

Subject: Steelhead Weekly Newsletter 9/16/2022

Date: Friday, September 16, 2022 at 6:59:46 AM Central Daylight Time

From: Jeff

To: [REDACTED]



STEELHEAD
technologies

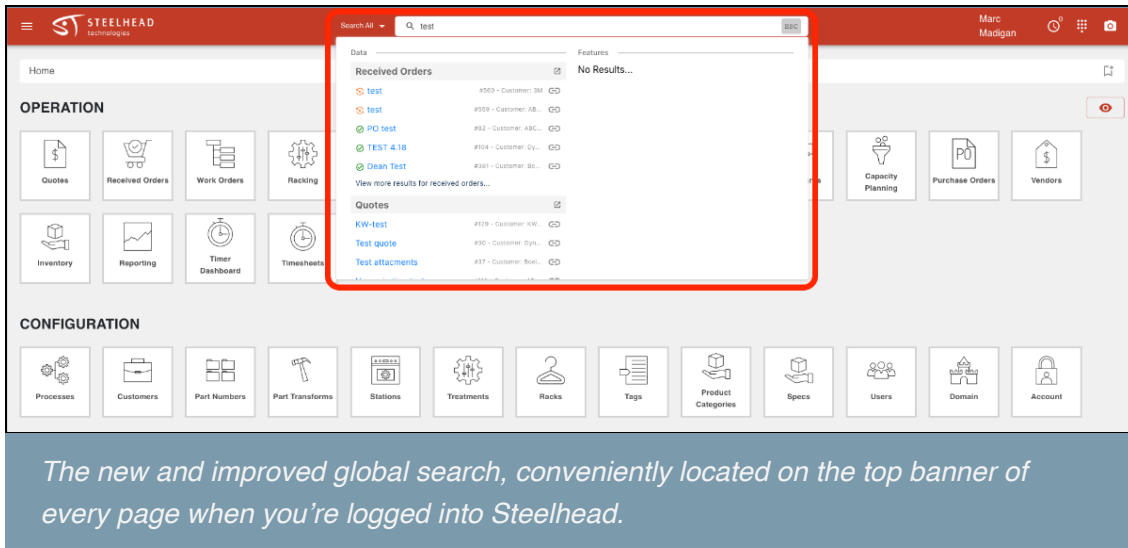
Weekly Newsletter

September 16th, 2022

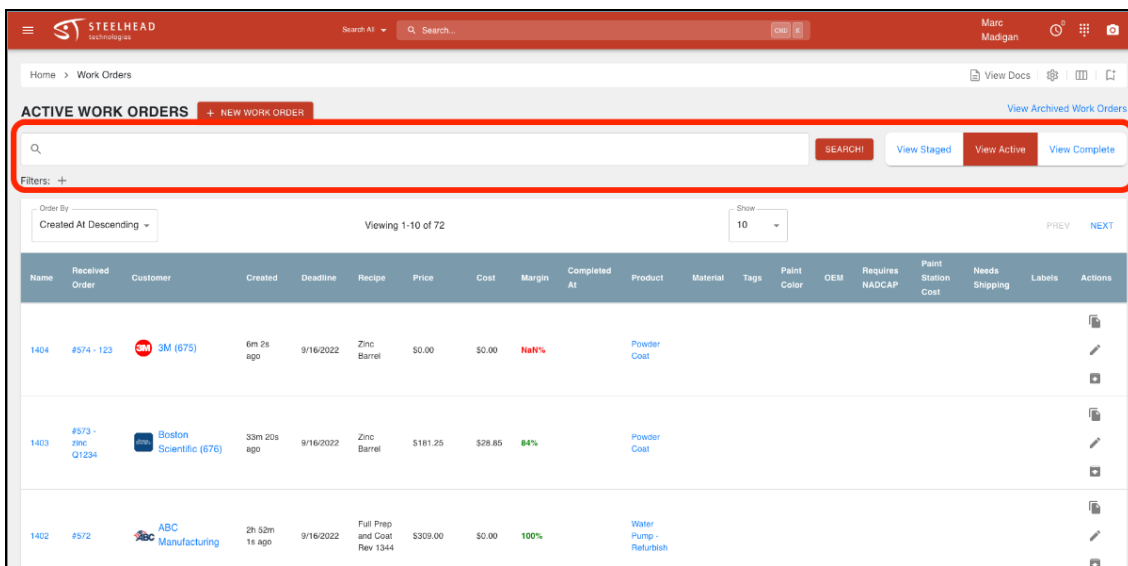
Welcome to the Weekly Steelhead Newsletter! Every Friday, we'll be sending out an update about what's new and exciting in Steelhead. These newsletters will include new features, tutorials, company updates, and more.

Tech Update: Improved Search Capability

This summer, the Steelhead team overhauled our internal search engine. The global search bar, conveniently located at the top of every page when you're logged into Steelhead, now uses a [Postgres search using Trigram Indexes](#) for speed and similarity. It works almost instantaneously – the search is often populated before you're even done typing. The results are also more accurate and useful than ever.



In addition, you can now find dedicated search bars on specific pages. These search bars allow you to narrow your search to just the types of items you might want to see. For example, the dedicated search on the Work Orders page searches for Work Orders. You can further filter these down using the preset filters on the top right of the page.



The page-specific Work Orders search bar allows you to filter your work orders by a search query or by status. Click the “View Staged,” “View Active,” or “View Complete” buttons on the top right to show only work orders of that status. You can also filter by customer, part number, creator, and many other options by adding your own custom filters. You may notice this capability in many other pages within Steelhead as well!

To see more about how to harness the full power of the new search

functions in Steelhead, take a look at our Search documentation:

- [Using the Global Search Bar](#)
- [Using Embedded Search Bars](#)

Customer Success Update

You already know that Steelhead helps you to grow your business. Steelhead is growing too. Our new full-time Customer Success team is now on board to provide you with the best support possible. To help us do this more efficiently, we created a new option for you to reach out to us for support at any time.



You can continue to reach out to the people you know at Steelhead, as you always have. But now, you can also reach out to us at support@gosteelhead.com.

Get ahold of us with questions, problems, or any obstacles standing in the way of your success in using Steelhead. We'll review your request right away and determine how best to help you. If we have a solution ready for you, if we need to have our engineering team deploy a technical fix, or even if we just need more information about the problem, a human being will contact you within one business day.

Have a quick question or need to know what something is? Browse the FAQs and Glossary sections of the new Steelhead [Customer Success Portal](#). New

content and updates will be posted here several times each week. If you're looking for a specific article, help topic, or definition, let us know and we'll point you towards it or add it ASAP!

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