languages.
Example: The term attention can stem to attentio in English and attenti in French.

Even when a term stems to the same root in two different languages, their respective stem class can very well be different. The Coveo Platform overcomes this problem. At indexing time, the Coveo Platform detects and saves the language of each indexed document. When expanding query terms, the appropriate language-specific stemming algorithm is used for each indexed document (see "Supported Languages" on page 170).

Note: Your Coveo administrator can configure which language is used by the stemming process.

Stemming confusion can also occur when the stemming algorithm regroups words of different nature under the same stem.

Example: In English, the terms university and universe stem to the same root, although they are not related.

The Coveo Platform further minimizes possible stemming errors by calculating a correlation factor between the searched term and every possible expansion. In search results, highly correlated expansions are ranked higher than poorly correlated ones (see "Understanding Search Results Ranking" on page 37).

Note: Stemming applies to free text queries, but often not to field queries (see "What Are Field Queries and Free Text Queries?" on page 177).

Indeed, field queries with the == operator or with a phrase search will not be stemmed. Also, many standard fields are by default in the StemmingIgnoredFields list below, and therefore not stemmed.

Example fields:
- @sysmessageid
- @systargetfileext
- @syssfCaseCallStacks
- @syssfowner
- @syscrmstate
- @syscrmshippingcountry
- @syscrmaccountstatus
- @syswcmid
- @syscscommunity
- @syscrmbillingcountry
- @syscrmbillingpostalcode
- @syscrmcasepriority
- @sysrcrmpopularity
- @sysrcmproduct
- @sysrcmproductcode
- @sysrcmshippingcity
- @sysrcmshippingcountry
- @sysrcmshippingpostalcode
- @sysrcrmtstate
- @sysrcmsdate
- @sysrcmwebsite
- @sysrowid
- @sysrcmfileextension
- @sysrcmcreateeddatedatebucket
- @sysrfowner
- @sysrfpriority
- @sysrfproducts
- @sysrfcasedate
- @sysrfcasecallstacks
- @sysrfcasebugnumbers
- @sysrfcasehasbugs
- @sysrcmiddlename
- @sysfax
- @sysinform
- @sysrgetfileext
- @sysrdocsetguid
- @sysrdocsetname
- @sysrpagename
- @sysrpagetitle
- @sysrreplyto
- @sysrmessageid
- @sysrcrconversationreferenceid
- @sysworkemail

7.6 Content of the Do More Menu in a .NET Search Interface

The Do more menu appears at the right end of the Coveo .NET Front-End search interface bar, in the default web .NET search interface. The items that the Do more menu contains depend on the user and on the search context.
The following figures and table respectively show and describe the possible **Do more** menu commands.

Viewed by an administrator in the default web .NET search interface  
Viewed by an end-user in the Desktop Searchbar

<table>
<thead>
<tr>
<th>Menu command</th>
<th>Description</th>
<th>Conditions to appear</th>
</tr>
</thead>
</table>
| Configure Front-End| Opens the **Front-End Server Configuration** page where your Coveo administrator can configure to which Back-End server and which search security certificate this Front-End uses. | In the default web .NET search interface  
The user must be a Coveo administrator. |
| Edit this Interface| Opens the Interface Editor where your Coveo administrator can configure .NET search interfaces. | In the default web .NET search interface  
The user must be a Coveo administrator. |
| Manage Filters     | Opens the **Saved Queries and Filters** dialog where you can see or remove already saved queries and filters or save new ones (see "Using Saved Queries and Filters in .NET Search Interfaces" on page 41). | In the default web .NET search interface  
Your Coveo administrator must select the **Enable saving queries and filters** option. |
| Export to Excel    | Exports the current search results to a Microsoft Excel file format (see "Exporting Search Results to Microsoft Excel in a .NET Search Interface" on page 45). | Search results are not empty.  
Your Coveo administrator must select the **Enable exporting to Microsoft Excel** option |
| Activate           | Activates a Super User Access previously created for this user (see "Super User Access" on page 105). | In the default web .NET search interface  
The user must currently be granted a super user access by the Coveo administrator. |
| Advanced Search    | Opens the advanced search page (see "Using the Advanced Search Page in .NET Search Interfaces" on page 65). | In the Desktop Searchbar |
| Preferences        | Opens the preferences page (see "Modifying .NET Search Interface Preferences" on page 18). | In the Desktop Searchbar |
7.7 Coveo Software Installation

The installation of Coveo user interface elements is managed by your Coveo administrator. You, as an end-user, cannot install Coveo components. Your Coveo administrator should let you know the address for the Coveo default web .NET search interfaces or JavaScript search interface and other access points available within your organization. Using a web browser (like Microsoft Internet Explorer, Mozilla Firefox, or Google Chrome), you can immediately start accessing information.

