

Search Prioritisation Scoring Explained

📅 Wed, Jan 17, 2024 📁 [Creating a Reactive Work Order](#)

The following details the rules followed when searching for Equipment/Service Types and Symptoms on Work Order Creation.

The standard mechanism for searching for an Equipment / Service for the creation of a Reactive Work Order is as follows:

[The Item] [The fault]

The above is also known as the following in system terms:

[Equipment/Service Type] [Symptom]

The system applies a scoring mechanism to the words entered to determine the elements found and the priority/sort order of the elements.

If the word(s) occur(s) in a particular database field, a score is applied as follows:

Database Field	Score
Work Order Type	2500
Sub Work Order Type	2000
Equipment Type	3000
Sub Equipment Type	1000
Equipment Type Keyword	3050
Sub Equipment Type Keyword	1050
Symptom	100

Any words found will only be counted once against any field they are found in.

The search applies to partial finds e.g 'light' will be found in 'lighting' with the same score.

The search accommodates 2 word equipment types and the score will apply equally to the first and second word, e.g. 'Automatic Door' will search for 'Automatic' and 'Door' and score both appropriately.

Online URL: <https://ostarasystems.knowledgebase.co/article.php?id=239>