

## Short message index quick reference guide

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### Search options

There are several options for searching the short message search index.

- The first is to enter keywords that automatically search across all metadata fields, including message-level and event-level text. Or, search specific field names and keywords. This method is the same as dtSearch.
- Another option is to search by query.
  - The basic format for a query is: FIELD\_NAME: Keyword, where FIELD\_NAME is the name of a specific event-level metadata field. For example, timestamp.
  - The table below lists four of the more common fields names you might use. For a complete list of searchable fields, see [All searchable fields](#).
- The colon operator is similar to *IS LIKE* in that the query looks for any instances where the keyword appears in that field for an event.
  - Keywords should correspond to the field type. For example, by searching the sender\_display field, you might enter *John Smith*.
  - Searching the timestamp field, you would enter a date-formatted keyword, such as *2024-02-09*.
- You can also combine searches across different fields using OR and AND operators similar to traditional query languages. To view a list of search syntax, see [Elastic Query Syntax](#).

### Common fields

This section displays the four most common fields used for short message searching, along with tips for maximize your search results.

Field name	Real name	Type	Description	Example
<b>Sender Display</b>	sender_display	Text	Display name of the sender. Display names are not standardized so they can be different	Lilliana Huff - P1

Field name	Real name	Type	Description	Example
			in different platforms for the same people.	

**Search tips:**

- If searching for multiple senders, make sure to use parentheses and add AND, OR operators between the different objects. For example, `sender_display:(Dilan OR "John Smith" OR John*)`
- Sender display is not a standardized field. It is the user's display name in a given platform.

**Note:** The display may be different across different platforms.

- Putting quotation marks around the display name gives different results than searching without them. For example, searching `sender_display:"John Smith"` searches for the exact phrase, while `sender_display:(John Smith)` searches for John and Smith separately and returns both sets of results.

Field name	Real name	Type	Description	Example
Timestamp	timestamp	Date	Returns the date and time the user sent the message.	2021-01-05T09:15:45

**Search tips:**

- The format for date and time is `yyyy-mm-ddThh:mm:ss`. When searching only a date, use `yyyy-mm-dd`.
- When searching dates and times, use four digits for the year, and two digits for the month and day. For example, `2024-02-09`. Using shortened date formats, such as `24-2-9` will not work. This same applies to the time format. You can use '00' for time as long as you complete the entire sequence: `00:00:00`.
- Use brackets [ ] to include dates and times on either side of the query. Use curly brackets { } to exclude dates and times on either side of the query.
- You can search for single dates or date ranges.
- If you want to find messages before a certain date, use `timestamp:< yyyy:mm:dd`. For messages after a certain date, use `timestamp:> yyyy:mm:dd`.

Field name	Real name	Type	Description	Example
Message Body	message_body	Text	The actual text of the message.	I hear Sally has his ear. Tell Sally we'll take her to a nice dinner as a token of our appreciation in exchange for some business with Dr.

Field name	Real name	Type	Description	Example
				Louis.

**Search tips:**

- If you are only searching for text or want to search across all fields, you can enter the keyword directly in the search bar.
- If you are searching for multiple keywords, make sure to use parentheses between the different objects. For example, `message_body: (Cat OR "litter box" OR dog*)`.

Field name	Real name	Type	Description	Example
<b>Event Type</b>	<code>event_type</code>	Keyword	Multi-choice field. Options include message, disclaimer, join, or leave.	<code>message</code>

**Search tips:**

If you are searching multiple event types, make sure to use parentheses between the different objects. For example, `event_type: (join or leave)`.

## Query examples

Use the following examples as a starting point for creating your query strings.

**Example one**

```
sender_display:(Abbie OR "Kyson Stanley") AND conversation_type:channel AND timestamp:[2012-10-13 TO 2023-12-12]
```

**In English:** Find messages sent by either Abbie or Kyson Stanley from October 13th 2012 and December 12th 2023, within a channel, not direct message.

**Example two**

```
sender_display: "Patience Mayo" AND message_body: "if you can cough" AND timestamp:[2012-10-13T09:15:00 TO 2023-10-13T15:15:00]
```

**In English:** Find all messages with 'Patience Mayo' in the display name, where the exact phrase "if you can cough" appears in the message body, and sent between 9:15 am on October 13th 2012 and 3:15pm on October 13th 2023.

