

Target Helpdesk Training

HelpDesk and KnowledgeBase Solutions Designed for Professionals

Search Index Processing

Search Index Processing

SIP, the Search Index Process will process any new tickets, assets or KnowledgeBase articles and add them to the index allowing you to search them instantly.

SIP will also rank the item. Ranking the ticket is based on the relevancy of the item and word density and the title.

This kind of search is unique to Helpdesk software and allows you to find any ticket, asset or KB article almost instantly.

