MARKETPLACE APP · PLATFORM

Search

One search across MangoApps and the systems you keep outside it.

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MODEL	TIER	CAPABILITIES	INTELLIGENCE
Included	**Platform**	**37+**	**AI-powered**

OVERVIEW

Search answers from the records it already holds. Type pto balance, next shift or who's on call and the first line is the number, the time or the name, with the button to act on it.

Type a topic and a short, cited overview sits above a best match ranked on what you own, what you acknowledged, where you work and what colleagues open for the same words — then the SOP, the policy behind it, the person who wrote it, and the next step (Acknowledge, Complete, Pick up) as a button on the row. Same page on a phone.

Everything a person can open in MangoApps is on that page, and nothing they cannot. On the Enterprise plan the same box reaches SharePoint, OneDrive, Google Drive, Confluence, Jira, ServiceNow and Slack: each person connects their own account once, every search runs as them, and nothing is copied or indexed.

Admins see which searches find nothing and fix them in one click with a synonym or a promoted result, check what any employee would find, and choose which areas search reaches. People save searches and are told when something new turns up.

WHY TEAMS CHOOSE IT

- Get the answer, not a link — type 'pto balance' or 'who's on call' and the first line is the number or the name, with the button to act on it.
- Rank on what a search engine can't know: what you own, what you acknowledged, your site, your team, and what colleagues open for the same words.
- Act from the result — Acknowledge the policy, Complete the task, Pick up the shift or Fill the form as a button on the row, on desktop or phone.
- Reach SharePoint, OneDrive, Google Drive, Confluence, Jira, ServiceNow and Slack from the same box on Enterprise — every search runs as the person, nothing is copied or indexed.
- Fix a bad search in one click: admins see the searches that find nothing and add a synonym or promote a result straight from the list.
- Save a search and get told when something new appears — daily or weekly, only for results that did not exist when you saved it.

CAPABILITIES

Answers & AI

- ✓ Live answers from records — leave balance, next shift, who's on call, my manager, next holiday, clocked-in status, open tasks — each with the button to act
- ✓ AI overview: a short, cited answer above the results from company knowledge and from the external sources that answered, loaded after the page paints so results never wait for it
- ✓ The overview says 'not documented' rather than guessing, and admins see which questions company knowledge could not answer
- ✓ Meaning matches — results found by embeddings when the words don't match a title, ranked with everything else and marked 'Meaning match'
- ✓ 'Did you mean' — a spelling fix from the words the search did find, or the nearest search this company ran and found something for
- ✓ Hand the search to Ask AI in one click; its answer comes back with up to three narrower searches that re-run the results page

Results & Ranking

- ✓ One results page for the search box at the top of every page, across every MangoApps app and settings page, grouped by where results live
- ✓ A Best match card and up to four Top results ranked across every section, not just within one
- ✓ Ranking on relevance, freshness, what you own or acknowledged, your location and team, and what colleagues open for this query — each row says why it ranks
- ✓ Filter by area, date (external sources included) and 'only mine', with removable chips and a shareable URL for the filtered page
- ✓ 'See all in <App>' hands the query to the app's own search page (Wikis, Libraries, Drive, Chat, Workspaces, Policies, SOPs, People, Forms)
- ✓ Quoted phrases match words together — "radiation safety"

People & Experts

- ✓ 'People who can help' — up to six experts from content ownership: the author of the matched policy, SOP or wiki, the answerer, the file owner
- ✓ Experts by skill, job title, department or office — 'forklift certified', 'nurses in Austin' — from current, unexpired skills only
- ✓ Person cards with title, department, manager, contact details, current skills and live presence ('On shift until 5:00 PM', 'Clocked in')

Act from the Result & Personal

- ✓ Next-step buttons on the row — Request leave, Pick up (shift), Fill (form), Acknowledge (policy), Complete (task), Register (event) — shown only when the action is really open to you
- ✓ Saved searches that keep their filters, with daily or weekly alerts judged against what existed when you saved — nothing old is ever 'new'
- ✓ The page before you type: recent searches, saved searches and a 'for you' list — policies to acknowledge, tasks due this week, open shifts at your site, forms left as drafts

Search Connectors (Enterprise)

- ✓ Microsoft 365 — SharePoint, OneDrive and Teams files, live through Microsoft Graph as the signed-in person
- ✓ Google Drive, including shared drives
- ✓ Confluence Cloud pages and blog posts, and Jira Cloud issues
- ✓ ServiceNow knowledge articles
- ✓ Slack messages and files, as the person — only what they could open in Slack
- ✓ Every search runs as the person through their own one-time connection — the source system decides what they see; nothing is copied, indexed or cached, only a result count is logged, and the connection is encrypted and revoked at offboarding
- ✓ Register a source per subsidiary or joint venture, each with its own credentials — multi-instance by design
- ✓ Sources answer in parallel inside a fixed window; a slow or disconnected one becomes a labelled section with a Reconnect button, never a failed page
- ✓ Admins told within the hour when a source starts failing for everyone (a rotated secret, a dead host)