**Example three**

```
is_edit:true OR deleted:true OR event_type:(join OR leave)
```

**In English:** Find all messages that were either edited or deleted, or a join or leave event.

### Example four

```
message_body: (fraud OR "don't mention this" OR "take it offline") AND
timestamp:<2023-10-01
```

**In English:** Find all messages containing the terms "fraud", "don't mention this", or "take it offline", sent before October 1, 2023.

## Resources

Use the sections below to view a list of all searchable short message fields and a list of basic EQS operators and functions.

All searchable fields for short message searching

Field name	Real name	Type	Explanation	Example
<b>IDs</b>				
Document ID	document_id	Keyword	Document ID of the RSMF File/Slice corresponding to certain messages	2836477
Conversation ID	conversation_id	Keyword		MS Teams 1
Event ID	event_id	Keyword	Individual message/event ID that correlates to one specific event (message, reaction, join, etc.). Unique only within the conversation.	Platform: Microsoft Teams Channel: Jackie Oshry, Documentation
<b>Conversations</b>				
Conversation Display	conversation_display	Text	This is an overview field that displays either the message platform, or the channel and users.	Platform: Microsoft Team Channel Name: Jackie Oshry, Documentation Team
Conversation Type	conversation_type	Keyword	Multi-choice field. Can either be direct OR channel	channel
Conversation Platform	conversation_platform	Keyword		MS Teams
<b>Events</b>				
Event Type	event_type	Keyword	Multi-choice field. Can either be message OR disclaimer OR join OR leave	message
Event Parent	event_parent	Keyword		
Event Importance	event_importance	Keyword	Multi-choice field. Can either be normal OR high	normal

Field name	Real name	Type	Explanation	Example
Message Body	message_body	Text	Actual text of the message	I hear sally has his ear. Tell Sally we'll take her to a nice dinner as a token of our appreciation in exchange for some business with Dr. Louis.
Message Body Previous	message_body_previous	Text	If someone edited the message, then this field shows the previous iteration of that message. <i>how do you differentiate between multiple edits?</i>	
Deleted	deleted	Boolean	States if someone deleted the message or not. <i>True</i> for deleted, <i>False</i> for not deleted.	false
Is edited	is_edit	Boolean	States if a user edited the message or not. If no one edited the message, the Message Body Previous field will be <i>null</i> .	false
Timestamp	timestamp	Date	States the date and time someone sent the message.	2021-01-05T09:15:45
<b>Sender</b>				
Sender ID	sender_id	Keyword		4561346
Sender Account ID	sender_account_id	Keyword		234567
Sender Display	sender_display	Text	Display name of the sender. Note that the display names are not standardized and can be different in different platforms for the same people.	John Smith
Sender Email	sender_email	Text		john.smith@someemail.com
<b>Attachments &amp; Reactions</b>				
Attachment ID's	attachment_ids	Keyword		
Attachment Displays	attachment_displays	keyword	these will contain file name so can search for file exten-	

Field name	Real name	Type	Explanation	Example
Attachment Count	attachment_count	Text	sions but not 100% reliable because native type and file extension can be different in some situations. can check if there are no attachment or greater less than certain fresh hold.	
Attachment Max Size	attachment_max_size	Integer	This is another one of the use cases, search for messages with abnormally high attachment count.	
Reaction Types	reaction_types	Keyword		[":see_no_evil:",":shushing_face:",":football:"]
Reaction Types Count	reaction_types_count	Integer		3
Reaction Total Count Across Types	reaction_total_count_across_types	Integer		5
Reaction Participants Display	reaction_participants_display	Text, Wildcard		["Laura Jones","Michael Oliver"]
<b>Coding</b>				
Responsive	custom_responsive	Boolean	This field reflects any message level coding decisions made on the 'responsive' field using the coding layout.	<p>Checking for any messages with coding – <i>exists_:</i> <i>custom_responsive</i></p> <p>Checking for any messages without coding – <i>NOT exists_:</i> <i>custom_responsive</i></p> <p>Checking for any messages coded as responsive – <i>custom_responsive: true</i></p> <p>Checking for any messages coded as not responsive – <i>custom_responsive: false</i></p>
Privileged	custom_privileged	Boolean	This field reflects any message level coding decisions made on the 'privileged' field using the coding layout.	<p>Checking for any messages with coding – <i>exists_:</i> <i>custom_privileged</i></p> <p>Checking for any messages without coding – <i>NOT</i></p>

