

USING SEARCH'97™

APPLICATION OVERVIEW

One of the major tools that Customer Support Center Coordinator uses is the Knowledge Base, managed by CSC's, Knowledge Publishing Group. This Knowledge Base, or "KB", reflects all of the CSC's technical knowledge about supporting HP's Computer Products. This information, commonly accessed with "Topic", is critical for successful customer technical calls that are handled at BCSC, LCSC, and the outsourcers.

Search '97 is an application that replaces Verity's Topic Agents for windows, version 1.2.1. The only similarity that this version has in common with its predecessor is the search engine, the assembled results from a query. Search '97 has the flexibility to be easily configured at CSC, and a fewer customizable features than Topic Agents for Windows. The settings and interface were arbitrarily decided.

COURSE DESCRIPTION

This course prepares agents to answer customer questions through the use of SEARCH'97. The major topics covered in this course include composing queries and navigating KB documents. The information provided in this course is valid through September, 1997.

LENGTH

Using SEARCH'97™ : 1 hour (self-paced)

LOCATIONS

Hewlett-Packard Customer Support Centers, worldwide; internal and outsourced.

PREREQUISITES

The scope of this course is for the current TOPIC user, or Call Management Trainee. This module gives you the skills to use the tool; *it does not address product specific documentation issues.*

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This document outlines the self-paced access of SEARCH'97™ through a WWW browser. These instructions will guide you to the WWW page of SEARCH'97™.

NOTE: You will need a User Name and Password for access. If you don't know what they are, contact your Mentor.

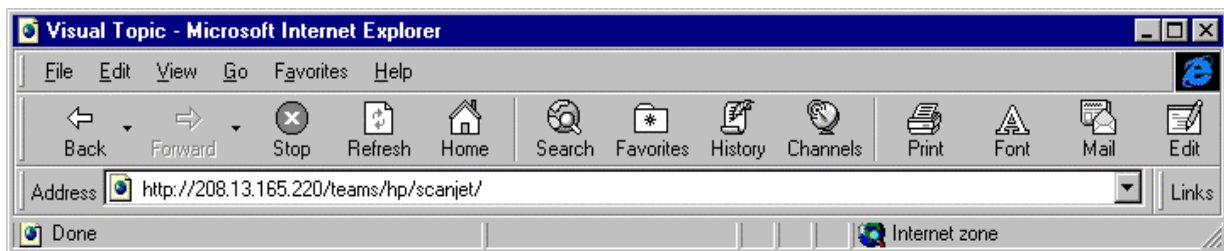
Without assistance, access SEARCH'97™.

Given a workstation with Windows 95 or NT already installed and running, launch Microsoft Internet Explorer by doing the following:

