Searching in RT Using Query Builder

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The Query Builder feature in RT is a comprehensive search tool that lets you construct and modify searches, save searches, and share saved searches with other RT users.

This guide covers how to use Query Builder:

- Overview of searching
- Constructing a search
  - Guidelines for combining search criteria
  - Creating your search criteria
  - Searching on date fields
  - Running the search
- More options
  - Modifying search criteria
  - Formatting search results
  - Saving searches
  - Using saved searches
  - Deleting saved searches

Overview of searching

The basic steps for creating and running a query are:

1. Click on **Tickets > New Search** to get to Query Builder.
2. Choose your search criteria.

Constructing searches

You can create simple or complex searches and specify any of the RT ticket fields, including any custom fields you use. You can also specify the use of "and" or "or" to combine search terms.

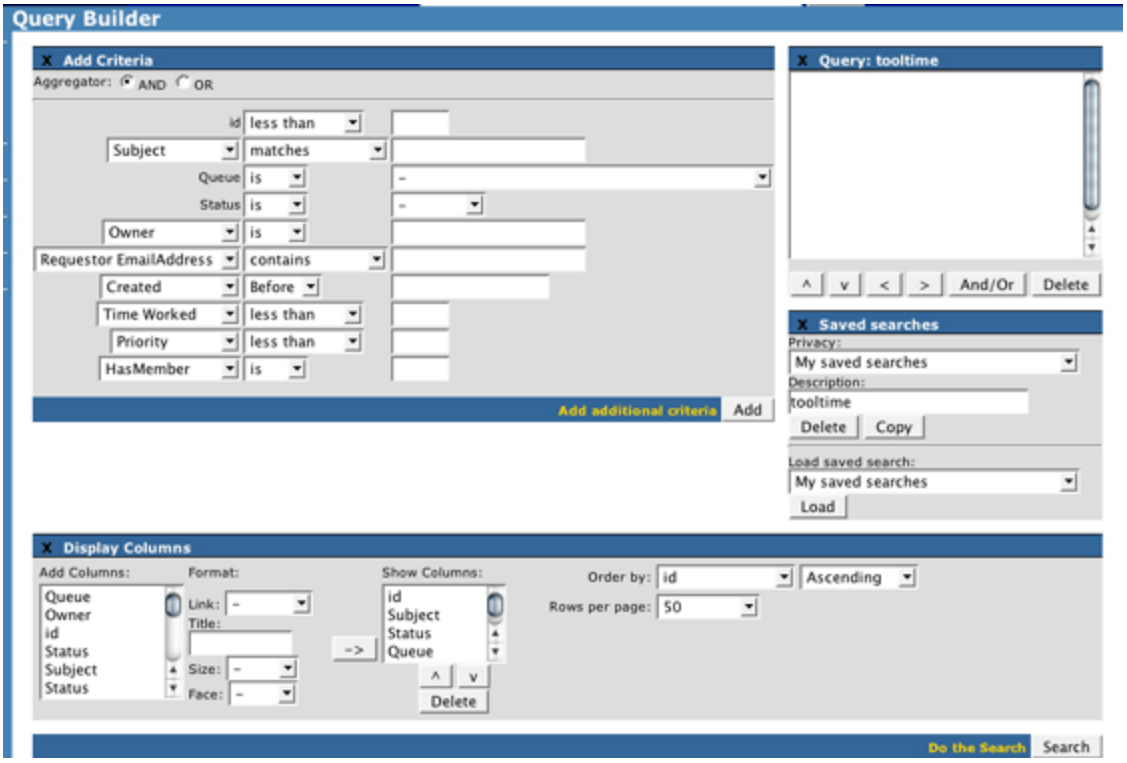
Guidelines for building a search

Bear in mind the following:

- The more terms you use, the narrower your results will be.
- Combining terms with "and" means the results have to meet both terms; combining with "or" means results only need to meet one or the other term.
- You can use both "and" and "or" in one search query but make sure the syntax is correct. For example, if you want to find tickets that have the status of either **New** or **Open** and were submitted by **jdoe**, the syntax needs to be (**New** or **Open**) and jdoe, not **New** or **Open** and **jdoe**.

