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Lab Guide

Content Management System 301: Create a Meaningful Search Interface

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Default Login / Password:

admin / Knowledge15

itil / Knowledge15

employee / Knowledge15

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Page

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Lab Goal

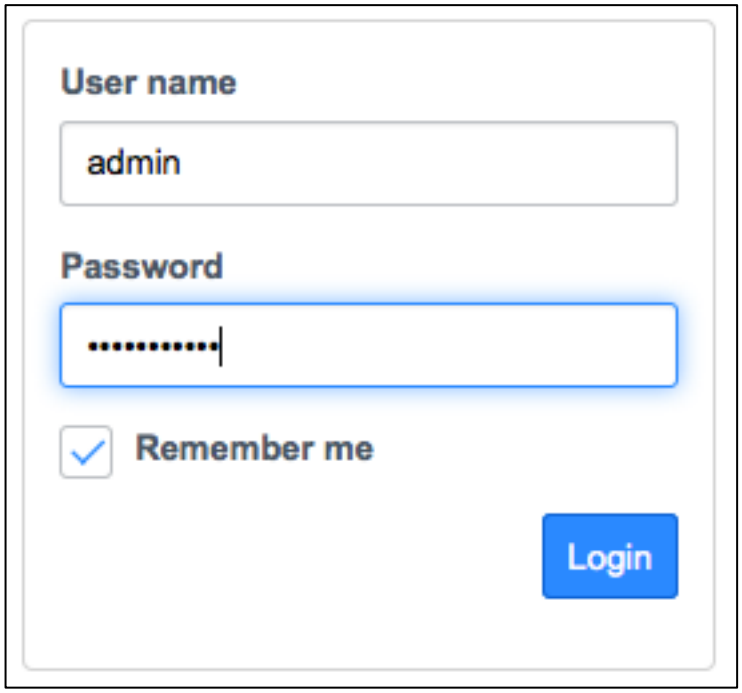
Lab Overview

In this lab we will show how to create a custom search results page.

The following components make up the lab:

1.1 Create Search Group
1.2 Create Search Results Dynamic Block
1.3 Create New Search Results Page
1.4 Add Sorting to Search Results
1.5 Add new table to search group

1. Navigate to the unique instance URL provided to you.
2. Log on with provided credentials.



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Lab Goal

This lab explains how to create a Search Group for the search interface.

Lab 1.1 Create a Search Group

1. Navigate to **System Definition > Search Groups**.
2. Click **New**.
3. Enter the following information:

   Name: **CMS 301 Search Lab**
   Description: **Search group used for CMS 301**
4. Right-click the header and click **Save**.
5. Right-click the header and copy the **sys_id** of the search group. You need this for the next exercise.
6. Click **New** in the **Text Search Tables** related list.
7. Enter the following information:

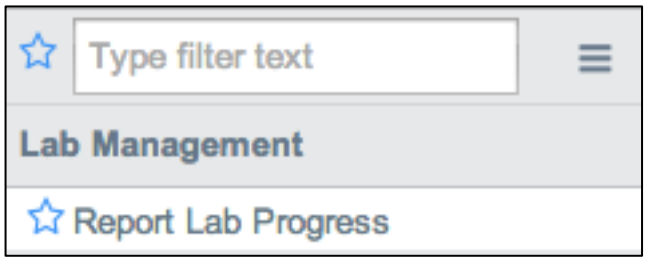
   Table: **Knowledge [kb_knowledge]**
   Active: **true**
   Searched: **true**
   Order: **100**
   Conditions: **Active is True**
8. **Click New** in the **Text Search Tables** related list.
9. Enter the following information:

   Table: **Catalog Item [sc_cat_item]**
   Active: **true**
   Searched: **true**
   Order: **100**
   Conditions: **Active is True and Catalogs contains Technical Catalog**

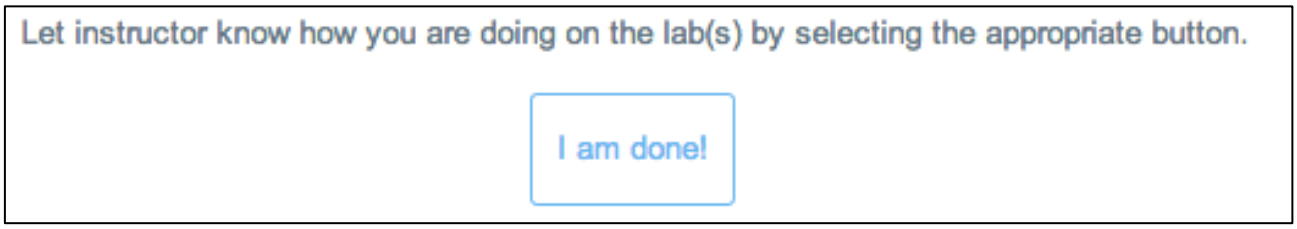
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Progress Report

1. Navigate to **Lab Management> Report Lab Progress**.



2. Click **I am done!**



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Lab Goal

This lab explains how to a search results dynamic block.

