

Coveo Enterprise Search for Email

Search Interface

The Search Interface is a single entry point providing access to the index content. It allows users to perform queries as well as display, sort and save results. The following displays a typical result page as well as its different components:

The screenshot shows the Coveo search interface for email. It includes a search bar with the query 'gartner quadrant', a search button, and a 'Manage Filters' link. Below the search bar, it displays 'Showing results 1 - 10 of 5319' and 'Sort By: Relevance | Date'. The results list includes several email entries, such as 'RE: EContent magazine places Fabrikam in the EContent 100' and 'Fabrikam Update | GARTNER MAGIC QUADRANT'. On the right side, there are filters for 'Search Within Results', 'Exchange Mailbox', 'From', 'To', 'Exchange Type', 'Type', 'Exchange Folder', and 'Year'. At the bottom, there is a pagination control showing 'Result Page: 1 2 3 4 5 6 7 8 9 10 [Next]' and a 'POWERED BY COVEO' logo.

Header	
A	Coveo Unified Search - Email People Allows users to quickly switch from Email-centric result set to People-centric result set.
B	Advanced Search Gives access to the advanced search interface, which allows users to perform complex queries without using search operators or field names.
C	Help Gives access to the online help.
D	Search Box Allows users to perform a search using <i>Coveo Enterprise Search</i> .
E	Search Button Allows users to submit a query or hit the <i>Enter</i> key.
F	Sort Criteria Allows users to sort results according to the modification date or relevancy score (by default, date for Email, relevance for People).
G	Search Within Results Allows users to refine a query - they can add expressions to it; only results displayed in the current list are searched.
H	Query Statistics Displays details concerning the query – number of results displayed, total number of results and how long the query took to process.
I	Manage Filters Allows users to manage the filters and queries previously saved.
J	RSS Feed Allows users to receive frequently updated search results related to a query expression. It is possible to subscribe to a RSS feed through this option.
K	Scope Allows users to display results corresponding to certain scope/criteria.

Result Highlights	
L	<p>Email/People Search Result Provides highlighted results from the Email or People (unselected).</p> <p>People Result</p> <p>Emails Gives access to all the emails sent to or from this contact.</p> <p>Meetings Displays all the meetings related to this contact.</p> <p>Attachments Displays the attachments received from this contact.</p>
	<p>More People Results... Switches to the People-centric result set, showing all the People results found for the current query.</p>
Results	
M	<p>Subject Displays the subject of the email.</p>
N	<p>Date Displays the date and time the email was sent/received, or when the appointment occurred.</p>
O	<p>Email Information</p> <p>From: Contacts who sent the email.</p> <p>To: Contacts to whom the email was sent.</p>
P	<p>Location and Size Displays where the email is located in the <i>Microsoft Exchange</i> mailbox as well as its size.</p>
Q	<p>Quick View Allows users to see the email using the quick view mode, without opening it in <i>Microsoft Outlook</i>.</p> <p>Show Details Gives access to the summary and properties of the email.</p> <p>Collaborative Rating Displays the ranking factor based on personal appreciation (grey stars: collaborative rating; yellow stars: personal appreciation).</p>
R	<p>Conversation Displays the thread of emails from the same conversation.</p>

S	Excerpt Displays an extract from the documents, in order to provide an overview of the documents' content and, therefore, allows quick result filtering.
T	Attachment Lists the attachments contained in the email as well as an excerpt of the document.
U	Exchange Mailbox Specifies the mailbox being searched.
Facets	
V	Displays the number of results matching each value in parentheses. Click a value to filter result set: <ul style="list-style-type: none"> From Facet representing the email sender. To Facet representing the email recipient or recipients. Exchange Type Facet representing the type of result (Email, Appointment, Junk, etc.). Type Facet representing the document types contained in the emails (<i>Microsoft Word, Microsoft Excel, Acrobat PDF, etc.</i>). Exchange Folder Facet representing the specific folder (Inbox, Sent Items, Calendar, etc.). Year Facet representing the year; if selected, the month facet will be available.
W	Save Query Filter Allows users to save queries and filters in order to reapply them quickly.
X	Export to Excel Exports search results in <i>Microsoft Excel</i> format in order to save them.
Y	Page Browser Allows users to navigate between the different pages of results.