Advanced Search Feature

## How does Advanced Search differ from Order Search?

Order Search is targeted at a specific piece of list data, such as a date range, email address, or status. Order Search provides static results that can be sorted, but not filtered.

Advanced Search allows "freeform", unique searches. The results can be filtered on a variety of criteria. Advance Search is also "fluid". Instead of navigating to a page, using the Quick Search box from the Dashboard allows you access to the information immediately.
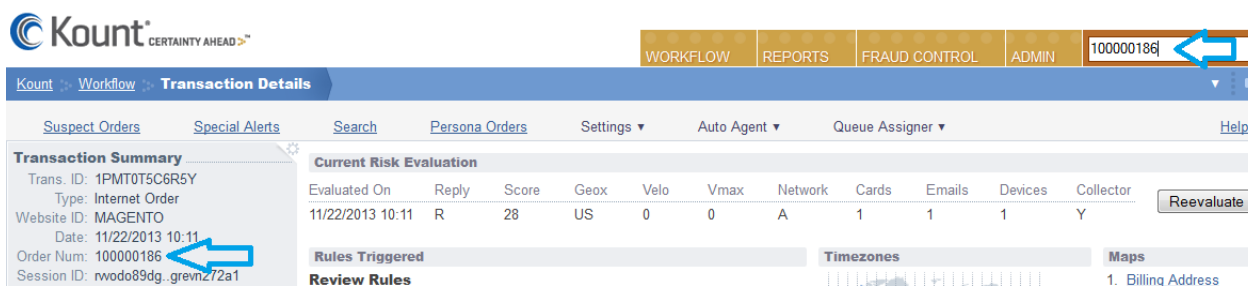
Basic searches are typically performed from the Quick Search box, shown below. Whereas **Advanced** searches are typically performed from the Search page located in the Workflow tab, (choose the Workflow tab, then Search). While these methods are typical, they are not exclusive. (A **Basic** search maybe performed from the Search page and an **Advanced** search maybe performed from the Quick Search box.)

Basic Searches

Performing a Basic search: Entering in an Order Number, IP Address, Email Address or Transaction ID, just to name a few of the fields, would result in either displaying a single order or potentially a list of orders. For a full list of the available implied fields see Appendix A.
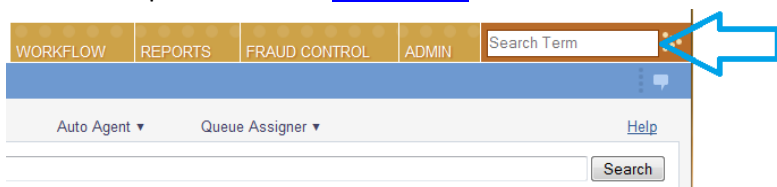
In this example an Order Number was used to search for the transaction, resulting in the single order being displayed.

In this example an IP Address was used to search for related orders, resulting in a list of 72 orders.

Advanced Searches

Advanced Searches require the use of the desired field and it's value. Advanced Searches can be performed from the Quick Search box, but due to their length it is typically easier to perform these searches within the Workflow > Search page. Please reference Appendix B for a full list of search field names and their syntax.

Here are a few examples of advanced searches that maybe performed. Field Names need to be Lower Case and Operators need to be Upper Case.

GEOX Country Code search:

Credit Card Brand search:

IP Address Range search: To search for an entire range of IP Addresses use the *ipad* field. Notice we used lower case for the *ipad* field and upper case for the *TO* operator.
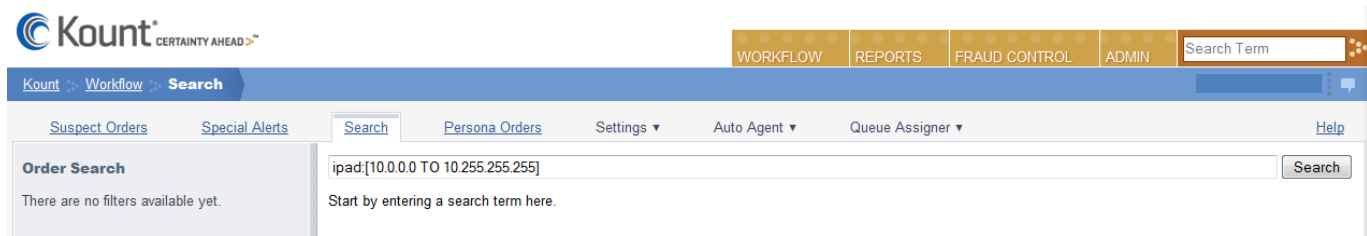
Additionally fields maybe used together to create more specific searches. In this example we are searching for orders that have a score from 28 to 50 and that were purchased using a Visa credit card. Square brackets are used to construct the score range query.
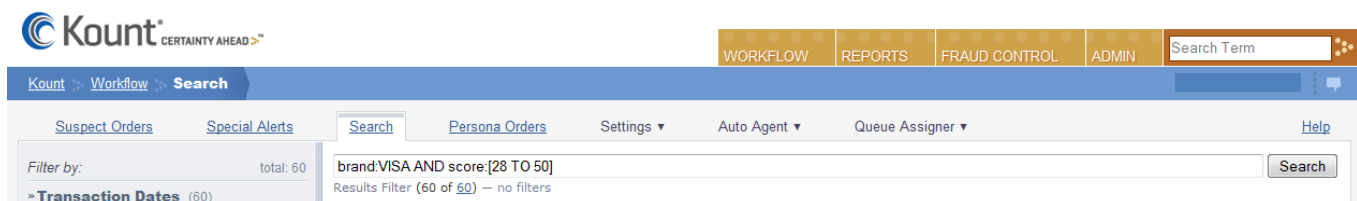
In the following example the search is constructed to find orders with a Device Country of Brazil, the Mobile Device flag is true and Cookies have been disabled. All three conditions must be present within the order to be returned as part of the search results.
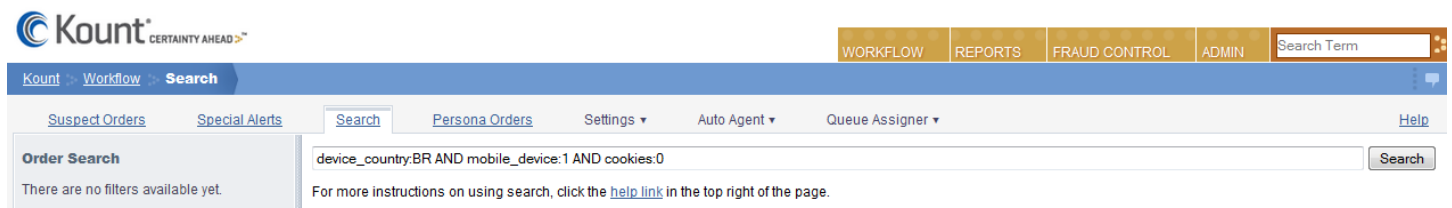
Evaluating the Search Results

The results that are returned from a search can be analyzed and filtered. We will examine 3 primary ways of examining the data. There are two areas that can be used to filter the results, the sidebar filters or graphical filter.