1. Double click on the Internet icon.

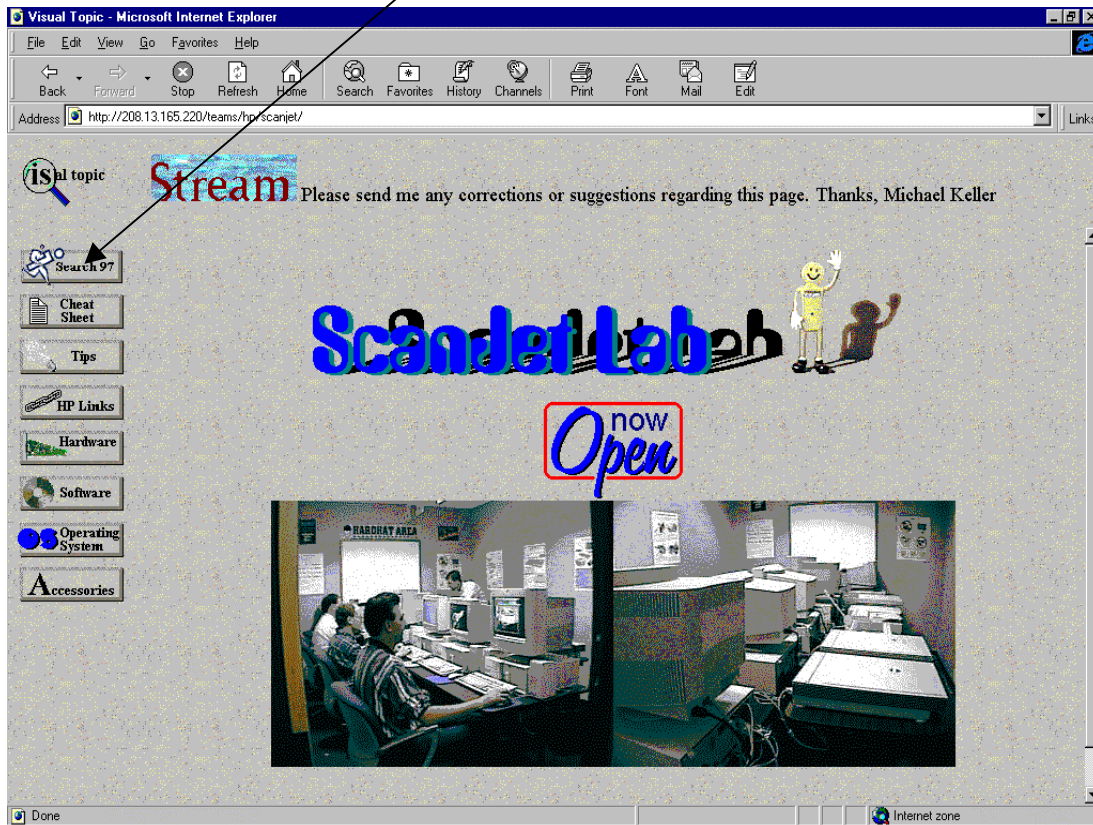


2. Type <http://208.13.165.220/teams/hp/scanjet/> into the address line and press “Enter”.



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3. Click on the SEARCH'97 button in the left column of Visual Topic.



4. Enter your *username* and *password*. Click OK.

A screenshot of the 'Enter Network Password' dialog box. The title bar reads 'Enter Network Password' with a question mark and close button. The main text says 'Please enter your authentication information.' Below this are two buttons: 'OK' and 'Cancel'. The 'Resource' field is set to 'PSD Knowledge Explorer'. There are input fields for 'User name:' and 'Password:'. At the bottom, there is a checked checkbox labeled 'Save this password in your password list'.

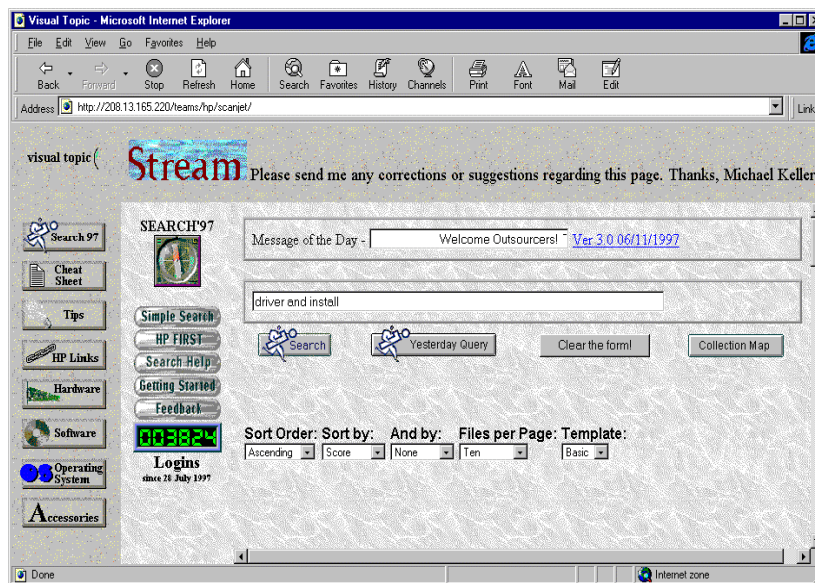
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FINDING KNOWLEDGE BASE DOCUMENTS:

- A. Enter a query in the query pane of the query area.
- B. Enable or disable appropriate collections.
- C. Refine a query.
- D. Scan the Results list for document choices.
- E. Click on the document you want to reference.

