

GENESYS

This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

eServices Administrator's Guide

Search Syntax

Search Syntax

Searching the UCS database uses the Lucene syntax, described at http://lucene.apache.org/core/3 6 0/queryparsersyntax.html.

Some samples follow.

FirstName:kristin*

This query searches for all records having a key FirstName whose value is any word starting with "kristin."

FirstName:Kim AND LastName:Brown AND EmailAddress:hotmail

This query searches on three attributes: FirstName containing "Kim," LastName containing "Brown," and EmailAddress containing "hotmail."

Text:complain*

This query searches for all records having an attribute Text which contains words starting with "complain."

Important

The first character of the search must not be * (asterisk) or ? (question mark).