Google

⬡ ❯ Help

Search parameters and operators

Note: This content is copied from the Google Cases > Search > Help overlay text.

Search Parameters

[attribute name]	[exact attribute value]	Example
caseid:	[full case id]	caseid:0-112358
from:	[name or email address]	from:adwords or from:joe@google.com
to:	[name or email address] searches to, cc, and bcc	to:support or to:jill@gmail.com
subject:	[keywords]	subject:urgent
assignee:	[username or email address]	assignee:eschimdt
oldassignee:	[username or email address] finds cases user was assigned to	oldassignee:page
agent:	[username or email address] finds cases last modified by user	agent:me
oldagent:	[username or email address] finds cases modified by user	oldagent:sergey
secondaryproduct:	[product name]	secondaryproduct:"Other"
spam:	[0 .. 100]	spam<99.9 or spam>=75.9999
status or state:	[open | closed | new | assigned | unassigned | in_consult | need_info | blocked_by | solution_offered | finished | merged]	status:open or state:assigned

oldstatus or oldstate:	[open | closed | new | assigned | unassigned | in_consult | need_info | blocked_by | solution_offered | finished | merged]	oldstatus:solution_offered oldstate:closed
blocked_by:	[bug | order]	blocked_by:bug
blocked_by_id:	[bug # or order #]	blocked_by_id:6002235
is:	[assigned | draft | escalated | expired | outbox | unassigned]	is:draft or is:unassigned
in:	[all | outbox] in:all searches all cases, including deleted ones	in:outbox
has:	[chat | email | note | phone]	has:email
created:	[yyyy-mm-dd] finds all cases created before or after a given time	created>=2011-12-31
creation_between:	[yyyy-mm-dd] finds all cases created between given date/times	creation_between:friday@20:30-monday@06:00PST
last_in_email:	[yyyy-mm-dd] finds all cases where the last incoming email occurred before or after a given time	last_in_email>=2011-12-31
last_out_email:	[yyyy-mm-dd] finds all cases where the last outgoing email occurred before or after a given time	last_out_email>=2011-12-31
last_comm:	[yyyy-mm-dd] finds all cases where the last incoming or outgoing message occurred before or after a given time	last_comm>=2011-12-31
last_closed:	[yyyy-mm-dd] finds all cases where the last	last_closed>=2011-12-31

	Case close event occurred before or after a given time	
dueby:	[yyyy-mm-dd] finds all cases whose SLA will have expired	dueby:2011-12-31
duein:	[hours from now] finds cases whose SLA will have expired	duein:24
before:	[yyyy-mm-dd] finds all cases last modified before this timestamp (in MTV time zone)	before:2022-11-22
after:	[yyyy-mm-dd] finds all cases last modified on or after this timestamp (in MTV time zone)	after:2008-2-29
num_interaction:	[number of interactions]	num_interaction>6
num_in_email:	[number of inbound emails]	num_in_email>=2
num_out_email:	[number of outbound emails]	num_out_email<3

Search operators

me	refers to current user	agent:me or assignee:me
OR	finds cases that match term A or term B	from:amy OR from:joe
-	finds cases that do not match the term	account -expired or -subject:help
" "	finds cases with the exact phrase	"purchase order" subject:"installation issue"

Result operators

sort:	[+	-][column name](,[+ | -][column name])* one or more columns, comma	sort:caseid or sort:-timestamp sort:dueby,-timestamp or sort:priority

	separated only numerical attributes and timestamp columns support multiple sorts see below for sortable columns	
hide or show:	[predefined column name] [attribute name or id](,[column position](,[column width]))	hide:assignee or show:timestamp show:catlevel3 or show:source,2,4em show:recipient,5,15%
include:	archive	searches by default are limited to open cases + closed cases that have been modified in the last 6 months. include this search term to query over all historical cases.

Predefined Columns

assignee, caseid, category, catlevel, created, customer, customeremail, dueby, from, fromemail, last_closed, last_comm, last_in_email, last_out_email, locale, message, priority, product, status, timestamp

catlevel[n] specifies which category level to display

Example Queries

agent:me to:amy after:2011-11-28
is:expired is:unassigned state:open
to:joe@gmail.com in:outbox OR is:draft
category:12345 OR (locale:en product:adwords)
assignee:me -product:adwords state:open sort:priority hide:assignee

Overview, Usage & Setup

Search Functionality in Cases

Search parameters and operators

Keyboard Shortcuts

g+1 0

g+1 0