CSC develops and maintains all of the documentation that agents use for their job. The bulk of these documents are assembled in collections, or groups of documents arranged by product type. There are over 22 thousand documents available. Obviously, you will not read every document. You will search through the documents by using keywords and operators, to find answers to customer's questions.

A. Enter a query in the query pane of the query area:



The query: <driver and install> represents a search of all the documents with the words "driver" and "install" in them. The word "and" is an operator.

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Using Operators: and, or, not

Many search tools use Boolean operators, a group of small, simple words used to define the relationships between words in a query. These are examples of "full text" queries.

Examples:

Driver and install would retrieve knowledge base documents containing both driver **and** install.

Driver or install will retrieve knowledge base documents containing either the word driver **or** install.

Driver not install will retrieve knowledge base documents containing, the word driver, but **not** the word install.

The query "**driver install**" will retrieve knowledge base documents that have the phrase "driver install" in them. You probably will have poor results without a Boolean operator present in your query. We call these queries "phrases" and can really impede query results. Avoid the use of phrases.

Using Keywords:

Like "driver" and "install", knowing key words relevant to the information you deliver on the phone is important.

Typically, when knowledge base documents are written, some standard words or phrases exist for similar issues on different product.

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SEARCH'97™ has many operators available to it. Here is a list of operators in addition to and, or, not, you can use.

Operator:	Definition:	Type this example:	NOT this example:
*	Fills in for one or more characters in word. Also known as a "wildcard". For all words that contain "print", like printer, printing, prints, printer-resolution, etc.	Print*	* printer
Filedate>=	Will yield documents built after 12/1/97	Filedate>= 12/1/97	Filedate>= next Wednesday
Filedate<=	Will yield documents built before 12/1/97	Filedate<= 12/1/97	Filedate<= last Thursday
And	Both words on either side must be found.	driver and install	Driver install and
or	At least one of these words on either side must be found. Same as typing a comma.	driver or install	Driver install or
not	Excluded keyword in search. (Requires familiarity with information in Topic and product knowledge).	driver not install	Not driver install
,	One word must exist. Same as typing: OR except that documents that <i>happen</i> to have other typed words will get a higher score (and be placed closer to the top of the results list.)	driver, install	,driver install
=	Similar to typing: <contains> . Use in look for identical match of field contents. No wildcards allowed with equal sign.	Filename = BPL19000	=filename BPL19000
<contains>	Brackets must be typed in; spaces not required before < and after > and the immediate words. Similar to using =. However, wildcards (*) are allowed.	Security <contains> Verbal Use Only	<contains> Security Verbal Use Only

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The ability to use SJ for ScanJet and part numbers for products is a function of the synonym list.

Final Query Options that occur every time you search or query:

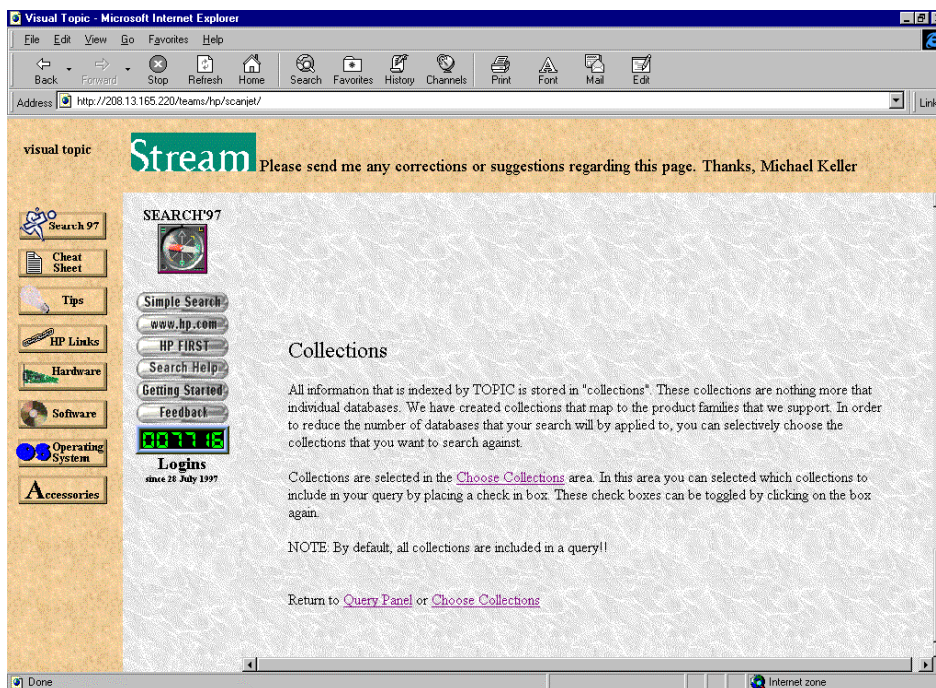
- Stemming is the search ability that allows documents not only with the word install, but installs, installed, installing, and installation.
- Not case sensitive, unless the word itself is case sensitive, then type it as such, e.g. "NeXt Computer".

Now that you know the components of a query, the *collections* that a query searches will enhance or diminish your success.

B. Enable or disable appropriate collections

1. Scroll down the screen from the Query area, and examine the Collections area. Click on Collections, to see the definition.

Collections are the document collections for the products we support. You may search through all of the collections, or you may select specific ones.

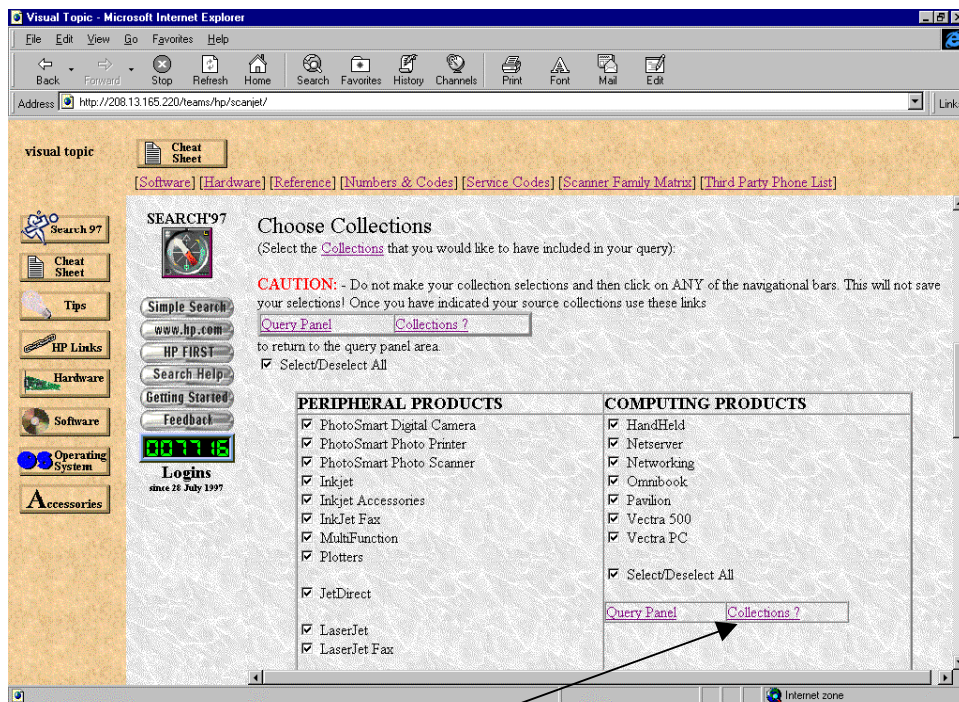


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2. Select collections by clicking on “Select/Deselect all” or on individual products. When you change these settings from the default of all collections being enabled, you must reset them with every start up.

This is what the collection area looks like. You can locate it by scrolling down from the query area, after you’ve typed in a query.

