

Overview of Microsoft Search

04/30/2025

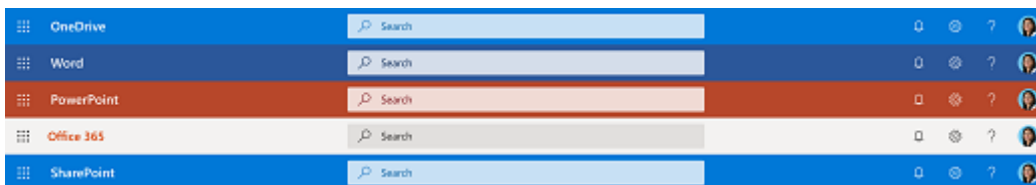
Microsoft Search helps you find what you need to complete what you're working on. Whether you're searching for people, files, organization charts, sites, or answers to common questions, you can use Microsoft Search throughout your workday to get answers.

Microsoft Search helps users find the right answers, people, and content to complete their tasks in the app they're already working in.

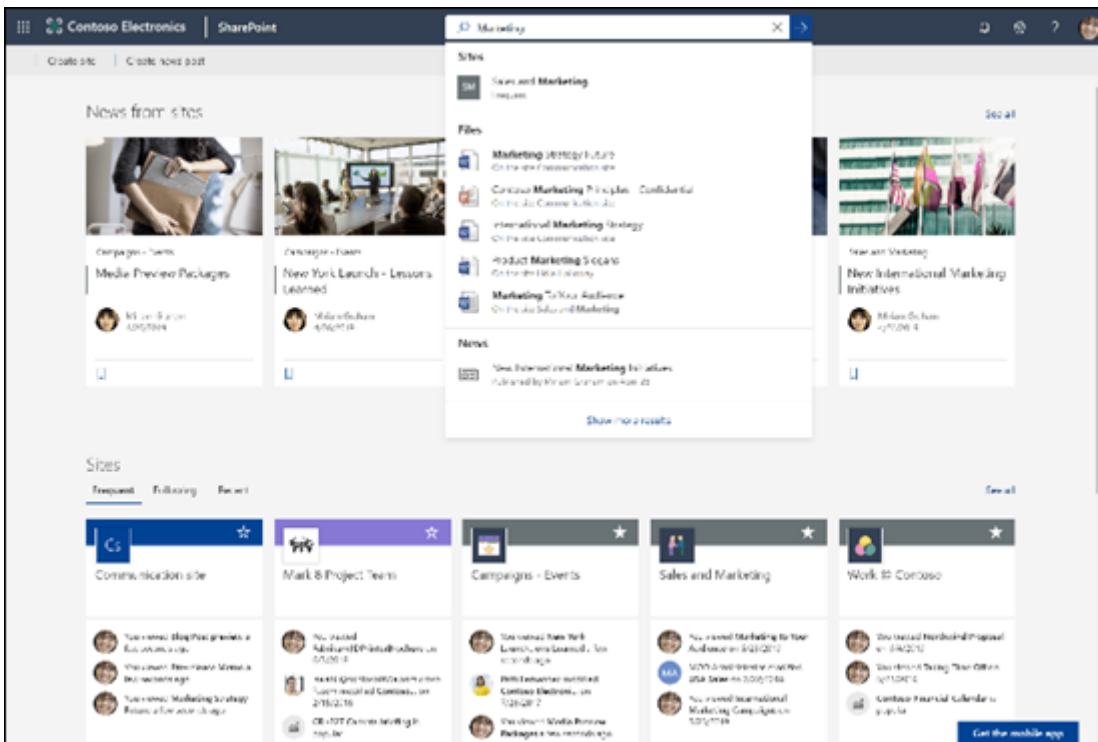
- Users get results that are relevant in the **context** of the app they search from. For example, when they search in [Microsoft Outlook](#), they find emails, and not [SharePoint](#) sites. When they search in SharePoint, they find sites, pages, and files.
- Whichever app users are working in; Microsoft Search is **personal**. Microsoft Search uses insights from the [Microsoft Graph](#) to show results that are relevant to each user. Each user might see different results, even if they search for the same words. They only see results that they already have access to, Microsoft Search doesn't change permissions.