Admin Controls

- ✓ Synonyms — 'PTO' finds 'paid time off' in every area — with ten one-click starters and CSV import/export
- ✓ Promoted results: pin a page or URL to chosen terms as the first result, with a start/end window and pause
- ✓ Search as: see what any employee would find, with private areas counted but never listed, and every use audit-logged
- ✓ Analytics: searches, zero-result rate, top queries, ended-at-row-one and no-click rates, p95 latency, a daily trend, click-through by section, phone vs desktop, CSV export
- ✓ One-click fixes from the zero-result list — add a synonym or promote a result, prefilled — plus a weekly nudge listing the searches people keep running and opening nothing for
- ✓ Choose which areas search reaches; include archived wikis and workspaces or deactivated people; keep image, video, audio, archive and design files out
- ✓ Search-activity retention of 30, 90, 180 or 365 days, purged per company

Mobile, API & Agents

- ✓ Phone results page with the same best match, live answers, AI overview, experts and row actions — and a Connections page to connect external sources from the phone
- ✓ REST API (GET /api/v1/search) with the same engine, ranking, live answers, promotions and permissions as the page
- ✓ Agent and MCP tools — search, fetch, deep_search and search_external — read-only and available to every connector, so Claude or ChatGPT search with the person's permissions

Limits & Specs

Searchable areas	**Every app and settings area a person can open, grouped by category, each switchable by an admin**
MangoApps apps reached	**Every app a person can open, except the few exempt by design (e.g. Speak Up)**
Saved searches	**30 per person · alerts off, daily or weekly**
Analytics windows	**7, 30 or 90 days**
Search-activity retention	**30, 90, 180 or 365 days (default 90)**
External sources	**Answer within a 4-second window · 10 results per source per search**

USE CASES

- **A technologist between patients needs an SOP**
  Types three words on the phone and gets the SOP, the policy behind it, the person who wrote it and the Acknowledge button — with meaning matches when the words don't match the title.
- **A new hire wants to know how many PTO days they have**
  Types 'pto balance' and the first line is the balance from Leave, with Request leave beside it — no policy to read, no HR ticket.
- **A shift lead needs someone forklift-certified tonight**
  Searches 'forklift certified' and People who can help lists the matches by current skill, each card showing who is on shift right now.
- **A company of 27 joint ventures on separate Microsoft tenants**
  Each JV's SharePoint is registered as its own source with its own app registration. A regional manager connects to the two they work in; results show a section for each, opening in that JV's SharePoint.
- **"People search for 'holiday schedule' and find nothing"**
  Analytics lists zero-result searches by frequency; the admin promotes the schedule or adds a synonym from that row, and the weekly nudge stops mentioning it.
- **Security review for a healthcare customer**
  External content is never copied into MangoApps — searches run as the user through the source's own API and only a result count per source is logged — so a SharePoint holding clinical documents stays where it is, under Microsoft's permissions.

PRICING & LICENSING

Availability	**Included in the Platform Lite pack — every paid plan, no admin opt-in; Search Connectors need the Enterprise platform tier**
Tier	**Platform**

Pricing is tailored to your organization — **talk to sales for pricing & a live demo**. Final commercial terms per your agreement.

FAQ

Does Search index our SharePoint, Google Drive or Confluence?
No. External sources are searched live, as the signed-in person, each time they search. Nothing is copied, indexed or cached, and the only thing recorded is how many results each source returned. Inside MangoApps, search activity — the query and which result was opened — is kept for 30 to 365 days at your choice, to power analytics and ranking.

Who can see what?
Inside MangoApps, the same permissions every app already enforces: the ranker only reorders rows a person could already open, and a permission suite proves that on real data. In an external system, that system decides — a person sees exactly what they could open in SharePoint, Drive, Confluence, Jira or ServiceNow themselves. Admins can check any employee's view with Search as.

How is this different from Ask AI?
Search answers the words you typed as a search: a live answer from records when they name one (a balance, a shift, a person), a short cited overview above the results when they don't, and the ranked results underneath. Ask AI is a conversation; the results page hands off to it in one click and takes its refined searches back as chips.

Can the AI overview make things up?
It answers only from the documents in front of it — your company's knowledge and, on Enterprise, the external sources that answered your search — cites each source inline, and says the topic is not documented rather than guessing. Admins can switch it off independently of Ask AI and can exclude content that has an open governance finding.

Which external systems can it search?
Microsoft 365 (SharePoint, OneDrive and Teams files), Google Drive including shared drives, Confluence Cloud, Jira Cloud, ServiceNow knowledge articles, and Slack messages and files. Teams messages, Box, Dropbox and Notion are not connectors today.

Is Search included in our plan?
Yes. Search is part of the Platform Lite pack, so every paid plan has it with no admin opt-in, and the results page works for every signed-in person even before an admin publishes the app. Search Connectors — the external sources — need the Enterprise platform tier.

Which MangoApps apps does it search?
Every app a person can open, and a new app joins by registering its model once. The few not searched are exempt by design, such as Speak Up, whose reports must never surface in search. Admins can keep any area out of results.

Does it work on the phone?
Yes. The phone page has the same best match, live answers, AI overview, experts and row actions, and people can connect to external sources from it. The admin pages — Analytics, Synonyms, Promoted results, Sources, Settings, Search as — are desktop only.