You may see the Desktop Integration Package (DIP) installation wizard appearing on your computer when the installation or an update is initiated by your Coveo administrator. In this case, simply follow the DIP wizard instructions (see "Installing the Desktop Integration Package" on page 115).

Contact your Coveo administrator to know what Coveo components are available to you within your organization.

Note: The Coveo Platform is highly scalable and configurable. Depending on the level of deployment and customization of the Coveo Platform within your organization, what is described in this documentation may differ from what you see in your work place.
In this documentation, notes like this one identify optional features requiring configuration by your Coveo administrator. These notes allow you to identify and ask for useful but not yet implemented Coveo features.
8. Supported Stuff

This section presents the file formats, languages, and browsers supported by the Coveo Platform 7.

8.1 Supported File Formats

The following table provides a list of the document types and formats that the Coveo Platform can index using its built-in converters.

<table>
<thead>
<tr>
<th>Document type</th>
<th>File extension</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adobe Acrobat</td>
<td>.pdf</td>
<td>Version 1.0 to 1.7 inclusively</td>
</tr>
<tr>
<td>Image files (text extraction)</td>
<td>.bmp,.jpeg,.max,.pcx/.dcx,.pdf,.png,.tiff,.tiff-fx</td>
<td>Requires the Optical Character Recognition (OCR) module</td>
</tr>
<tr>
<td>Image files (metadata extraction)</td>
<td>.bmp,.emf,.exif,.gif,.icon,.jpeg,.png,.tiff,.wmf</td>
<td>Creation of thumbnail</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Indexes Excel 2013, 2010 attachments.</td>
</tr>
<tr>
<td>Microsoft Outlook files</td>
<td>.msg,.oft,.pst</td>
<td>Message, archives, and templates</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Indexes PowerPoint 2013, 2010 attachments.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Indexes Word 2013, 2010 attachments.</td>
</tr>
<tr>
<td>MIME documents</td>
<td>.email,.eml,.ews,.mime MIME converter available with CES 7.0.5935+ (September 2013 monthly release)</td>
<td></td>
</tr>
<tr>
<td>Rich text Format</td>
<td>.rtf</td>
<td></td>
</tr>
<tr>
<td>Document type</td>
<td>File extension</td>
<td>Details</td>
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</tr>
<tr>
<td>Text documents</td>
<td>.ascx, .bat, .cmd, .config, .csv, .dic, .exc, .inf, .ini, .js, .jse, .log, .nfo, .scp, .sdl, .sln, .txt, .vbdproj, .vbs, .vdp, .vdpool, .vjp, .vjsproj, .vjsprojdata, .wsdl, .wsh, .wtx, .xsd</td>
<td>ANSI, ASCII, Unicode</td>
</tr>
<tr>
<td></td>
<td>Note: The Coveo Platform can index any file format that contains only text, even if its extension is not listed above.</td>
<td></td>
</tr>
<tr>
<td>Web pages</td>
<td>.asp, .aspx, .cgi, .col, .dochart, .dotchart, .fpchart, .hta, .htm, .html, .jsp, .php, .phtml, .pptchart, .shtml, .shtml, .xhtml</td>
<td>Version 5 to 10 inclusively</td>
</tr>
<tr>
<td>WordPerfect</td>
<td>.wp, .wpd, .wpf</td>
<td></td>
</tr>
<tr>
<td>XML documents</td>
<td>.xml</td>
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<tr>
<td>XML style sheets</td>
<td>.xsl, .xslt</td>
<td></td>
</tr>
<tr>
<td>ZIP archives</td>
<td>.zip</td>
<td>PKZip (except PKZip 9.0 64-bits)</td>
</tr>
</tbody>
</table>

Note: Many other file formats such as for Microsoft OneNote, Microsoft Project, Microsoft Visio, OpenOffice, and AutoCAD can be indexed and searched using IFilters. You can find available IFilters from third-party sites such as www.ifiltershop.com.