To use the Graph to filter the results. Click and drag the date range to filter.
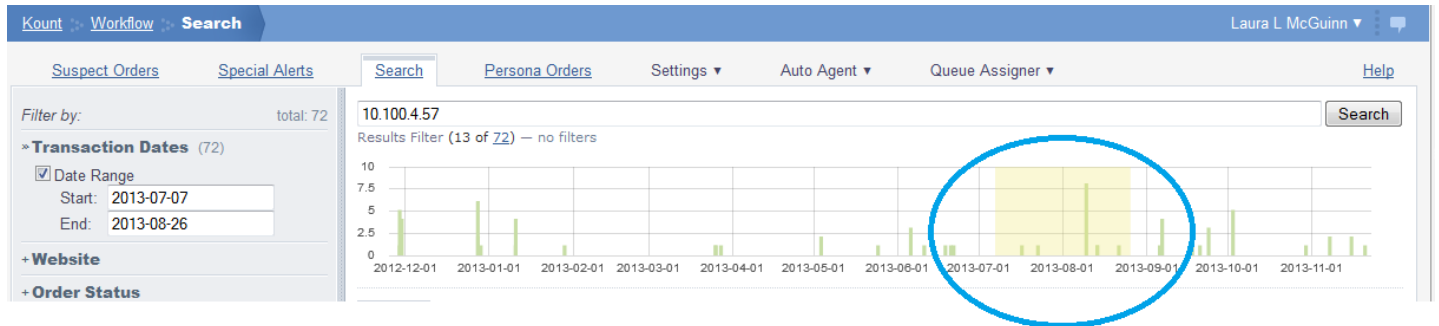
The orders from this date range will now be displayed. Additionally we could use the Sidebar Filters to limit the search results. Select any of the "+" signs to expand the filters. Check the item to filter the results.

Notice within the search results the individual transactions are displayed. Below are all the fields displayed within each entry.

- ➢ **Score:** The current risk assessment score for the transaction
- ➢ **Auth:** The bank authorization status of the transaction, Approve or Decline.
- ➢ **Stat:** The current Kount status of the transaction.
- ➢ **Transaction ID:** A unique identifier assigned by Kount to the transaction. Select the link to open the transaction details page.
- ➢ **Name:** The customer name associated with the transaction.
- ➢ **Email Address:** The customer email address associated with the transaction. Select the link to filter search results by the specific email address.
- ➢ **Date:** The date and time the transaction was created.
- ➢ **GEOX:** The geographic area of highest risk for the transaction.
- ➢ **Agent:** The initials of the agent assigned to the order (if any).
- ➢ **BIN CC:** The BIN Country Code associated with the payment type, (MasterCard & VISA only).
- ➢ **IP:** The IP address for the device used by the customer for the transaction. Select the link to filter the search results by the IP address
- ➢ **Uniq:** The customer account number assigned by the merchant. Select the link to filter the search results by this value.
- ➢ **Order:** The unique order number assigned by the merchant to identify the transaction within the merchants OMS.
- ➢ **Network:** The persona network type associated with the transaction.
- ➢ **Reason Code:** The custom reason code for the disposition.
- ➢ **Rules Triggered:** The number of rules triggered by the transaction.
- ➢ **Total:** The total amount for all items in the transaction (highlighted).
- ➢ **Items:** Number of items in the shopping cart making up the transaction.
- ➢ **Payment Type/Brand:** Payment type will be display, if the payment type is CARD, the brand of the card will be displayed.

Date Searches

The search index mapping can be modified to create a date-only string field version of the transaction date that can be searchable via the AWC search box and the query_string mechanism used for AWC search. There are several ways of searching for a date that can provide different results, with the new field named 'date' in the following examples:

- o Field Prefixed Date: `date:2013-01-23`

  This will return entries with the transaction date of 2013-01-23.

- o Field Prefixed Date w/ Wildcards: `date:2013-01-*`

  This will return entries with transactions dates in January, 2013.

- o Unquoted Date: `2013-01-23`

  This will return both entries with a transaction date of 2013-01-23 and entries with the tokens -01 and -23 in other searchable fields because of the nature of how the search uses tokens.

- o Quoted Date: `"2013-01-23"`

  This will return entries with the transaction date of 2013-01-23 and also entries with the exact string of "2013-01-23" in other searchable fields.

- o Unquoted Date w/ Wildcards: `2013-01-*`

  This will return both entries with a transaction dates in January of 2013 and entries with that match the string "2013-01-" in other searchable fields.*

The above examples can also be combined with other aspects of searching, for example adding "AND John Doe" to also search for transactions with John and Doe in addition to the date search.

