

Funnelback Product Features

Deployment

Hosted software. A fully outsourced web site search service. Hardware, software upgrades, network traffic, all managed by Funnelback.

Licensed software. Software installed on your own server with a bundled web server for easy setup.

Operating systems supported. Windows Server, Linux (Red Hat), Solaris. Funnelback can run on a variety of platforms allowing you to leverage off of your existing systems.

Capability

Combined full-text & metadata search.

Allows search over unstructured data with a sophisticated ranking algorithm returning high quality results. Use metadata to up weight results or deliver faceted and geospatial searching.

Scalability. Search many millions of documents with fast query response times.

Enterprise search. Search many repositories enterprise-wide with a single query via a simple web interface. Separate indexes for each repository are created and users are able to choose which repositories they search over.

Integration. Integrates with Content Management Systems and Portals.

Geospatial search. Search results with spatial data presented on a map.

Multimedia search. Search audio and video metadata

RSS or subscription search. Allows users to keep up to date.

Content Repositories

Intranet & internet. Crawls HTTP and HTTPS sites with support for cookies.

Different repository types. Also indexes Oracle, MySQL, MS SQL Server, Lotus Notes/Domino, SharePoint 2007, 2003, TRIM, Hummingbird DM, Documentum Content Server, Documentum eRoom,

Interwoven WorkSite, SAP KM Portal, IBM Websphere Portal WCM and BEA Weblogic Portal. Support for additional document sources can be developed as required.

File shares. Windows & NFS.

Multiple file types supported. Including HTML, XML, Text, PDF, Word, PowerPoint, Excel and RTF. Ability to plug in custom filters.

Multiple languages supported.

Search Features

Key word searching. Available across document content and metadata.

Spelling suggestions. Provides alternatives from the Funnelback dictionary.

Thesaurus suggestions. Provides a list of search suggestions based on a custom thesaurus.

Featured pages (i.e 'best bets'). Specified pages are promoted when triggered by specific keywords.

Ranking. Documents are ranked by their relevance score.

Customise ranking. Boost the rankings of important sites or pages. Up-weight or down-weight metadata, search a query term in a URL or use the 'same site suppression' feature to create a valuable diversity of results from different content.

Sorting of search results. Results can alternatively be sorted by date, title, size, URL as well as any other specified metadata class, in ascending or descending order.

Contextual Navigation. Provides users with a set of related sub topics related to their search query. The sub topics allow users to determine query refinement suggestions derived from the content.

User click feedback. Provides a mechanism for search users to influence the result relevance over a period of time. By monitoring the search patterns of users, and the documents which they go on to access, Funnelback can up-weight these

documents for the particular query.

Synonyms. Provides the ability to expand query terms or create synonyms to match up with an organisation's terminology.

Query Language

Fielded search. Search metadata fields sourced from the indexed documents. DC (Dublin Core), AGLS (Australian Government Locator Service) and Netscape metadata are supported by default or define your own which correspond to a URL prefix.

Numeric field searching. Range searching of numeric fields.

Scoped Search. A customised search enabling results to be restricted based on a set of inclusion and exclusion patterns.

Boolean search. Boolean operators provide the user with a simple means to combine words, phrases and sub queries with Boolean operators, to either widen or narrow a result set.

Phrase searching. Use the phrase operator which requires component words to appear consecutively and in the order specified.

Date query. Allows user to constrain the results to documents which were last modified within a given date range.

Word stemming. Stemming (grammatical variations) allow the users to search for common variants of the specified word(s).

Wildcard search. A wildcard search uses truncation operators ("*") to provide results containing variations of the search terms.

Proximity search. Proximity search shows results where query words appear near each other.

Security Access

Collection level security. Security controls that restrict access to sensitive information in repositories and business applications to authorised users.

TRIM, file share and intranet document level security. Funnelback supports NTLM authentications for searching TRIM and NTFS based shared drives.

Access restriction. Enables access to individual collections to be restricted on an IP address/hostname basis.

Collection redirection. Search users who are unauthorised to access a given collection can be redirected to a 'public' collection, which will contain publicly accessible content.

HTTPS. Secure sites can be crawled by providing user credentials required by the web servers.

NTLM. Secure searching of information protected by NTLM.

Administration

Intuitive web administration interface.

Create, configure and monitor the status of managed collections.

Crawler and indexer configuration. Provides the ability to create new collections, specify spider rules and start/stop the crawling process, all from a single administrative web interface.

Offline indexing. An offline view is maintained for indexing purposes. This insures that search operations aren't affected whilst the collection is being updated. Once it is updated it's switched to the live view.

Full/Incremental index update. Updates to the collections can be triggered through the administrative web interface including; Full update (a complete crawl from scratch); Restart crawl from the latest checkpoint; Filter: extracts textual information from specific file formats; Index: indexes the existing offline crawl data and then swaps the live and offline views; and Swap views: swaps the live and offline views.

Scheduled updates of indexes. Provides the ability to schedule the updating of collections on an hourly, daily, weekly and monthly basis.

Inclusion and exclusion patterns.

Restrictions to the crawl are governed by a set of inclusion and exclusion patterns.

External metadata indexing. Assign metadata to index records using a central configuration. Assign additional metadata to other pages.

Index freshness. Crawls can be set to update only parts of the index which have changed since the last crawl and create a balance between freshness and infrastructure load.

Design results pages. Search results can be customised to match your required look and feel.

Funnelback Pattern Analyser

Automatic reports on changes in market demands. Funnelback's Pattern Analyser can measure the effectiveness of a marketing campaign by reporting the magnitude and duration of a spike in search traffic. It can also provide intelligence on the geographic regions where the change in search pattern is occurring and can provide context by linking each change to online news articles on a related topic.

Customisable User Interface

User interface templates. Use templates as a starting point to customise the search interfaces or developers can tailor the pages to suit individual organisations.

Results as HTML, XML or RSS.

Search result tiers. Results are grouped into tiers based on how many search constraints the results have satisfied. Tiers are sorted in descending order with regard to the number of constraints satisfied (e.g. fully matching, matching 1/ 2, etc.).

Contextualised summaries. Results summaries relate to the current query with optional query highlighting.

Metadata summaries. Summaries can include metadata fields.

Cached document word highlighting. Provides a cached view of the selected result with search term highlighting.

Cached document view. Indexed documents are cached as part of the indexing process and are stored as plain text documents so binary formats such as PDF, Word etc. can be viewed as html through a standard browser. Search terms can also be highlighted with this cached document view.

Accessibility. Funnelback conforms to AA Web content accessibility guidelines.

Reporting

Extensive query reports. Monitor search behaviour and usage over a short or extended period of time. These include: monthly summary of queries, most commonly searched for keywords, top scopes used in queries, query terms which return zero results, queries per hour and

documents per site. Date based reporting is also available.

Data reports. Provide statistics and reports on data gathered during the update process.

Customer Satisfaction

Accessibility. Access all content via a single web interface.

Speed / Highly efficient. Fast indexing and query processing.

Customisable. Every step of the Funnelback workflow can be expanded and customised.

Integration. Seamlessly integrates into your business interface.

Leading edge technology. The technology was developed by CSIRO, Australia's premier scientific and industrial research organisation. Heavy investment in research and development continues.

Tailored to your needs. Funnelback resolves complex search problems which are not solved by a one size fits all system, no matter how large or small your organisation.

Quality customer service and support. A dedicated support team with access to research and development resources on site. 24/7 support packages available.



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