What users see

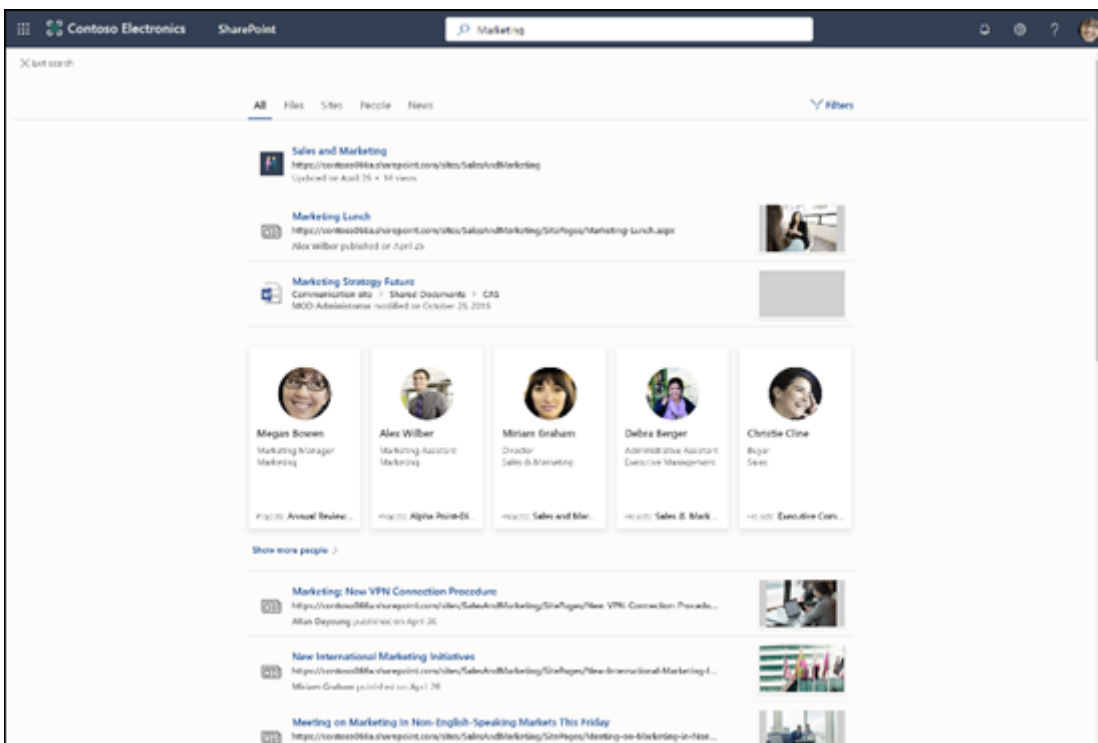
In Microsoft 365 apps, users find the Microsoft Search box in the header bar. It looks like this:



When users click in the **Search** box, search suggests results based on their previous activity in Microsoft 365 apps and based on content that's trending in your organization. Search considers activities such as files they were working on recently, commands they've used recently, and people they collaborate with. As users start typing in the **Search** box, the suggested results update. Users can open search results right from the **Search** box. Here's an example of a search in [SharePoint](#).



If the suggestions in the search box aren't what users are looking for, **Enter** opens the full list of results. They can use metadata such as who last modified the item and when and where the item is located to determine if it's what they're looking for.



Benefits of Microsoft Search

Search across Microsoft 365 from any Microsoft Search box – Users can search from any Microsoft Search box and get quickly back to what they were doing. Microsoft Search brings together results from data sources in Microsoft 365, including [SharePoint](#), [Microsoft OneDrive for Business](#), and [Microsoft Exchange](#).

Easy to search – Microsoft Search suggests results based on users' previous activity in Microsoft 365, right in the **Search** box.