Lab 1.2 Create Search Results Dynamic Block

1. Navigate to **Content Management > Dynamic**.
2. Click **New**.
3. Enter the following information:

   Name: **new_search_results_lab**

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4. Copy and paste the code below in the XML field.

```
<?xml version="1.0" encoding="utf-8"?>
<j:jelly trim="false" xmlns:j="jelly:core" xmlns:g="glide" xmlns:j2="null"
xmlns:g2="null">
    <g:evaluate>
          var found = false;
          var search = RP.getParameterValue('sysparm_search');
          var group="9b44e47e2b32710080cbeddfe8da1514" // Replace with the sys id of
the group created in lab 1.1
          var searchTable = new GlideRecord('ts_table');
          searchTable.addQuery("group",group);
          searchTable.addQuery("active",true);
          searchTable.query();
   </g:evaluate>
    <div class="container search_results_container search_results_container_hr">
        <div class="row">
            <ul class="search_results main_block grid">
                <j:while test="${searchTable.next()}">
                    <g:evaluate>
                                        var searchGr = new
GlideRecord(searchTable.name.getDisplayValue());
                                        searchGr.addEncodedQuery(searchTable.condition);
                                        searchGr.addQuery("IR_AND_OR_QUERY",search);
                                        //searchGr.addQuery('123TEXTQUERY321', search);
                                        searchGr.query();
                                </g:evaluate>
                    <j:if test="${searchGr.hasNext()}">
                        <g:evaluate>found=true</g:evaluate>
                        <j:while test="${searchGr.next()}">
                            <li class="result_element visible
${searchGr.getTableName()}"
updated="${gs.dateDiff(searchGr.getValue('sys_updated_on'),gs.now(),true)}"
name="${searchGr.short_description}" rank="${searchGr.getValue('ir_query_score')}">
                                <g:content_summarizer content="${searchGr}" />
                            </li>
                        </j:while>
                    </j:if>
                </j:while>
            </ul>
            <div style="clear:both"></div>
        </div>
        <j:if test="${found==false}">
            <div class="globalNoResult">
                <h4>The search term
<strong>${RP.getParameterValue('sysparm_search')}</strong> did not return any
results</h4>
            </div>
        </j:if>
        <div style="clear:both"></div>
    </div>
</j:jelly>
```

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5. Search for the line of code with the following comment **Replace with the sys id of the group created in lab 1.1** and replace the **sysid** with the sys id from lab 1.

6. Click **Submit**.

Progress Report

1. Navigate to **Lab Management> Report Lab Progress**.

2. Click **I am done!**

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Lab Goal

This lab explains how to create a new Search Results page.

Lab 1.3 Create New Search Results Page

1. Navigate to **Content Management > Pages**.
2. Click **New**.
3. Enter the following information:

   Name: **New Search Results Lab**
   URL Suffix: **new_search_results_lab**
   Content Site**: Service Management**
   Title: **New Search Results Lab**

4. Click **Edit Page.**
5. Click **Add Content**.
6. Select the dynamic block created during the previous exercise (**new_search_results_lab**).
7. Click the second **Add here** from the list.
8. Close the **Sections** modal window.
9. Navigate to **Content Management > Sites**.
10. Select **Service Management**.
11. Change the value on the Search Page field and select the newly created page **New Search Results Lab**.
12. Right-click the header and click **Save**.

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13. Select **View Home Page**.

14. Search for **Email** using the search box in the header.

Progress Report

1. Navigate to **Lab Management> Report Lab Progress**.

2. Click **I am done!**

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Lab Goal

This lab explains how to add a Sorting function to the Search Results.

