

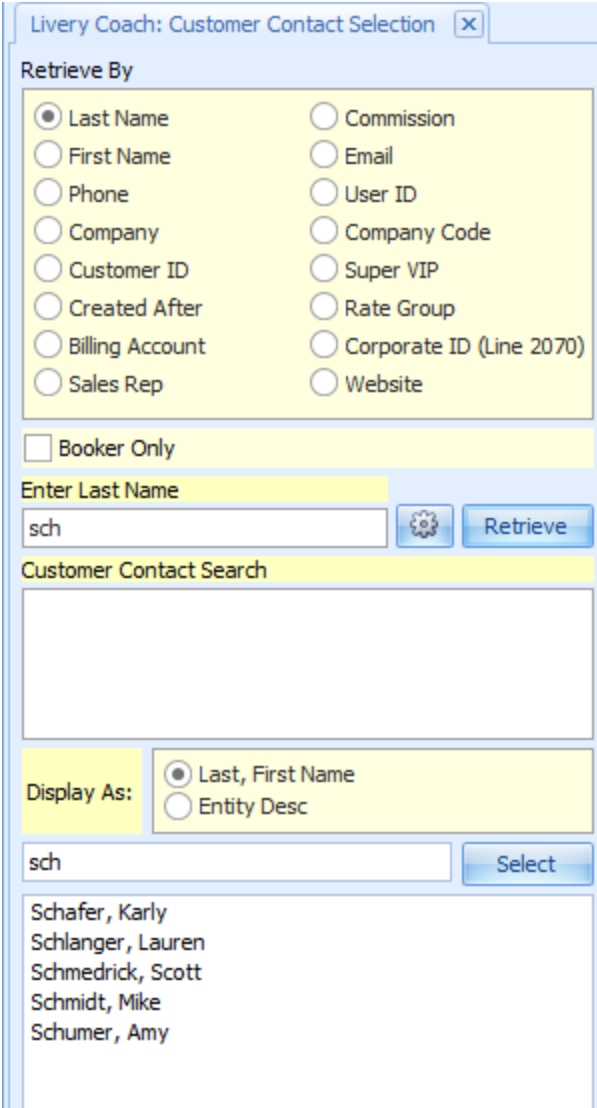
## Tech Tip Tuesday—April 6, 2021

### Enhanced Contact Search

When searching for a contact, Livery Coach gives you a wide variety of options for searching—Last Name, First Name, Phone, etc.

Traditionally, these searches have been a “start with” search, meaning when you start typing in the search field, the system looks for results that begin with what you have typed.

For example, if you type in “Sch” you found find names that started with “Sch”, as shown in the example below.



The screenshot shows a window titled "Livery Coach: Customer Contact Selection". It features a "Retrieve By" section with 14 radio button options: Last Name (selected), First Name, Phone, Company, Customer ID, Created After, Billing Account, Sales Rep, Commission, Email, User ID, Company Code, Super VIP, Rate Group, Corporate ID (Line 2070), and Website. Below this is a "Booker Only" checkbox. An "Enter Last Name" field contains "sch" and a "Retrieve" button. The "Customer Contact Search" area is empty. A "Display As:" section has "Last, First Name" selected and "Entity Desc" as an option. A "Select" button is below. The results list shows: Schafer, Karly; Schlanger, Lauren; Schmedrick, Scott; Schmidt, Mike; Schumer, Amy.

But sometimes, you’d rather do what’s known as a “full text” search—that is, look to see if what you typed is contained anywhere in the field. So when you searched for “sch”, you’d get results like this:


Livery Coach: Customer Contact Selection [X]

Retrieve By

<input checked="" type="radio"/> Last Name	<input type="radio"/> Commission
<input type="radio"/> First Name	<input type="radio"/> Email
<input type="radio"/> Phone	<input type="radio"/> User ID
<input type="radio"/> Company	<input type="radio"/> Company Code
<input type="radio"/> Customer ID	<input type="radio"/> Super VIP
<input type="radio"/> Created After	<input type="radio"/> Rate Group
<input type="radio"/> Billing Account	<input type="radio"/> Corporate ID (Line 2070)
<input type="radio"/> Sales Rep	<input type="radio"/> Website

Booker Only

Enter Last Name

sch 

Customer Contact Search

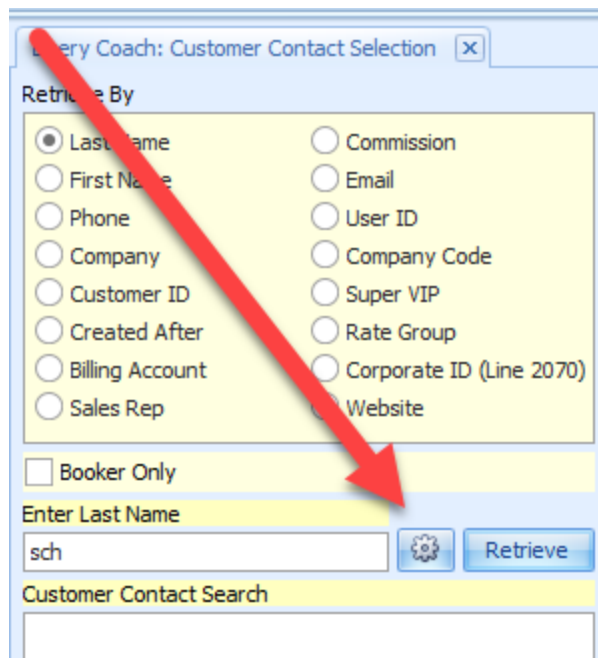
Display As:

<input checked="" type="radio"/> Last, First Name
<input type="radio"/> Entity Desc

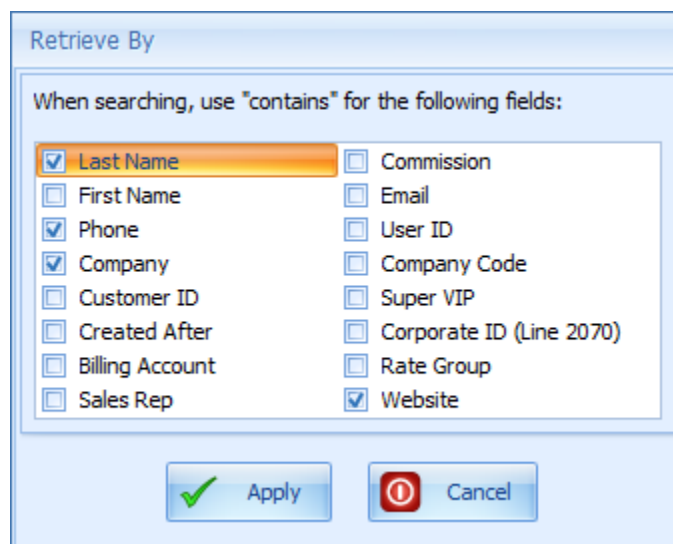
sch

Hirsch, David  
Hirsch, Emma  
Schafer, Karly  
Schlanger, Lauren  
Schmedrick, Scott  
Schmidt, Mike  
Schumer, Amy

Livery Coach gives you control over each of the search fields, so you can decide which ones you want “full search” on and which you’d prefer to leave as “begins with”. To access the search settings, simply click on the Gear icon to the right of the search box:



This will open up the Search Settings menu, where you can define which fields you want full text search (by entering a checkmark and then clicking Apply) and which you want the old, “starts with” search (no checkmark).



Now, your search will be a mix of “full” and “starts with”, depending on your selections, which you can change at any time. Happy searching!