Find shared files – Microsoft Search uses advanced query understanding to make finding shared files simple. Users can easily find files they're collaborating on.

Show relevant content – Promote the information and answers your users need to complete tasks, for example policies, benefits, resources, tools, and more. You can also target specific groups, like new hires, remote workers, or different geographies.

Administer across all apps – Microsoft Search is **on** by default and any administration you do applies to Microsoft Search in all the apps.

Tailoring Microsoft Search to your organization

As an administrator you can create an amazing Microsoft Search experience for your users.

Show useful content – Answers provide fast, authoritative results to search queries based on keywords. [Plan your content](#).

Add external content – Microsoft 365 Copilot Connectors allow you to bring external content into the index. Use connectors to enrich the search experience with data and files from outside of Microsoft 365. [Overview of Microsoft 365 Copilot Connectors](#)

Customize the user experience – You can customize the user experience by using verticals and other configurations. [Customize the Microsoft Search page](#)

What content is searched

Microsoft Search shows the content that your organization has stored in Microsoft 365 or has indexed through connectors. Microsoft Search doesn't search across tenants or show results from content that's shared by other organizations. If your organization has set up a hybrid SharePoint environment using cloud hybrid search, Microsoft Search returns search results from both online and on-premises SharePoint content, including any external content you've connected to your SharePoint Server environment. [Learn more about hybrid search environments](#).

Users will get the same search results they get from other locations.

How Microsoft Search works

When a user searches, Microsoft Search processes the query and parses search intent from larger phrases, using Artificial Intelligence (AI) to learn common superfluous phrases users add to their queries that don't impact their search intent. For example, when a user searches for "how to change my password" we extract the less important words from the query and trigger based on the relevant ones like "change password".

The search results that the user has **permission** to see are presented on the search results page. Microsoft Search uses intelligent ranking algorithms to order results based on relevance.

Privacy

In Microsoft Search only the content that a user has permission to see can appear in search results. A user might, for example, have permission to see a file because the user created it, it was shared with the user or with a larger group that includes the user, or it's stored in a folder or location that the user has permission to access.

When people filter on a person in SharePoint, they see results from content that the filtered person has worked on and that they have permission to see. If the filtered person or their organization has turned off item insights in Microsoft Graph, people only see results from content the filtered person has shared with them or from content that they both have worked on. [Learn about item insights](#).

When users get results for a search in Outlook, SharePoint Online, and M365.cloud.microsoft, the issued query is recorded in their search history. A user's search history is personal, it isn't shared with your organization or with Microsoft. Their search history helps them quickly get back to things they've found before. As they type a query, matches in their search history are suggested back to them in the search box.

Users can review their search history at any time by downloading it. They can also clear their history at any time. Both actions are done from the [My Account portal](#) of their work or school account. Go to the [Settings & Privacy page](#) and open the Microsoft Search section. Recording of history can't be paused.

The Outlook search history contains their searches in Outlook, Outlook for mobile, and Outlook on the web. It serves the same suggested queries to all three endpoints. Their searches on SharePoint sites, on the SharePoint start page, and on the Office.com home page are combined into one history and the same queries are suggested back when they search either on the SharePoint start page or on the M365.cloud.microsoft home page. Historic queries are not served when users search on SharePoint sites.

When many people in your organization search for the same thing in Microsoft Search in Outlook, SharePoint, and M365.cloud.microsoft, you as an admin can see that the query is popular, but not who searched for it. You can use this information to define which resources

are good results for popular queries and make search better for your organization. Learn about providing answers in [Plan your content](#).

See also

[Set up Microsoft Search](#)

Set up Microsoft Search

06/26/2025

Microsoft Search provides a user-friendly interface to help users find information like files and documents, internal sites and business tools, people and groups, locations and directions, conversations and answers. It does this by securely accessing all data sources, including emails, files, SharePoint files, OneDrive content, and other shared resources as well.

To learn more about Microsoft Search features, see [Microsoft Search Overview](#).

Get Started

Microsoft Search is turned on by default for all Microsoft apps that supports it, as a part of Microsoft 365. There is no setup required, but you can improve the overall Microsoft Search experience through some basic administrative tasks.