An open converter API is available to easily support additional business-specific non-native file types and include a new content type.

8.2 Supported Languages

The Coveo Platform 7 can index content written in 44 languages and includes multilingual user interfaces.

The following table presents the language features supported by each language.

<table>
<thead>
<tr>
<th>Supported language</th>
<th>Encoding</th>
<th>Language detection</th>
<th>Thesaurus</th>
<th>Did you mean</th>
<th>Stemming</th>
<th>Summarizing</th>
<th>.NET search interfaces</th>
<th>JavaScript search interfaces</th>
<th>Administration tools</th>
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<tr>
<td>Supported language</td>
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<td>Did you mean</td>
<td>Stemming</td>
<td>Summary</td>
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<td>JavaScript search interfaces</td>
<td>Administration tools</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Thai</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td>✓</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Ukrainian</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vietnamese</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
<td>✓</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The following table briefly describes the language-specific features of the Coveo Platform.
<table>
<thead>
<tr>
<th>Language feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Encoding</td>
<td>The Coveo Platform supports most used encodings for the supported languages.</td>
</tr>
<tr>
<td>Language detection</td>
<td>The Coveo Platform automatically detects the language for the content of each document and stores this information in the index (@syslanguage field). Users can also filter documents based on their language. For multi-language documents, the Coveo Platform can assign up to two languages to a document.</td>
</tr>
<tr>
<td>Thesaurus</td>
<td>The thesaurus is a list of related or equivalent terms that are used by the Coveo Platform to expand queries (see “What Is the Thesaurus?” on page 183).</td>
</tr>
<tr>
<td>Did you mean?</td>
<td>The query spelling suggestion feature proposes resembling alternate spellings found in the index for queried terms returning no or a small number of results (see “How Are Misspelled Words Handled?” on page 178).</td>
</tr>
<tr>
<td>Stemming</td>
<td>Stemming is a process that reduces words to their root form (stem). At query time, the index expands queried terms to related terms that share the same stem to return documents containing various forms of the searched terms (see &quot;About Stemming&quot; on page 165). The index uses language-specific stemming algorithms.</td>
</tr>
<tr>
<td>Summary</td>
<td>A summary consists of key sentences and lists of concepts extracted from documents when they are indexed. The summary information appears in the search results for many search interfaces (see “What Is a Summary?” on page 182).</td>
</tr>
<tr>
<td>.NET search interfaces</td>
<td>The Coveo .NET Front-End out-of-the-box search interfaces are available in several languages. Your Coveo administrator can configure search interfaces to appear in one of the available language or automatically appear in the language of your OS or following the language preference of your browser. Search interfaces appear in English by default.</td>
</tr>
<tr>
<td>JavaScript search interfaces</td>
<td>The Coveo JavaScript search interfaces are available by default in English. A developer can easily configure the interfaces to rather use the available French localization and can also create other localizations and have the strings translated to the target languages (see Localization).</td>
</tr>
<tr>
<td>Administrator tools</td>
<td>The user interfaces of tools for the Coveo administrator (Interface Editor, Administration Tool) are available in a few languages. When available, the interface automatically appears in the computer operating system locale language. If otherwise appears in English.</td>
</tr>
</tbody>
</table>

Notes:
- Your Coveo administrator can:
  - Create or customize language sets to manage how CES indexes multilingual content.
  - Configure what the Coveo Platform does with documents containing text written in an unrecognized language.
- The optional optical character recognition (OCR) module also supports several languages.
Tip: As a Coveo administrator, in the Administration Tool and the Interface Editor, you can switch between user interface languages from anywhere using the Ctrl+Alt+Page Up keyboard shortcut keys.

8.3 Supported Browsers - Coveo .NET Front-End and CES

The Coveo .NET search interfaces as well as the Interface Editor and Administration Tool are web applications accessible with the supported browsers listed in the following table.

