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## PS Customer Connection

Posted by Guest - 2008/07/23 20:22

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Hello

What is the effective way to search in PS Customer Connection? If I search any thing in customer connection it is giving vast number of irrelevant results. I am just wondering how other folks are searching in customer connection.

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## Re:PS Customer Connection

Posted by PSADMIN - 2008/07/24 23:09

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The search engine of oracle or PeopleSoft is NOT as efficient as Google, accept it. I never got the result every time I search for some solution fast and easy. I feel the same frustration as you have. Hay we have to live with what we have and get the best out of it.

When you search make sure that you do not put the terms which are specific to your site like the server name or database name, even though they are in your error message.

Once the result pulls out say 400 results, you don't want to spend 3 hrs going through entire 400 results. It gives the numbers in each category like 341 results in Support. And 33 in Discussion groups. I would check the support as it is more reliable than the discussion groups.

Also the Oracle combines the documents, red papers, troubleshooting pages and common error messages and solutions in one page with links called "Knowledge Browser page".

You can click on them and use the word search feature on that page right top corner. Or you can use the search page feature of your browser like Fire fox or IE.

Some time, if you can not find things that you are looking for in CSC, try Google. I found many times Google got me what I want faster and easier than CSC.

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