Field name	Real name	Type	Explanation	Example
Notes	custom_notes	Text	This field reflects any message level coding notes made in the 'notes' field using the coding layout.	<p><i>exists_: custom_privileged</i></p> <p>Checking for any messages coded as responsive – <i>custom_privileged: true</i></p> <p>Checking for any messages coded as not responsive – <i>custom_privileged: false</i></p> <p>Searched the same as any other text field</p> <p>Custom_notes: "search for any phrase"</p>

### Elastic Query Syntax operators and functions

Search function	Use	Query example
Basics	<p>In most cases, your search string consists the field name, followed by a colon, followed by the search criteria. Use quotes to search for an exact phrase. Omit field names to search all fields.</p> <p>Search results are not case sensitive.</p>	<p>To search a specific field:</p> <ul style="list-style-type: none"> <li>■ <code>sender_display:"Tom Smith"</code> matches Tom Smith</li> <li>■ <code>message_body:party matches the party is next week</code></li> </ul> <p>To search all fields: "Tom%Smith" matches Tom Smith in any field.</p>
Brackets	<p>Use square brackets for inclusive date ranges "[ ]"</p> <p>Use curly brackets for exclusive date ranges "{ }"</p>	<p><u>Inclusive</u> [2023-01-01 TO 2023-21-31] result in dates between 2023-01-01 and 2023-12-31, including the start and end dates.</p> <p><u>Exclusive</u> {2023-01-01 TO 2023-12-31} matches dates between 2023-01-01 and 2023-12-31 excluding the start and end dates.</p>
Contains, IS LIKE	<p>For CONTAINS, query the field, followed by a colon, followed by the query term. For IS LIKE, use the fuzzy operator.</p>	<p><code>message_body:party</code> matches party, as in <i>the party is next week</i></p> <p><code>message_body:fokl~</code> matches folk, folks</p> <p><code>{* TO 2023-01-01}</code> matches all dates occurring before 2023-01-01</p>
Date ranges	Use TO when specifying date ranges.	<p><code>{ 2023-01-01 TO *}</code> matches all dates occurring after 2023-01-01</p> <p>[2023-01-01 TO 2023-12-31] matches all dates in 2023</p>
Escape char-	Use the escape character "\" to force a lit-	Company's matches Company's

Search function	Use	Query example
Escapes	Prevent the literal interpretation of special characters and system characters.	
Exact phrase	You must use quotes to search for an exact phrase.	"Tom Smith" matches Tom Smith
File size	Use to further narrow attachment results	<code>attachment_max_size:&gt;=20</code> returns documents with attachments that are greater than or equal to 20. The default unit of measurement is bytes.
Fuzziness	Use the ~ operator for fuzzy searches.	<code>folkl~</code> matches both folk and folks
Grouping sub-queries	Use parenthesis to group queries and sub-queries.	<code>("Tom" AND ("Smith" OR "Jones"))</code> returns Tom Smith and Tom Jones
Operators	Use AND, OR, NOT	<code>"Bob" OR "Cat"</code> returns documents containing the words Bob or Cat. <code>Company's</code> matches <code>Company s</code> <code>Tom_Smith</code> matches Tom Smith
Punctuation	ElasticSearch treats most punctuation and symbols as word breaks. Use the escape character "\" to force a literal interpretation of special characters.	<code>Tom%Smith</code> matches Tom Smith <code>Company\'s</code> matches <code>Company's</code> <code>Company\'s</code> matches <code>Company's</code> <code>"\\:wave\\:"</code> returns the wave emoji
Proximity	<code>("Term 1 Term 2" ~N)</code> where N is the distance between terms.	<code>("quick fox" ~5)</code> matches quick brown fox
Spaces	Use the percentage character to include a space.	<code>"Tom%Smith"</code> matches Tom Smith
Wildcards	Use ? for a single character. Use * for multiple characters. ElasticSearch ignores wildcards placed inside of quotes. Cannot use wildcards to search for an entire phrase.	<code>"Sales agreement"*</code> matches Sales agreement, Sales agreements <code>"Sales agreement"</code> matches Sales agreement
Emojis	Use the emoji or use quotation marks around the text version of an emoji.	♥ or ":heart:"



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