

Track search queries

To track what searches users have used to find information in the knowledgebase:

- Log in to the **Admin Area**
- Click on the **Logs** menu
- Click on the **Search** tab

Logs

Scheduled Tasks Mail Pool Logins **Search** Sphinx

Search In: _____ Is Success: Yes Period: Previous Month Search: _____ → Export

Records: 1 - 50 of 60 Pages: 1 of 2 >>> Records per page: 50

Date Executed	Search String	Search In	Returned Rows	
5 days ago (28 Jul, 2019 11:02 AM)	test	Articles	1	(i)
6 days ago (28 Jul, 2019 08:09 AM)		Files	10	(i)
6 days ago (27 Jul, 2019 04:13 PM)	tag	Articles	1	(i)
6 days ago (27 Jul, 2019 01:38 PM)	tag	Articles	1	(i)
6 days ago (27 Jul, 2019 01:38 PM)	test	Articles	1	(i)

The information displayed on this screen shows:

- When the search was done
- The string the user typed in
- Categories they searched in
- How many results were returned.

You can filter results on

- Area of knowledgebase
- Whether the search was successful or not
- How recently searches were made
- Or you can search on a specific search string.

Note: You must have administrator privileges to see log details.

This functionality works in version 4.0 and above

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