<table>
<thead>
<tr>
<th>Browser</th>
<th>Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>Google Chrome</td>
<td>Latest</td>
</tr>
<tr>
<td>Mozilla Firefox</td>
<td>Latest</td>
</tr>
<tr>
<td>Apple Safari</td>
<td>Latest</td>
</tr>
<tr>
<td>Microsoft Edge CES 7.0.8691+ (December 2016) Coveo .NET Front-End 12.0.1720+ (December 2016)</td>
<td>Latest</td>
</tr>
</tbody>
</table>
### Browser Support

<table>
<thead>
<tr>
<th>Windows Operating System Version</th>
<th>Supported Browser Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>7 SP1, Server 2008 R2 SP1, 8.1, and Server 2012 R2</td>
<td>11</td>
</tr>
<tr>
<td>Server 2012</td>
<td>10</td>
</tr>
<tr>
<td>Vista SP2 and Server 2008 SP2</td>
<td>9</td>
</tr>
</tbody>
</table>

**Notes:**

- CES 7.0.6196+ (November 2013) Coveo .NET Front-End 12.0.446+ (November 2013)
  Support for Internet Explorer 11.
- The Coveo JavaScript search interfaces only support Internet Explorer 11 (see Browser Support).
- CES 7.0.5031+ (March 2013) Coveo .NET Front-End 12.0.99+ (March 2013)
  Support for Internet Explorer 10.
- By default, Internet Explorer 9 is often configured to use the Compatibility View mode that displays web pages as if you were using an earlier version of IE and therefore, does not support newer CSS styles. You can disable the IE 9 compatibility View mode (see the Microsoft document How to use Compatibility View in Internet Explorer 9).
- You will get the best Coveo user interface experience with the latest version of your browsers. More recent Cascading Style Sheet (CSS) styles may not be rendered by older browser versions.

**Example:** When you use Internet Explorer 9 in Compatibility View mode, the rounded corners and shadings of facets are not rendered.

- Coveo search interfaces no longer support Internet Explorer 7 and 8 since Microsoft stops supporting those versions (see Support for Older Versions of Internet Explorer Ended).
- The Coveo .NET search interfaces display a warning message when the connection is established using Internet Explorer 6 (IE6) that is not supported.
Tip: You can use the browser built-in search box as an access point to your Coveo search interface (see "Coveo Search From a Browser Built-in Search Box" on page 146).

The Coveo Platform also supports mobile browsers (see "Mobile Access Points" on page 151).

Note: The Coveo JavaScript Search Framework browser support may be a bit different (see Browser Support).
9. User FAQ

This is a short list of the most frequently asked questions about Coveo Platform 7.

9.1 Are Queries Case-Sensitive?

The Coveo Platform 7 queries are not case-sensitive as you cannot find only the documents containing a specific casing variant of a term.

However, the unified index records which documents contain casing variants of terms (first, all, or some letters in uppercase). When you search for a specific casing variant of a term, the search results include all casing variants of the searched term, but the results containing the casing variant you are searching for are ranked higher (see "Understanding Search Results Ranking" on page 37).

Tip: Because by default queries are expanded using stemming, returned documents also include related terms sharing the same root (see "About Stemming" on page 165). To reduce the number of results, you can however disable the stemming expansion using the exact term prefix (+) in front of your casing variant term (see "Searching an Exact Term" on page 16) so that the search results only return documents containing casing variants of the term, not those containing the other terms sharing the same stem.

9.2 What Are Field Queries and Free Text Queries?

You can use free text queries and field queries in Coveo search boxes.

Free text queries

A free text query is simply one or more words, terms, numbers, and optionally operators. The Coveo Platform searches free text query keywords in the content of documents.

Example: The following query finds documents containing both terms (Coveo and Search).

Coveo AND search

Field queries

A field query specifies searching in document metadata, which is information about documents, using specific fields contained in or attached to documents. A field query is more effective as a query refinement tool than free text queries. A field query takes the form @FieldName[RelationalOperator]FieldValue (see "Search Prefixes and Operators" on page 87, "Useful Field Query Examples" on page 71, and "Available Field Aliases" on page 72).

Example: The following query finds documents whose author name contains Paul.

@sysauthor=Paul

Furthermore, field and free text queries can be combined to form complex queries.
Example: The following query finds documents containing the words Coveo and Search whose author name contains Paul.

Coveo AND Search AND @sysauthor=Paul

You can use field queries without having to know and type fields (see "User Interface Elements Hiding Complex Queries" on page 63).

Note: Stemming often does not apply to field queries (see About Stemming).

9.3 How Are Misspelled Words Handled?

You probably occasionally enter keywords in the search box with a typo or an incorrect spelling. The Coveo Platform comes with a Did You Mean feature that can often detect such errors and automatically suggest or correct your erroneous query terms.