Lab 1.4 Add Sorting to Search Results

1. Navigate to **Content Management -> Dynamic**.
2. Open the **new_search_results_lab** block.
3. Add the following code below the initial jelly tag:

```
<g:requires name="jquery.min.jsdbx" />
<g:requires name="jquery.tinysort.min.jsdbx" />
<g:requires name="searchFunctions.jsdbx" />
<div id="sortOptionsContainer">
   <label for="sortOptions" class="sortTitle">Sort By</label>
   <select id="sortOptions" name="sortOptions" onChange="updateSort()">
         <option value="relevancy">Relevancy</option>
         <option value="updated">Updated</option>
         <option value="alpha">Alphabetically</option>
   </select>
   <script>
         $j(document).ready(function(){
         updateSort();
         });
   </script>
</div>
```

4. Click **Update**.
5. Navigate to **https://LabPrefix###.lab.service-now.com/service_management/** and search for **email** using the header search to view the search results with the new sort option.

Progress Report

1. Navigate to **Lab Management> Report Lab Progress**.
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Lab Goal

This lab explains how to add a new table to the search group and have it display in search results

Lab 1.5 Add new table to search group

1. Navigate to **System Defintion -> Search Groups**.
2. Open the **CMS 301 Search Lab** search group.
3. Click **new** in the **Text Search Table** related List.
4. Enter the following information:

   Table: **Incident [incident]**
   Active: **true**
   Searched: **true**
   Order: **100**
   Conditions: **Active is True and Caller is (dynamic) me**

5. Click **Submit**
6. Navigate to **https://LabPrefix###.lab.service-now.com/service_management/it_status.do**
7. Create a **New** Incident from the list with a short description of: **Having issues with email**.
8. Click **Submit**.
9. Navigate to **https://LabPrefix###.lab.service-now.com/service_management/** and search for **email** using the header search to view the search results with the new incident listed. (Note: you might need to refresh a couple of times before the incident shows up)

Progress Report

1. Navigate to **Lab Management> Report Lab Progress**.
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Lab Goal

This lab explains how to add some simple statistics regarding the search results returned

Lab 1.6 Add Search Results Stats

1. Navigate to **Content Management -> Dynamic**.
2. Open the **new_search_results_lab** block.
3. Add the following code below the initial jelly tag:

```
<g:evaluate>
    var count=0;
    var st = new GlideDateTime();
</g:evaluate>
```

4. Add the following line below the line that begins with <g:content_summarizer :

```
<g:evaluate>count++;</g:evaluate>
```

5. Add the following right above the last closing tag:

```
    <g:evaluate>
        var et = new GlideDateTime();
        var val = parseInt(et.getNumericValue()) - parseInt(st.getNumericValue());
    </g:evaluate>
    <h2>Returned ${count.toString()} search results in ${val} milliseconds</h2>
```

6. Click **Update**.
7. Navigate to **https://LabPrefix###.lab.service-now.com/service_management/** and search for **email** using the header search to view the search results with the statistics displayed below the search results.

Progress Report

1. Navigate to **Lab Management> Report Lab Progress**.
2. Click **I am done!**

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Lab Goal

This lab explains how to add some simple statistics regarding the search results returned

Lab 1.7 Displaying Recent Searches

1. Navigate to **Content Management -> Dynamic**.
2. Click **New**.
3. Set **Name** to **recent_searches_lab**.
4. Set **Dynamic Content** to the following and click **Submit**:

```
<?xml version="1.0" encoding="utf-8" ?>
<j:jelly trim="false" xmlns:j="jelly:core" xmlns:g="glide" xmlns:j2="null"
xmlns:g2="null">

    <g:evaluate>
        var count=0;
    </g:evaluate>

    <g:evaluate>
        var rq = new GlideRecord('text_search');
        var q = 'user=' + gs.getUserID() +
'^table=incident^ORtable=kb_knowledge^ORtable=sc_cat_item';
        rq.addEncodedQuery(q);
        rq.orderByDesc('sys_created_on');
        rq.query();
    </g:evaluate>

    <h3>My Recent Searches</h3>

    <j:if test="${rq.hasNext()}">
        <ul>
            <j:while test="${rq.next()}">
                <j:if test="${count &lt; 10}">
                    <li>Searched table <b>${rq.table}</b> for
<b>${rq.search_term}</b> returning <b>${rq.results}</b> results</li>
                </j:if>
                <g:evaluate>count++;</g:evaluate>
            </j:while>
        </ul>
    </j:if>
</j:jelly>
```

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5. Navigate to **Content Management > Pages** and open **New Search Results Lab**.
6. Click **Edit Page**.
7. Click **Add Content**.
8. Select the dynamic block created during the previous step (**recent_searches_lab**).
9. Click the second **Add here** from the list and drag the block below **new_search_results_lab**.
10. Click **Preview**.
11. Perform several searches and notice the information change.

Progress Report

1. Navigate to **Lab Management > Report Lab Progress**.
2. Click **I am done!**

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