This is the screen capture of “Collections” when you click on the Collections link.



For definitions, click on the links, or highlighted words, for more information.

You can enable or disable any of the Collections by clicking the box to remove or replace the check mark. Note the “Select/Deselect All” that will enable/disable everything in that section. All collections are selected by default.

3. Click Search or Enter, once you’ve typed in your query and selected collections.

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Example: Let's examine the query, of driver and install and ScanJet. Once you enter a query and selected or deselected collections, hit Enter. This will dynamically search the knowledge base for documents that fit your search criteria. The following screen will appear:

C. Refine a query

1. Enter driver and install and ScanJet in the main query panel, and hit Enter. Observe the results list that appears when the query is done.

Visual Topic - Microsoft Internet Explorer

Address: http://208.13.165.220/teams/hp/scanjet/

visual topic

Cheat Sheet

[Software] [Hardware] [Reference] [Numbers & Codes] [Service Codes] [Scanner Family Matrix] [Third Party Phone List]

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Refine Query:

A refined query is applied to the results of any previous query once. The result is faster response and increased accuracy. To use the refine function, type your additional search words into the box below and click on "Search". There is no need to enter your previous search terms, just the new ones.

Simple Search

www.hp.com

HP FIRST

Search Help

Getting Started

Feedback

0077 16

Logins since 28 July 1997

Your search matched 620 of 1852 documents. 25 are presented, ranked by relevance.

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 [Next]

FileName	Title	Product	Category	Subject	Security	HPFirst
BPS02202	SJ6100C Family - DeskScan II, Producing Scanning Examples	MSJ SJ	Software	DeskScan	CustomerViewable	
BPS02201	SJ6100C Family - DeskScan II, Enhancing The Scanned Image	MSJ SJ	Software	DeskScan	CustomerViewable	
BPS01947	SJ5s - PaperPort, Using Link Icons	SJ	Software	PaperPort	CustomerViewable	
BPS01924	SJ5s - Product Specifications	SJ	Hardware	ProductInfo	External	3326
BPS01805	SJ5p/SJ5pse - PaperPort, Scanning and Converting Text	MSJ SJ	Software	PaperPort	External	3323
BPS01540	NSJ5 - Error Messages, Control Panel	NSJ	Hardware	ControlPanel	CustomerViewable	
BPS01537	NSJ5 - PaperPort, Importing and Exporting	NSJ	Software	PaperPort	CustomerViewable	
BPS01536	NSJ5 - PaperPort, Annotating Scanned Items	NSJ	Software	PaperPort	CustomerViewable	

Four areas in the Results List:

1. Refine Query
2. Results Number
3. Pages of Results
4. Document list from Page 1

2. Enter a Refine Query of ScanJet 4c and click Search or Enter. In the query of driver and install and ScanJet, we can refine the query by entering a specific ScanJet model. When you refine, the query will just search from the results already found. In this instance, only 620 documents are searched, rather than the entire 22,890 documents.

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D. Scan the results list for document choices

visual topic

Cheat Sheet

[Software] [Hardware] [Reference] [Numbers & Codes] [Service Codes] [Scanner Family Matrix] [Third Party Phone List]

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Refine Query:

A refined query is applied to the results of any previous query once. The result is faster response and increased accuracy. To use the refine function, type your additional search words into the box below and click on "Search". There is no need to enter your previous search terms, just the new ones.

Your search matched 228 of 625 documents
25 are presented, ranked by relevance.

