



Special Characters

Content Manager indexes each word separately. By adding more information while searching, there are more chances to find the specific records.

Adding quotation marks around a multi-word search phrase will return more accurate results (e.g. "Thomas O'Reilley")

The following special characters do not get indexed:

() or [] or <> brackets around a word

Leading or Trailing < > () ' ' ' '

@ # \$ % ^ & * will be indexed as a part of a word, not as single characters

~ - the tilde is indexed only when enclosed in the word or trailing, not leading

- The following single character symbols mark the end of a word and will not be indexed:
 - o Tab
 - o Carriage Return
 - o Line Feed
 - o Space
 - o Comma (,) if previous or next character is a blank space
 - o Semicolon (;)
 - o Colon (:)
 - o Exclamation mark (!)
 - o Question mark (?)
 - o Full stop (.) if the previous character is not a number
- Single character special symbols are ignored, including the following:
 - o Equals sign (=)
 - o Plus sign (+)
 - o Barrier (|)
 - o Backslash (\)
 - o Bracket ({)
 - o Bracket (})
 - o Square bracket ([)
 - o Square bracket (])
 - o Apostrophe (')

Examples:



Additional questions? Contact ORMS Support at

1-888-354-2006

ormshelp@chavessupport.com



Special Characters

1. Wal-Mart Stores, Inc Comma (,) does not get indexed if the next character is a blank space, so the results will include all the records with a comma (,) and without a comma (,).
You can search this by

Wal-Mart Stores, Inc
Wal-Mart Stores Inc
Wal-Mart Stores
Wal-Mart
Inc

Adding the space on both sides will index both words separately.
You cannot search for Records with Title **Wal-Mart** if you search by WalMart or Wal Mart

2. O'Reilley, Thomas Single character apostrophe (') will not be indexed but here the apostrophe (') that is added in the name will be indexed.

You can search this by:

O'Reilley Thomas
Thomas O'Reilley
O'Reilley, Thomas
Thomas, O'Reilley

But you won't be able to find the records where the title has **O'Reilley** if you search by OReilley Thomas or Thomas OReilley

Use the exact names in Title

3. Let's Dish! Inc. (If previous or next character is a blank space Content Manager will not index the Exclamation mark (!), the results will include Let's Dish and Let's Dish! (If you search by Let's Dish!))

(Full stop (.) at the end of the word will not be indexed, if the previous character is not a number, so searching for Inc. will bring the search results Inc. and Inc)

The title can be searched by:

Let's Dish! Inc.
Let's Dish!



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Special Characters

Let's Dish
Inc.
Inc
Lets

Dish! Will bring the search results with Dish and Dish!
Same with Inc. will bring the search results Inc. and Inc

4. 3 L&T, Inc. (@ # \$ % ^ & * - can be indexed as a part of the word but not as single characters).
The title can be searched by:

3 L&T, Inc.
3 L&T Inc
L&T
3 L&T
3 Inc

The Full stop (.) at the end of the word will not be indexed if previous the character is not a number
Searching for INC. will bring search results combination of INC. and INC

5. Dreyfus 100% U.S. Treasury Bond Fund, L.P (@ # \$ % ^ & * these will be indexed as a part of a word, not as single characters) (Here the percent (%) is not a single character it's a part of a word without any space so it will be indexed as 100%)
The title can be searched by:

Dreyfus 100% U.S. Treasury Bond Fund, L.P
Dreyfus
100%
U.S.
Treasury Bond Fund
Treasury Bond
Fund
L.P

6. Trade \$aver, Inc. (@ # \$ % ^ & * these will be indexed as a part of a word, not as single characters) (Here the dollar (\$) is not a single character it's a part of a word without any space so it will be indexed as \$aver)



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The title can be searched by:

Trade \$aver, Inc.
Trade \$aver Inc.
Trade \$aver Inc
Trade \$aver
\$saver

7. Why not? Inc. Question mark (?) at the end of the word will not be indexed. Why not will bring search results with why not and why not? ‘Why not’ is a very common word, using “why not INC” sentence quotes will bring the exact search results.

The full stop (.) at the end of the word will not be indexed if the previous character is not a number
You can search this by:

Why not? Inc.
Why not Inc
Why not

Why not will bring search results with why not and why not?
Same with Inc. the results will include Inc. and Inc

Best Practice Tips:

Use meaningful titles. A title should address what kind of document it is.
For example:

Invoice – Records Management Training October 2015
Minutes of Focus Group October 2015
Desktop Training Manuals 2014

You can use a hyphen with a space on either side to break up the title. This will index both words separately.

DO NOT USE ONLY UPPER OR LOWERCASE LETTERS:

DEPARTMENT OF FINANCE AND CORPORATE SECURITIES DFCS SALEM OR

Instead:



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Special Characters

Department of Finance and Corporate Securities DFCS Salem OR

This aids in readability

ACRONYMS AND ABBREVIATIONS

Use the full title instead of adding lots of **Acronyms and Abbreviations**

TBABS, OSL, SOS

Instead, use:

Oregon State Library (OSL)

Secretary of State (SOS)

Talking Books and Braille Services (TBABS)

Dates

Enter dates like 20 September 2005 instead of using 20/10/2005 so that it can index more words if they are with spaces

Or: fiscal year 2012 – 2013

There are more chances to find the information if you are using the Full date.

Names

Use the exact company name or person's name

BLACK-SMITH

Wal-Mart

AT&T

O'GRADY Henry

General Tip: Use the Wild Card (*) on either or both sides of the word if you are unclear about the whole Word or the Whole number.

For example, searching for file number BTN102121512, if I don't remember the whole number, I will search for BTN102* and will get the results where all the files are starting with BTN102*



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