When a searched term is found to be not present or rarely present in indexed documents, the Coveo Platform looks for terms with close spelling and a significantly higher number of occurrences in the unified index. When such terms are found, the closest most frequent term is suggested as an alternative spelling. The relevance of the suggestions improve with the size of the index as more correctly spelled terms are available for comparison.

Note: The Did you mean algorithm does not try to correct the following:

- Wildcard expressions;
  
  Example: App*
  
- Terms being 3 characters or less long;
- Terms beginning with a digit.

Example: If you misspell the word excerpt by typing excerpt in the search box, the Coveo Platform displays a Did you mean message below the search box panel to propose the alternate spelling that you can click to launch the corrected query.

You can also configure the Coveo .NET Front-End search interface to automatically use the corrected query suggestion (see "Modifying .NET Search Interface Preferences" on page 18). In this case, the Coveo Platform automatically corrects the misspelled word in a query before launching the query, but displays a Query was automatically corrected to... message below the search box panel to indicate that an automatic correction was performed.
Example: With the **Automatically use corrected query suggestions (did you mean)** preference option selected in a .NET search interface, when you misspell the word *excerpt* by typing *excert* in the search box, the Coveo Platform automatically replaces the misspelled term by the corrected term in the search box, and displays a **Query was automatically corrected to...** message below the search box panel.

9.4 How Are Typographic Ligatures Handled?

A typographic ligature occurs when two or more characters are joined to form a single character. While indexing content, the Coveo Platform expands ligatures to the corresponding characters.

**Examples:** English ligatures like æ, œ, and ™ (trademark symbol) are expanded to ae, oe, and TM.

A term containing a ligature is also expanded at query time. When you search for terms that may contain ligatures, you can therefore use the ligature or expanded form of the term. They lead to the same results: documents containing either form of the term.

**Note:** CES 7.0.6830+ (July 2014) The ™ symbol appears in its original form (not expanded) in search results titles.

9.5 Who Is Your Coveo Administrator

A Coveo administrator is a person in your organization that can install and configure Coveo Platform components in your environment. A Coveo administrator has access to the Interface Editor and to the Coveo Administration Tool where he or she can optimize the Coveo features to meet your needs.

When you do not know who is your Coveo administrator, refer to your manager or to your IT department to find out.

9.6 What Is a Quick View?

A Quick View is an HTML copy of a document created by the Coveo Platform and kept in the unified index. Its purpose is to speed up document access and reading. A Quick View opens faster than the actual document because the HTML format is smaller and opens in the already opened browser, not in the document native application.

You can display the Quick View for a document by clicking the **Quick View** link appearing under in the result excerpt.
In a Quick View window, you can easily navigate to each occurrence of keywords to rapidly determine if the document contains what you are looking for (see "Using the Quick View" on page 26).

**Note:** No Quick View is available in search results for a copy protected document (such as a PDF) to prevent showing its content in a context where users can make a copy. When the Quick View is missing for specific documents, your Coveo administrator can verify if the documents are identified as copy protected in the index.

### 9.7 What Is an Excerpt?

An excerpt is made of one or more text segments from an indexed document. The segments generally include occurrences of the searched terms. The purpose of the excerpt is to provide key pieces of the document, and therefore, help you identify if the document contains the information you are looking for. In the excerpt, the searched terms are highlighted.

**Tip:** In .NET search interfaces featuring the Preferences link, you can configure the excerpt to include one to four lines of text (see "Modifying .NET Search Interface Preferences" on page 18).

**Example:** When you search for flash SSD, the two-line excerpt for the following search results contains highlights the searched terms.

**Note:** No excerpt appears in the search result for a copy protected document (such as a PDF) to prevent showing its content in a context where users can make a copy. When the excerpt is missing or empty for specific documents, your Coveo administrator can verify if the documents are identified as copy protected in the index.

**Example:** In Adobe Acrobat, in the Password Security Settings dialog box, when you clear the Enable copying of text, images, and other content check box, the document becomes copy protected, and no excerpt appears in search results for this document.
9.7.1 Why Keywords Do Not Appear in Some Excerpts?

By default, Coveo search interfaces only return search results containing all searched keywords, so you can legitimately expect search results excerpts to include your search keywords. However, in some cases like the ones listed below, one or more of your keywords may not appear in the search result excerpts.

