

Introducing Exact Search and Must Exclude keyword queries in Conversation List

ASAPP is expanding transcript search functionality to support multiple types of queries, including 'exact search' and 'must exclude'.

How it works

Search Chat Transcripts ⓘ

"payment"

Adding quotes or double quotes around a word or phrase will now search for an **exact match**.

Search Chat Transcripts ⓘ

payment

Searches for words without quotes will still perform a **fuzzy search** with an error of up to 1 character for words with 3-5 characters and an error of up to 2 characters for 6 or more characters.

Search Chat Transcripts ⓘ

"payment" -bill

ASAPP now also support '**must exclude**'. Adding a minus sign before an exact or fuzzy search will now allow users to retrieve transcripts that don't include that specified text.

How to access the new keyword search features

From Conversation List, open the filter panel, and access 'Keyword Search' from the menu.

Supported Search Operators

- Exact: Use quotations (e.g. "payment")
- Must exclude: Add '-' to query (e.g. -payment)

Search Chat Transcripts ⓘ

Enter search terms

Exact Search
Ability to search transcripts for an exact match text search

Must Exclude
Ability to search transcripts that don't include text

Issue ID & Duration	Issue Status	Agent & ID	Customer ID	Time Open
120860001	SRS	afalvo@asapp.com	afalvo@asapp.com	07/27/21 16:24:44
0001 120850001	SRS	afalvo@asapp.com	afalvo@asapp.com	07/27/21 16:24:44
120830001	SRS	c-shi_app.com	c-shi_app.com	07/27/21 14:43:22
0206 120800001	SRS	c-shi_app.com	c-shi_app.com	07/27/21 14:04:12
120790001	SRS	jrodriguez@asapp.com	jrodriguez@asapp.com	07/27/21 12:14:18
0843 120710001	SRS	afalvo@asapp.com	afalvo@asapp.com	07/26/21 13:58:35
0922 120680001	SRS	afalvo@asapp.com	afalvo@asapp.com	07/26/21 12:56:21
0002 120670001	SRS	afalvo@asapp.com	afalvo@asapp.com	07/26/21 12:56:18
1d 16:40 120650001	SRS	bdono@asapp.com	bdono@asapp.com	07/26/21 10:34:48
1d 17:02 120640001	SRS	bdono@asapp.com	bdono@asapp.com	07/26/21 09:34:44
0002 120610001	SRS	odickel@asapp.com	odickel@asapp.com	07/26/21 09:32:20
1d 00:13				