1 2 3 4 5 6 7 8 9 10 [Next]

FileName	Title	Product	Category	Subject	Security	HPFirst
NFS00056	S14c - How to Uninstall Omnipage Pro 6.0	SJ	Software	SCR	CustomerViewable	
BPS02054	S14c Family - Win NT 4.0, DS II v 2.5, SCSI Adapter ID	SJ	Software	DeskScan	CustomerViewable	
BPS02052	S1 - Win NT 4.0, DeskScan II v 2.5, Administrative Privileges	SJ	Software	DeskScan	CustomerViewable	
BPS02048	S14c Family - Win95, DeskScanII v 2.5, Uninstall Software	SJ	Software	DeskScan	External	4616
BPS02047	S14c Family - Win NT 4.0 / DeskScanII v 2.5, Uninstall Software	SJ	Software	DeskScan	External	4615
BPS02046	S14c Family - Win 95/NT 4.0, Problems With Device Status	SJ	Software	SCSI	CustomerViewable	
BPS02044	S14c Family - Avoiding The "Not Enough Memory" Error Message	SJ	Software	DeskScan	CustomerViewable	

Logins
since 28 July 1997

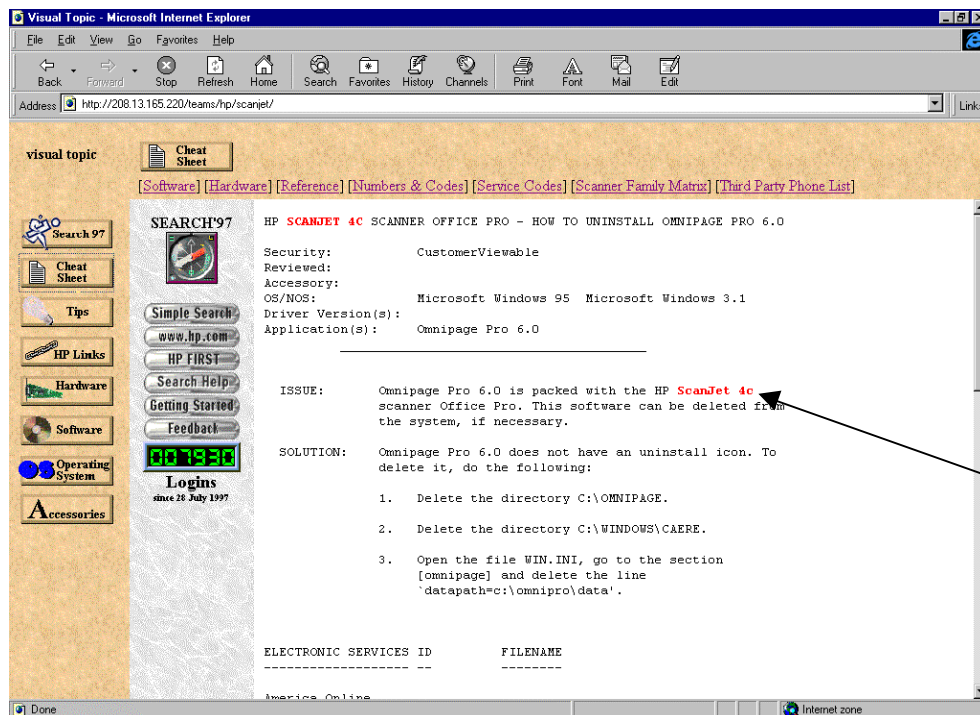
Three areas in the Results List:

1. Refine Query: Panel returns to further refine, if necessary.
2. Results Number: Reduced to 228/625 documents
3. Pages of Results: Reduced to 10 pages

E. Click and read the document you want to reference

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This is a CSC knowledge base document:



1. Each document has many fields that contain document information like security, product information, operating systems, etc. Your mentor can give you more information about these.
2. Notice that our Refine Query is displayed in red. However, our previous query of **driver and install** are not. Only the most recent query words are highlighted, for ease of document navigation.

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Activity:

Now, let's use a query to learn a final aspect of knowledge base documents. A very important aspect of all of our documents is security information. You must pay close attention to the Security Level of every document you look at.

1. Type in your keyword(s) and operator(s) in the query panel. In this case, type **security levels and permissions and definitions**.
2. Scroll down the screen and view the collections, make sure all of the Collections are enabled.
3. Scroll back up the page, click Search or hit Enter.
4. Observe the one result you get, the title is: *Topic Agents - Security Levels, Definitions, Permissions*. Confirm the file name: BPQ04590.
5. Familiarize yourself with the various names and permissions associated with each security level described in this document.