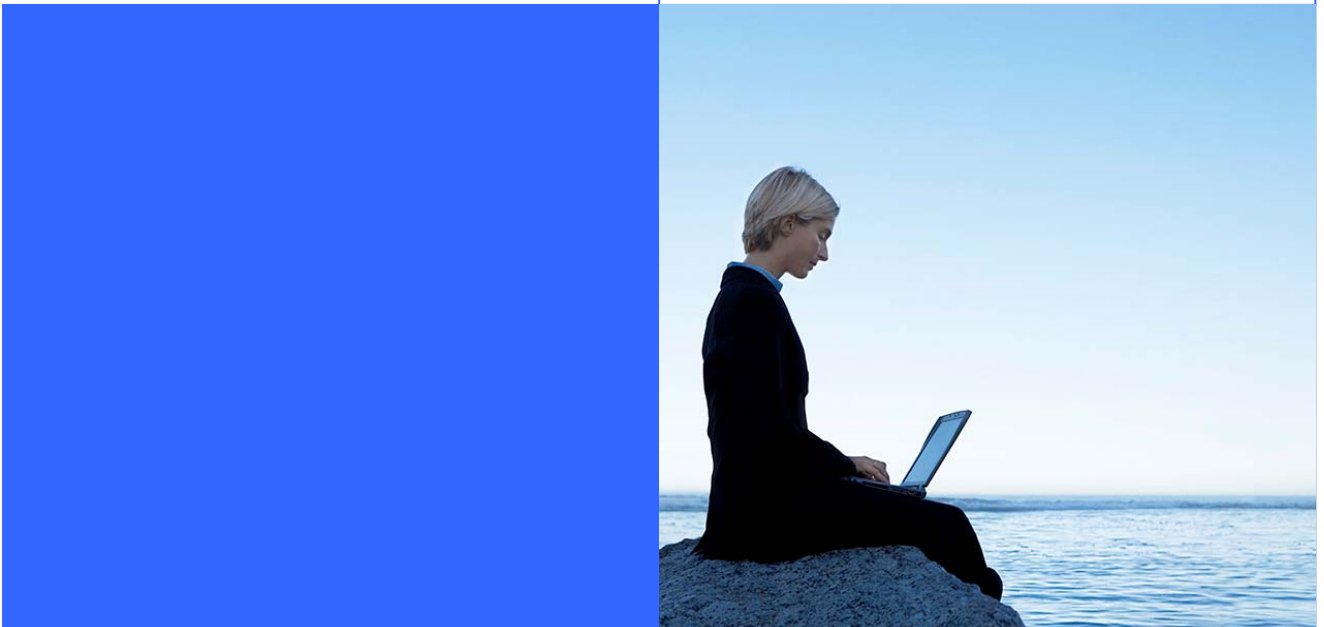


**IntelliConnect:  
Top 25 questions from  
clients answered**

**IntelliConnect™**  
Right Answer. Right Now.



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## Introduction

As part of the initial migration to IntelliConnect, CCH collected a range of queries, observations and suggestions for improvement from customers. This document details CCH's response to the top 25 queries.

For general information on migrating to IntelliConnect please visit the IntelliConnect FAQ on our website: <http://www.cch.com.au/au/intelliconnect>.

In addition to these documents, there are even more detailed searchable help files easily accessible from within your subscription at all times. These help files also contain links to the interactive tutorials.

See the **Help/Getting Started** links on the left pane on the **IntelliConnect Home Page**.

Interactive tutorials designed to teach you all the essentials of IntelliConnect can be accessed via the IntelliConnect support site and from within your subscription. Each tutorial runs from 2 to 5 minutes in length.

24 Hours a Day

Online Tutorials - Visit

<http://www.cch.com.au/Training>

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## Content Structure

### *What constitutes a document?*

A document is a unique unit of content that can be retrieved and viewed within IntelliConnect. Examples are a case judgement including headnote, a ruling including digest, a CCH commentary paragraph (identified with the ¶ symbol eg ¶150-240) or a section of an act.