- Keywords occur towards the end in a long document
  
  The tail of large documents is excluded when it comes to build the excerpt (see "How Are Excerpts Generated?" on page 181), so when one or all searched keywords occur only in the excluded document section, segments gathered for the excerpt may not include all searched keywords.

- Results are injected
  
  Various Coveo features (such as Top Results or Coveo Machine Learning Automatic Relevance Tuning) or search interface customization by developers can inject results that may not include one or all the searched keywords, explaining why some or none of the keywords appear in the excerpt.

- A thesaurus expands results
  
  Thesaurus entries defined by your index administrator may replace one or more of your keywords (see Adding Thesaurus Entries From the Administration Tool), so only the replacement synonym appears in the excerpt.

- Your query includes many keywords
  
  When a query contains many keywords (such as a long sentence), but the keyword occurrences are scattered in the document, it may be impossible to assemble a few segments (within 200 characters) that include all the keywords.

9.7.2 How Are Excerpts Generated?

At indexing time, the cleaned text of each item's content is recorded in the index. At query time, relevant segments that include the keywords are extracted from the recorded cleaned text to build the excerpt.

**Note:** The compressed cleaned text recorded for each item is limited in size (about 32 KB) to optimize the index size and query performances. For large documents (such as PDF files with several hundred pages), only the content at the beginning of the document can therefore appear in excerpts.

The algorithm used to generate the excerpts is very complex. The goal is to extract the most relevant segments around keywords and fit the result in 2 or 3 lines (typically 200 characters).

To help you understand how the excerpt is assembled, here are indications of some of the criteria on which the algorithm is based:

- Create a contextual segment around each highlighted keyword:
  - Ideally a full sentence
  - Segment centered on highlighted keywords
  - Grow small sentences with content from adjacent sentences

- Evaluate each segment ranking score based on:
9.8 What Is a Summary?

A summary is made of key sentences and a list of concepts found to be the most important in the text of an indexed document. A summary is independent from the query, as opposed to an excerpt that includes text segments containing searched terms.

In a Coveo .NET Front-End search result, you can display the Summary panel by clicking Details below excerpt. Click Hide Details to close the panel.

9.9 What Is an Index Source?

A source is an index subdivision defined by your Coveo administrator. It generally consists of a coherent group of documents that must all be from a single repository. A source is part of an index collection (see “Understanding
Example: Your Coveo administrator could create separate sources for:

- All files under the Engineering folder in a network file system.
- All email messages stored in a Microsoft Exchange server.
- All documents in a SharePoint intranet.

9.10 What Is an Index Collection?

A collection is an index subdivision defined by your Coveo administrator. It consists of a group of index sources assembled around a theme. Your Coveo administrator associates one or more collections to each search interface to determine the scope of the search interface (see "Understanding Coveo .NET Components Hierarchy" on page 160).

Example: All sources related to the human resources department.

9.11 What Are Refinements?

Search refinements are categories which allow you to display only results corresponding to certain criteria (ex.: author and file type).

You transparently use refinements when you use facets (see "About Facets" on page 49). You can also obtain refinements by typing field queries (see "What Are Field Queries and Free Text Queries?" on page 177 and "Available Field Aliases" on page 72). You can concurrently use various refinements criteria to reduce the number of results to inspect (see "Search Results Refining Methods" on page 41).

9.12 What Is the Thesaurus?

In the Coveo Platform, the thesaurus is a list of synonyms, related, or equivalent words used to expand queries. It works by transparently adding expressions to your search.

Example: When the word knowledge is added to the thesaurus as a synonym of intelligence, a query for knowledge automatically searches for knowledge OR intelligence (although only knowledge appears in the search box).
Notes:

- The CES index thesaurus is originally empty and must be populated by your Coveo administrator.
- By default, the thesaurus applies only to free text queries. A Coveo administrator can also apply it to field queries.
- CES 7.0.8225– (March 2016) The thesaurus is deactivated when a query contains the NOT or the NEAR operator.

Example: When the word bob is set as a synonym of robert in the thesaurus, a query for bob becomes bob OR robert. However, when the query is bob NOT arthur, the query is not expanded and remains bob NOT arthur.

9.13 What Is Metadata/Meta-Information?

The term metadata, or meta-information, refers to a type of data whose purpose is to provide information concerning other data in order to facilitate their management and understanding. The author, modification date and size of a document are examples of metadata. The Coveo Platform indexes metadata to allow query refinement using facets based on metadata.