

TextIntent Search Syntax

Quick Reference Guide

Boolean Logic Operators

Wildcards

Use the percent (%) and asterisk (*) to find any number of characters leading or following (or both) the searched term.

AND logic

Use a blank space as a separator or the word **AND**.

OR logic

Use a vertical bar (|) or the word **OR**.

ORDER logic

Use double quotes "" around a set of words to find the words in that exact order during a given timeframe. Do not use quotes around single words.

PROXIMITY logic

Use square brackets [] around a set of words to find those words in *any* order during a given timeframe.

Examples

servic%

Returns contacts containing all tenses of the word, including *service*, *servicing*, *serviced*, and *services*.

speak supervisor

Returns contacts that have *both* terms present (they do *not* have to occur near each other).

speak | supervisor

Returns contacts that have *either* term present.

"speak supervisor"

Finds the words in this order. Hits on the phrase "speak to my supervisor"; does *not* hit on the phrase "do you have a supervisor I can speak to?"

[speak supervisor]

Finds the words in *any* order. Hits on the phrase "speak to my supervisor" *or* the phrase "do you have a supervisor I can speak to?"

Best Practices

- **Ignore Common Words:** Words like *the*, *to*, *a*, *of*, and *for* are ignored. The transcript phrase "talk to my supervisor" can be found by simply typing ("talk supervisor").
- **Punctuation:** Apostrophes (*can't*) and hyphens (*e-file*) are the only punctuation permitted. (Also search for the words as a phrase, for example, *for e-file* also search for "*e file*"). For text-based contacts, you may search for punctuation; symbols that are used in Eureka search syntax (such as wildcards % and *) must first be escaped out with a \. For example, "How can I help you \?".
- **Use Parentheses for Clarity*:** This is especially important with long strings of ORs and ANDs. In addition, utilize the (|) operator within a string and the OR operator between search strings. For example, instead of "credit|debit card|cards"|"checking|savings account|accounts", type ("credit|debit card|cards") OR ("checking|savings account|accounts") for clarity and aesthetic purposes.

*Remember, when looking for a WORD in relation to another WORD, use "ORDER logic" or [Proximity logic].