



The search function in QuickAccess

Keep reading to find out more about the operation and features of the search function in QuickAccess.

QuickAccess also allows end users to find information on non-IT topics. This involves using the **search function** and simply entering the **search term** into the search field. The user can either enter the search term only (like in the example below), or the search term in combination with the context of an IT application. Both procedures are supported.

Various fields are available for carrying out the search in the metadata of a document or of a structural element (e.g. the "Performance Support - EPSS" topic in the "Processes and concepts" category). The hits that are found are then displayed in the list below the search field.

During a search, all the metadata fields are checked and the results prioritized in accordance with the hit frequency and quality. The title always takes precedence over the other metadata fields. In the case of documents that were created with tts performance suite, the metadata take precedence over terms in the document's content. For more in-depth information on the search behavior of QuickAccess, please refer to the document titled "Search Logic QuickAccess" (available via our consultants).

QuickAccess SYNC OFF ×

Performance Support 🔍 🌀

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