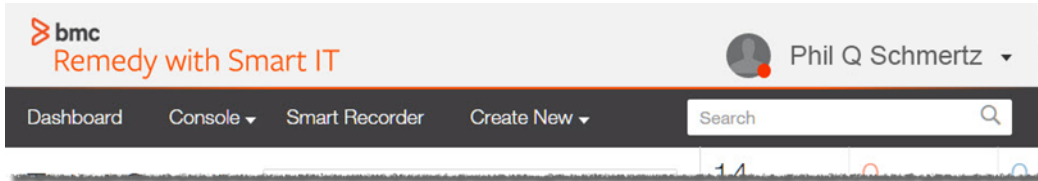


Global Search

Search

The Smart IT Search function scans Remedy for records that contain a match for the word or phrase that you type in the Search field at the top of the screen. You can also augment your search by including special characters and Boolean expressions.

The Search field is located at the top right of the universal client. On mobile clients, Search is in the main menu.



The Search function searches for matches to your query across the following record types:

- Incident tickets
- Work orders
- Tasks
- Service requests
- Knowledge Articles
- People records
- Asset Management CIs

The search results include only information that you have permission to access.

Using Special Characters and Boolean Expressions

You can include special characters and Boolean expressions in your search, as explained in the following tables.

Special Characters

Special Character	Results	Example Search String	Example Results
"	Performs a phrase search on the terms enclosed in double-quotation marks (")	"firewall blocked"	firewall blocked her access, firewall blocking my access
,	Find requests that contain any of the specified words	firewall, blocking "firewall, blocking"	firewall blocks access, firewall will block access, firewall is not working try blocking his access

%	Wildcard to extend the search	%fire%	Backfire, file firewall
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Searches that start with a wildcard character are not as efficient as searches that use an exact phrase or a trailing wildcard. For example, searching for the term "%block" is less efficient than searching for either "block" or "block%".

You can use Boolean expressions in your search. Boolean operators include parentheses (), AND, OR, and NOT. The Boolean operators must be specified in upper case; otherwise, they are treated as search strings.

Boolean Operators

Boolean Operator	Results	Example Search String	Example Results
AND	Find requests that contain all of the specified words and phrases	firewall AND blocking	firewall blocks access, firewall will block access
OR	Find requests that contain any of the specified words and phrases	firewall OR blocking	firewall blocks access, firewall will block access, firewall is not working try blocking his access
NOT	Exclude the specified word or phrase	firewall NOT blocking	firewall is not working
()	group expressions	firewall AND (block, allow)	firewall blocking access, set up firewall to allow access

Filter

The Search function displays the search results in a list that is grouped by record type: tickets, knowledge resources, and so on. You can also apply filters to the list to help narrow the results and more quickly identify what you are looking for.

1. On the search results page, press the **Filter** icon at the top of the list.
2. Click or tap **Record Type, Create Date, or Last Modified** to further narrow down your search.