### *How do I tell when a commentary document was last reviewed?*

IntelliConnect offers the ability to display a currency date for all documents.

CCH is currently working on a project to date-stamp all commentary documents with a “last reviewed” date. This is planned to roll out in Quarter 1 of 2010.

### *How have the topic and library lists been developed?*

The development of the library and topic lists was an organic process. Over time CCH in-house editorial staff allocated content to particular topics resulting in the list now visible.

### *Why do some results appear in multiple libraries?*

Some content is assigned to multiple topics/libraries as it is considered relevant to both. For example, the Income Tax Assessment Acts are central not only to the Tax library but also the Superannuation library. The Trade Practices Act is reproduced in both the Australian Trade Practices Reporter and extracted in the Australian Torts Reporter.

### *Why do documents appear multiple times in one results list?*

This is also a function of assigning documents to multiple products and libraries. The re-use of relevant content across multiple libraries allows CCH to ensure that content is created and updated in the most efficient and accurate manner.

Filtering results after the initial search may assist in reducing the duplication of results.

### *What is the difference between the topic and library filters?*

For example, with the search “shared parental responsibility” there are 323 hits for the Family Law library but only 123 hits for the Family Law topic.

The library filter displays all results where the documents appear in that library. For

example, in the search example given, the family law library filter will only display documents that appear in the Australian Master Family Law Guide, Australian Family Law Cases or other Family Law titles.

The topic filter is generated by our in-house indexing team and will only display results that a) contain the search terms and b) have been indexed to relevant subjects in the topic area selected. This allows us to leverage the power of our print indexes to create a highly targeted list of results that often number less than in the case of the by library filter.

Currently the coverage of the topic filter extends to commentary and selected legislation, cases and rulings. We are constantly adding more index content from our publications to IntelliConnect in order to increase the effectiveness and breadth of the "By Topic" filter.

## Search

### *How do I access search help?*

Clicking the search options button next to the search bar opens a window that includes links to search tips and a list of Boolean connectors. A quick reference list of Boolean connectors has been added to the search tips section, and the help topics have been expanded with additional tips and notes.

The quality of the basic search means that users should not need to constantly refer to a list of Boolean connectors in order to construct an effective search. For example, at the time of writing "claims against insurers of deregistered companies" returned the same top 4 results as "claims w/5 insurers AND "deregistered companies". The next 6 results were all listed in the top 25 of the original basic search.

### *Will there be additional filters and pre-search limiters in the future?*

Our development team is currently looking at ways to enhance and refine the IntelliConnect search functionality. We are currently investigating advanced search functionality and additional filters and cross-filter functionality.

A cross-filter is the ability to add more than one filter to further narrow search results. For example, Cross-filters under consideration for cases include by court, year, judge name, jurisdiction and topic.

An example of how this function would work is if a search result set was narrowed by the "Document type - Case" filter, it would be possible to apply a second "court" filter to restrict the results to cases from eg the High Court.

### *What is the most effective search for case names?*

The most effective option is to simply enter the case names in the Search box and

click Go. If it doesn't come up in the first page of results filter By Doc Type > Cases.

There are a few scenarios where this may not work, and you need to be able to limit case name search by more than party names. For example, in Family Law parties are often referred to by initials (A v B). To search for cases where initials are used (eg A v B), the most effective search string to use is "A v B". The use of quotation marks means that all results returned will include "A v B" as an exact phrase. Filtering the results by case or commentary as necessary will further limit the results returned.

Using the Boolean connector p/3 (ie "preceding by up to 3 words") will ensure that cases that may be cited in different ways will be found. For example, Black p/3 Black will find Black v Black, Black v. Black, Black and Black, Black & Black.

### *What is the most effective search to find commentary on a section of legislation?*

To find commentary on section 5K of the Civil Liability Act 2002, the most effective search is:

"Civil liability act 2002" w/5 5K

Applying the "document type - commentary" filter will limit results to commentary.

