

# Smart Search

## Frequently Asked Questions (FAQ)

### **Q: What is Smart Search?**

A: Smart Search, also known as Text Search, is enhanced search functionality which allows users the ability to search Veteran eFolders, without having to open them individually. This search functionality affords users increased efficiency and will result in a significant time savings.

### **Q: How do users know what documents have been scanned into an eFolder and are available for Smart Search?**

A: When opening the text search panel, users will see one of three Optimal Character Recognition (OCR) statuses. These statuses are defined below.

- All documents have been OCR'ed

- Some documents are not OCR'ed

- No documents have been OCR'ed

*Please note, Smart Search is not operable in eFolders where the OCR status is 'no documents have been OCR'ed.'*

### **Q: How do users identify what documents are searchable?**

A: The document library includes a new 'text searchable' column. This column will generate one of two searchable indicators for each document. These indicators are 'Searchable' and 'Not Searchable.'

### **Q: Does Smart Search query only typed documents?**

A: No. Smart Search reviews both type and handwritten documents.

### **Q: How do users complete a Smart Search query?**

A: Smart Search queries are completed using the Text Search panel, found on the left sidebar of the document library.

### **Q: How do users navigate to the Smart Search results?**

A: Smart Search findings will populate in the document library. Users will first select the document they wish to view. After selecting the document, VBMS will open a separate web page. Users will see their selected document along with Smart Search results on the left sidebar.



**Q: Can users create and save my own Smart Search Filters?**

A: Yes. To save time during future searches, users can easily save a recently used filter.

**Q: How many published filters are available to expedite searching for users?**

A: Currently, there are 17 published filters for use.

**Q: Can users select more than one 'published filter' during a search?**

A: No. Smart Search only allows one 'published filter' to be used during a search.

**Q: How do users submit a consideration for new Smart Search 'Published Filter'?**

A: Users should submit 'published filter' considerations through their supervisor, to the Office of Production Optimization.