

## OneSearch is the premier search platform for ServiceNow

From the creators of the most loved search applications for ServiceNow comes the latest and most sophisticated search ever available on the ServiceNow platform. OneSearch provides all of the quality you have come to expect from the OneSearch name, plus a plethora of new features to help you:

1. Maximize end user experience & self-service satisfaction
2. Minimize time & cost of ticket resolution
3. Achieve the content, appearance, and functionality you desire

### Key Features:

- **Unified Search:** OneSearch works on Forms, Agent Workspace, and Service Portal, providing a consistent experience for your users.
- **Flexible Search:** Utilize OneSearch's unique search algorithms or ServiceNow's cutting edge AI Search.
- **Intuitive User Interface:** The next generation OneSearch UI is familiar but evolved to provide more information and a modern look. Sample searchers, sections, actions, and skins are included to quickly achieve your search needs.
- **Inline Filtering & Ordering:** OneSearch provides intelligent inline filtering and ordering of results, helping your users to more easily hone in on the information they need.
- **Fully Customizable:** The OneSearch engine has been redesigned to allow powerful data qualification, data enrichment, custom CSS styling, and powerful HTML templates that drive the User Interface.
- **Integration with External Data Sources:** Gather search results from external sources. A sample google search integration is included!
- **Logging & Analytics:** Logging of searches, conversions, and abandons is enabled natively, making it simple to understand what is working and what isn't so you can constantly improve.
- **Actions:** Build custom actions & buttons to allow users to interact with search results and apply search results to records.

### Other features include:

- *Granular control of searcher section & action visibility*
- *Honors ACLs, role-based access, and user criteria*
- *Granular control of search characteristics at the section level*
- *Dynamic result counts for all search sources*
- *Server-side pagination for maximum efficiency*
- *REST API for accessing OneSearch results from external systems*
- *New 'simple' configuration mode for sections, in addition to traditional scripting*
- *HTML templates available at multiple levels w/ CSS overrides at the skin level*
- *Compatible with Agent Workspace, Service Portal, standard forms, and service catalog in Portal*
- *Remembers actions performed for at-a-glance knowledge of what actions have been applied to a record*
- *Collapsible results panel leaves result counts visible but workspace clear*
- *Support for individual user preferences on the search display section*
- *Honors search stop words, synonyms, stemming, and more*
- *Advanced KB rendering, feedback, and analytics capabilities*

## Feature Matrix:

	OneSearch	Contextual Search	Service Portal Search
Works on Agent Workspace	•		
Works on forms	•	•	
Works on catalog	•	•	
Works on portal	•		•
Searches <i>any</i> table	•	•	• <sup>1</sup>
External data sources	•		• <sup>1</sup>
Customizable HTML/CSS	•		• <sup>1</sup>
Actionable results	•	• <sup>2</sup>	
Honors user criteria & ACLs	•	•	
Partial word search	•		
Real-time results filtering	•		
Real-time results ordering	•		
Paginated results	•		
Advanced analytics	•		
Customizable skins	•		
Best-in-class search	• <sup>3</sup>		
Role-based result visibility	•		
At-a-glance result counts	•		
Remembers past behavior	•		
Tunable performance	•		
Result grouping	<b>sections</b>	interleaved	interleaved
Configuration complexity	<b>easy → complex</b>	complex	complex

<sup>1</sup> Requires cloning & customization of baseline widget.

<sup>2</sup> Can only order catalog items or mark KB articles 'helpful'. OneSearch can do almost anything.

<sup>3</sup> Other searches will present AND or OR results. Only OneSearch will display both in the same results list.

## What our customers say:

*“OneSearch helps us deliver on the promise of a single system of engagement for fulfillers. Incidents cost us an average of \$50 each to resolve. OneSearch saves 5% on resolution time, which translates to over \$50,000/month in savings.”*

*-Southeast healthcare customer resolving 20,000 incidents/month*

*“OneSearch enables our first-line fulfillers to find solutions 19 seconds faster than with contextual search. This saves us 128 man-hours each month.”*

*-Central healthcare customer resolving 780 incidents/day*

*“I don’t think it is possible to offer an effective KB experience within ServiceNow without this app. I cannot recommend it enough.”*

*-Southeast information security customer*