Creating search criteria

1. Go to **Ticket Search > New Query**.
   Result: The Query Builder screen displays:



Example of the default Ticket Search screen.

If your queue contains custom fields, they will appear in the Add Criteria section.
The four areas, **Add Criteria**, **Query**, **Display Columns** and **Saved Searches** can be collapsed or expanded by clicking on the **X** to the left of the title.
If you previously clicked your queue name under Quick Search on the Home page, you'll see search criteria already entered Query Untitled Search area.

2. Use the dropdown lists and text boxes under **Add Criteria** to construct your search. For a complete list of the default fields and the corresponding dropdown list, go to the List of RT Ticket Fields.
    a. Specify the field(s) and value(s) you want to use in your search. If you want to fine tune the search (i.e., add and remove items) click **Add** then use the Query area to modify your search.
    Note: If your queue uses custom fields, first choose your **Queue** from the dropdown list, then click **Add** in order to see your custom fields display.
    b. If your search criteria requires the use of both **and** and **or** click on **Advanced**, modify the search logic, then click **Apply**.

Searching on date fields

Date fields can be searched in various ways. To search on a specific date, the common date formats are recognized:

- MM/DD/YYYY (e.g. 10/25/2006)
- MM/DD/YY (e.g. 10/25/06)
- MM/DD (e.g. 10/25) - assumes current year
- DD-Mon-YY (e.g. 10-Oct-06)
- DD-Mon (e.g. 10-Oct) - assumes current year

In addition, relative date and time searches are supported:

- today
- yesterday
- 3 days ago
- -3 days (same as 3 days ago)
- 4 hours ago

Examples of Date Search Criteria

- To find tickets created before September 1, 2006, use the criterion: *Created* | *Before* | *9/1/2006*
- To find tickets created today: *Created* | *On* | *today*
- To find tickets updated in the last four days: *Last Updated* | *After* | *4 days ago*

Running the search

Run the search by clicking the **Search** button.

Result: The results display in a list with a default set of columns. With the results you can do the following:

- Make bulk updates by clicking on the **Update Multiple Tickets** link at the bottom of the results list.
- Export the results to an Excel spreadsheet by clicking on the **Spreadsheet** link at the bottom of the list.

More options

Modifying search criteria

Use the Query area to modify your search by selecting portions of your criteria and clicking on a button:

Button	Purpose
^	Moves selected line above preceding line
v	Moves selected line below the following line
<	Moves selected criteria to the left
>	Moves selected criteria to the right
Delete	Delete selected text
Clear	Clear the Query window
And/Or	Change the selected "and" or "or" to the opposite

Formatting search criteria

Before running a search, you can modify the columns that display:

Technique	Procedure
Add columns	Click the column name in the **Available columns** list, then click on the button. *Result*: The column displays in the **Show Columns** list.
Removing columns	Click on the column name in the **Show Columns** list, then click **Delete**.
Re-ordering columns	Click the column that you want to move up or down, then click either the ^ or v button to move it.
Changing rows per page in the results	Enter the desired number of **Rows per Page** box.

Saving searches

You can save the searches you've created for your own use, or share it with other groups.

After you've constructed your search,

1. If you want to share the search with others, from the **My Saved Searches** dropdown list, choose the group with which you want to share.
2. In the **Description** box, enter a meaningful name.
3. Click **Save**.
   Result: Your search is saved and available as a link on the Home page under **Saved Searches>My Searches** and also under the **Load Saved Searches** section of Query Builder.

Using Saved Searches

You can use searches you've created and saved as well as searches others have created and made available to your group. On the RT Home page, click on the search you want to run under the **Saved Searches>My Searches** section.

Deleting Saved Searches

1. Load the search by choosing it from the **Load Saved Searches**, dropdown list, then clicking **Load**.
   Result: The search name displays in the Description box and the **Delete** button displays.
2. Click **Delete**.
   Result: The search is removed from the list.