You manage Microsoft Search from Microsoft 365 admin center.

1. In Microsoft 365 admin center, go to **Settings** > [Search & intelligence](#).

As an admin you should consider a few things that can make the Microsoft Search experience efficient and user friendly in your organization.

Step 1: Assign Search admin and Search editor

In Microsoft Search, you can manage your organization's search settings and content by assigning these roles to users:

1. **Search admin:** This role can create and manage search result content and define query settings for improved search results within the organization. Search admin manages the Microsoft Search configuration and can perform all of the content-management tasks a Search editor can.
2. **Search editor:** Creates, manages, and deletes content for Microsoft Search in the Microsoft 365 admin center. This role can create and manage editorial content, such as frequently asked questions and answers, important places and locations, frequently searched and used sites and apps.

Currently, the Search admin and Search editor roles must be assigned by a global admin. For more information, see [Assign admin roles](#).

Search administrators directly influence the search experience for end users. This includes choosing the types of results you want to surface to your users. It may be difficult for one

person to choose and create authoritative content on many different topics that users search for in an organization. We recommend that you leverage the expertise and knowledge of subject matter experts (SME) and other users by adding them as Search editors.

Step 2: Create answers


Microsoft Search provides administrators with tools that they can use to build a robust search experience for their users. You can curate answers of different types to provide high-confidence results for users' searches.

Bookmarks are the most commonly used answer type. They promote the best possible results for your users' queries to the top of the search results and make it easy for your users to find what they are looking for. Informational content that is available for everyone; for example, information about the company, help for Windows and Office apps, etc. Content that people in the organization generally search for in their day-to-day work. Common work-related searches include employee benefits, time and expense reporting, submitting purchase orders, and getting help from IT services.

For creating and managing answers, see [Plan your content](#).

Next steps

If you'd like to learn more about how your users will use Microsoft Search, see the following articles:

- [Find what you need with Microsoft Search in Office](#) 
- [Microsoft Search Center](#) 

Manage access to files and sites

Article • 01/27/2023

Not every file or site should be available to everyone in your organization. Administrators and users can manage access to sensitive or confidential info using solutions that best address their specific issues. If adequate access controls aren't consistently applied, it can result in something we refer to as 'oversharing.' By making it easier to find information shared within your organization, files and sites with improper restrictions can be inadvertently accessed using Microsoft Search.

Search admins can't resolve these oversharing issues. Files and sites without restricted access will be surfaced in internal search results and through other avenues of discovery. However, when controls to prevent oversharing are in place, all avenues, including search, will be closed.

Solutions to prevent oversharing

Use the tools, policies, and techniques below to restrict or obfuscate access to information to help prevent oversharing. Implementing these solutions will likely require Global, Compliance, or Security admin access. We also recommend an internal campaign to educate your users about how to properly secure, label, and permission their sites and files.

Public sites or sites with public groups as owners

One way files can be shared with everyone is through public sites or sites with public groups as owners. Sensitivity labels can prevent users from creating public groups or sites. For details about configuring all labels to create private groups/sites and mandating a label for groups/sites, see [Use sensitivity labels to protect content in Microsoft Teams, Microsoft 365 Groups, and SharePoint sites](#).

Another option is to control who can create Microsoft 365 Groups in your organization. For more information, see [Create a group for users who need to create Microsoft 365 Groups](#).

When implementing either of these solutions, we also suggest you set up a process for users to request creation of public groups and inform your users about the change.

If restricting the ability to create groups isn't possible for your organization, you can monitor activities, including group creation, through auditing. For details about basic and advanced auditing, see [Auditing solutions in Microsoft 365](#).

Shared files

To restrict access to all files classified as business sensitive, you can define and apply data classifications for your organization. Sample data will need to be collected to help train new classifiers. For details about prerequisites and permissions, see [Learn about data classification](#).