We are investigating advanced search options that will locate source document references within commentary documents.

### *Will the Thesaurus be expanded?*

Currently the thesaurus seems to consist mainly of abbreviations. When will it be expanded?

We are currently building out the thesaurus. We intend to engage major customers in this project so that there is an opportunity for input.

### *Tell me more about the jurisdiction filter.*

Why does the "narrow results by jurisdiction" filter present and work in a completely different way to the other browse/filter options?

This filter is a cross-filter. A cross filter allows a set of filtered results to be narrowed further. For example, a search that has been narrowed to cases can be further narrowed to show only NSW cases.

## If I filter by a jurisdiction, how do I get back to the full set of results?

To do this click on the jurisdiction filter in the left-hand navigation pane and either select “clear all” or untick the relevant jurisdictions.

Future releases of IntelliConnect will allow filters to be closed by a single click.

## Jurisdictions for other countries.

I have subscriptions to Asian titles. Why do I sometimes receive results from these other countries when I apply the jurisdiction filter to narrow results to Australia?

If a document does not have jurisdiction metadata it will not be filtered out of the result set. We are constantly improving the metadata for our content to increase the effectiveness of the “By jurisdiction” filter.

## *How do I edit/refine a search?*

It is not very clear how to edit the search or conduct a new search. The drop down menu to “search within results” is good but it is not clear whether the original terms should be left or deleted.

IntelliConnect’s search interface follows conventions used by mainstream search engines such as Google, Yahoo and Bing. This is designed to provide familiarity to users.

The IntelliConnect search form is very flexible and will accommodate either of the options suggested above.

For example, an initial search for “shared parental responsibility” returns 418 results. The user wants to search within results for de facto. Clearing the search form and entering “de facto” will give 128 results, the same as if the user just added the term to the original search string to read “shared parental responsibility de facto”.

## What are the options for New search and Edit search?

The original search terms are retained in the search box above the list of results. The user can add to these terms to refine a search or delete the terms to commence a new search.

## *What are the options for managing multiple tabs and searches?*

While the default setting is for multiple tabs, users have the ability to turn it off using the button to the right of the tabs. Once set to “Off”, a single search tab will be reused for all subsequent searches.

Having two tabs open, one for the current search and one with the history, is an

excellent alternative to the multiple tab option. IntelliConnect supports this configuration - simply turn the multiple tabs option to "off" and then click the History link. The History will remain as a permanent second tab, and all searches will run in the original tab.

## Pinpoint

### *What exactly is Pinpoint?*

Pinpoint is designed to return a specific document known to the user. For example, it can be used to go directly to a provision of legislation or a case where the citation is known.

We are constantly reviewing Pinpoint templates to IntelliConnect in order to increase the effectiveness and breadth of this feature.

### Why aren't there any Pinpoint templates for Asian products?

At this point in time CCH Asia does not have plans to include Pinpoint in their products.

### Does Pinpoint replace advanced search templates?

Pinpoint is not intended to replace a search template that searches for parties, judge name, catchwords etc. Additional cross-filter functionality and advanced search options are planned that will offer these kinds of search functions.

## Viewing and using results

### *Will source information be viewable in the results list?*

We are planning to improve the display of search results to provide the most relevant information. Current suggestions include adding the Act or Bill title for legislation hits, and adding the subscription source to commentary. We will work on this in the coming months.

### *How are result rankings determined?*

#### Most Relevant

The "most relevant" ranking is largely based on the Fast Search Engine relevancy ranking algorithm for the words in the search terms. The number and location of words within the document and document title are the main determinants of ranking by relevance. CCH has influenced and configured this algorithm to a limited extent. For example, the algorithm can be configured to boost certain types of documents based on document type, and indexes have been pushed down the ranking compared

to other documents.

## Most Recent

Clicking on Most Recent will organise your results according to the date CCH has assigned to a document, with the most recent documents appearing at the beginning of the list.

For news items, the date used is the date the news item appeared in the relevant newsletter.