Appendix A: Implied Field Values – Basic Search

Default Fields within a Basic Search:

Column Name	Column Abbrev	Column Type
Transaction Id	kount_order_number	string
Website Name	site_id	string
Browser Session Id	session_id	string
Order Number	order_number	string
First and Last Name	name	string
Hashed Card Value	card	string
Reason Code	reason_code	string
Ship to Full Name	ship_to_name	string
Ship to Email Address	ship_to_email	string
IP Address	ipad	ip
Email Address	email	string
Unique ID	uniq	string
Automatic Number Identification(ANID)	anid	string
Billing Phone Number	billing_phone	string
Shipping Phone Number	shipping_phone	string
BIN plus four	bin_plus_four	string
Address Line 1 (Both Billing and Shipping)	address.address1	string
Address Line 2 (Both Billing and Shipping)	address.address2	string
Address City (Both Billing and Shipping)	address.city	string
Address State (Both Billing and Shipping)	address.state	string
Address Country Code (Both Billing and Shipping)	address.country_code	string
Address Postal Code (Both Billing and Shipping)	address.postal_code	string

Appendix B: Advanced Search Fields

Example `fieldname:value`

Field Values	Description	Example
agent_name	Agent Assigned to Order	agent_name:admin
address1	First Line of Address (use quotes)	address1:"123 Green Tea Ln"
address2	Second Line of Address (use quotes)	address2:"123 Green Tea Ln"
address.city	City name for Billing or Shipping Address	address.city:San Diego
address.state	State name for Billing or Shipping Address	address.state:AL
billing_phone	Billing Phone Number	billing_phone:2084893354
brand	Brand of Payment Type	brand:visa
cart.description	Description of Cart Item	cart.description:93'' brown leather sofa
cart.item_name	Cart Item SKU Value	cart.item_name:HTP-2920
cart.product_type	Cart Item Category Value	cart.product_type:Hdmi cable
cart.price	Monetary value entered in Pennies or lowest fractional value.	cart.price:998
cart.quantity	Quantity of Line Item in Cart; not total items within entire cart.	cart.quantity: 2
cookies	Enabled = 1; Disabled = 0	cookies:1
device_country	Device Country Code	device_country:US
device_id	Device Fingerprint value	device_id:6158A6B3924670A32DAD65BBC41BD95
email	email value for Billing or Shipping Address	email:janedoe@example.com
flash	Enabled = 1; Disabled = 0	flash:0
geox	GEOX Country Code	geox: AU
ipad	IP Addresses are formatted using dotted quad value.	ipad:10.0.0.1
javascript	Enabled = 1; Disabled = 0	javascript:1
mobile_device	True = 1, False = 0	mobile_device:1
name	Customer Name	name: John Doe
netw	Persona Network Type	netw: A
order_number	Merchant Order Number	order_number: 8aa3ba7060
payment_type	PTYP value; CARD, None, etc.	payment_type:CARD
postal_code	Postal Code value for Billing or Shipping Address	postal_code: 30069
proxy	Enabled = 1; Disabled = 0	proxy:0
reason_code	Reason Code value	reason_code: A
rule.rule_id	Rule Id Number	rule.rule_id: 2836
score	Kount Score value	score:30
site_id	Website ID	site_id:fraud
shipping_type	Shipping Type value	shipping_type: 2d
status	Order Status within Kount	status: A
transaction_date	Transaction Date	transaction_date: 07/02/2013
transaction_id	Kount Transaction ID	transaction_id:1PMT0T5C6R5Y
velo	Velocity Count within 14 days	velo: 6
vmax	Velocity Count within 6 hours	vmax: 5

Appendix C: Payment Field Values

Payment Field Value (Can be upper or lower case)	Brand Name Decription
AMEX	American Express
AUBC	Australian Bankcard
BLML	Bill Me Later
CHEK	Check
CHIN	China Union Pay
DISC	Discover
DNRS	Diners Club
ELV	Elektronisches Lastschrift Verfahren
GDMP	Green Dot Money Pak
GIFT	Gift Card
GIROPAY	GiroPay
GOOG	Google
JCB	JCB
MSRO	Maestro
MSTR	MasterCard
NONE	None
PYPL	PayPal
SOLO	Solo
SWCH	Switch
VISA	Visa