For cases, rulings and similar source materials, the date used is the date the relevant document was handed down by the relevant court or tribunal or issued by the relevant authority.

For legislation, documents are ranked according to the commencement date of, or the effective date of the most recent change to the provision.

Commentary results are not subject to the “Most Recent” ranking. CCH is working on an alternative solution that will allow users to see when a commentary document was last reviewed.

## *How do I retain document selections over multiple pages?*

If I tick several documents on the first page of results and then move to the second results page my selections are lost. Can the selections be retained over more than one page?

IntelliConnect’s document select (“tick” functionality) is currently only retained for the page the user is on. The expectation is that the user will move the documents to the document tray or a research folder prior to navigating to the next page of results.

The purpose of the document tray is to provide a storage place for these selected documents as users review multiple pages of results. The user can then review and edit the entire list of selected documents prior to printing or saving them, reducing the risk that unnecessary documents will be printed or saved by accident.

Customer feedback has suggested the addition of a prompt alerting users if they are about to navigate away from a page without transferring selected documents to the document tray or research folders. CCH is looking into this possibility.

## *Can I configure the document path?*

Can I configure the document path to open by default?

No, this configuration is not currently available. We currently have an initiative to include more information in the display of search results such as adding the Act or Bill title for legislation hits, and adding the subscription source to commentary. This will

reduce the need for the document path to be visible at all times.

## Printing

### *How do I display the source details when I print a document?*

The document path appears at the top of a document when it is exported to PDF or text for printing.

The second element of the document path is the publication name and/or book. For example,

“Tax > 2009 Australian Master Tax Guide > Chapter Highlights of 2008 Tax Changes > [¶1] HIGHLIGHTS”

“Family Law > Australian Family Law and Practice Commentary > INTRODUCTION, INSTITUTIONS AND PERSONNEL > HISTORICAL INTRODUCTION > [¶100] Ecclesiastical jurisdiction”.

If the path does not appear on the exported document by default, open “Preferences” by clicking on the link in the top right corner of the window. In the “Print/Export/Email Preferences” section, select the option that states “When printing, emailing and exporting documents, always include “document path””.

### *Can I download a PDF facsimile of the print version of a case for use in court?*

CCH Australia will begin to provide court-acceptable case printing in the next few months.

## Alerting

### *Will email bulletins continue as normal?*

Prior to migrating to IntelliConnect, some customers received email bulletins with links to content that sat outside of the previous platform. Will these alerts continue once users migrate to IntelliConnect?

Yes, these electronic bulletins/newsletters will continue as normal.

## Administration

### *What usage statistics will be provided?*

Regular reports on usage will be provided in PDF or spreadsheet format. The reports will provide a greater level of information than is available in the current CCH usage reports, including the number of searches and the number of documents viewed. For

further information please contact your account manager.

*Can you supply a list of hyperlinks for catalogue records/intranets?*

Can I get a copy of deep links to all titles in order to update my catalogue records?

Yes - this document is available on the CCH Website:

[http://www.cch.com.au/AttachmentLibrary/Minisite/cch\\_deep\\_linking\\_with\\_intelliconnect\\_user\\_guide\\_2009.pdf](http://www.cch.com.au/AttachmentLibrary/Minisite/cch_deep_linking_with_intelliconnect_user_guide_2009.pdf)

*What administration capabilities are available in an IP-fixed anonymous environment?*

Can IntelliConnect support individual logins for library-based administrators in an IP anonymous fixed environment?

At this point of time IntelliConnect cannot support multiple levels of access in an IP anonymous fixed environment. This means that currently there is no option to create an administrator function or have individual logins for library staff.

Currently in the IP-fixed anonymous environment help pop-ups appear by default at the start of each session. Can this be turned off?

This was a design decision to display pop-up help messages by default in an IP fixed anonymous environment. It is based on the assumption that the majority of users in such an environment would be infrequent users and benefit from the help pop-ups. Unfortunately this cannot be changed for individuals as IntelliConnect cannot identify between a new user and subsequent access by that user.