To restrict file access to members of a specific group, like executives, you can create custom labels scoped to a security group. Then, when a security group member applies the label, it automatically restricts access to the group. To learn more about custom labels, see [Create and configure sensitivity labels and their policies](#) and [Restrict access to content by using sensitivity labels to apply encryption](#).

To ensure documents and emails are properly labeled, admins can also set a default label policy and require users to label them. For more information, see [Require users to apply a label to their email and documents](#).

You can also minimize file oversharing by preventing recent files from appearing when searching. This can be done on a group level or for everyone in your organization. To stop recent files from appearing for a group, see [Customizing item insights privacy in Microsoft Graph](#). A group member will be able to see their own recent files, but others will get a message that no results are found. To turn off recent files for everyone in your organization, you'll need to turn off Delve. For details, see [Control access to Delve](#).



Note

Users will still be able to find files shared with them in Microsoft Search results. Customizing item insights or turning off Delve only stops files from appearing in a user's list of recent files.

Sites and files between groups

To restrict file and site sharing between groups, for example, a finance team that manages confidential projects with a marketing team, you can define and implement information barrier policies. These barriers also prevent other aspects of communication and collaboration in Microsoft Teams, SharePoint, and OneDrive. For details, see [Learn about information barriers in Microsoft 365](#).

Get access insights

Access governance provides insights about sites with the most sensitive documents and overshared sites in your organization. For an overview, see [What's new in Security and Compliance in SharePoint and OneDrive](#) . You'll need to [nominate your organization](#)  for this preview.

Microsoft Search for US government environments


Article • 05/02/2025




Introduction

Microsoft Search is a powerful and intuitive service that helps users find relevant information across Microsoft 365 apps and the web. It offers consistent and personalized search experience that respects data security and compliance. However, depending on the cloud environment, some features and functionality of Microsoft Search may vary. This article provides an overview of the main differences between the US government clouds and the commercial cloud for Microsoft Search, and how to enable and customize Microsoft Search for your organization.

Microsoft Search Availability for US Government Clouds

Microsoft Search is available for US government cloud customers in the following environments: Government Community Cloud (GCC), Government Community Cloud High (GCC-High), and Department of Defense (DoD). However, not all features and functionality of Microsoft Search are currently supported in these environments. The table below summarizes the current feature availability for each cloud environment. For the latest updates, see the Microsoft Search Roadmap.

It is our general intent to deliver Microsoft Search commercial features and functionality to the government cloud environment. For a release time frame, see the Microsoft Search Roadmap.[Microsoft Search Roadmap](#) .

To get personalized, organization-wide results, users enter a search query in a search box on [SharePoint](#) , [OneDrive for Business](#) , [M365.cloud.microsoft](#)  (formerly Office.com and Microsoft365.com) or the Microsoft 365 app. To learn more about Microsoft Search features, see [Microsoft Search Overview](#).

Microsoft Search features

The following table outlines whether specified Microsoft Search features are available within the GCC, GCC-High, and DoD environments.

- Next = The next wave of features currently being worked on and will be shipping soon.
- Next+ = The wave of features that are planned to release after Next.

 Expand table

Feature	WW	GCC	GCC-High	DoD
Organization-wide search across files, sites, and people	Yes	Yes	Yes	Yes
People Centric Search	Yes	Yes	Yes	Yes
Search & intelligence admin center	Yes	Yes	Yes	Yes
Answers				
Bookmarks Answer (admin-curated)	Yes	Yes	Yes	Next
Q&As (admin-curated)	Yes	Yes	Yes	Next
Acronyms (admin-curated)	Yes	Yes	Yes	Next
Acronyms (system-curated)	Yes	Yes	Next	Next
Verticals				
Messages	Yes	Yes	Yes	Next
Power BI	Yes	Next	Next	Next
Images Vertical	Yes	Yes	Yes	Yes
Video Vertical	Yes	Yes	Yes	Yes
Data sources				
Graph Connectors	Yes	Yes	Next	Next+
Federation Connectors	Yes	Next+	Next+	Next+
Insights				
Usage analytics (Organization level)	Yes	Yes	Yes	Yes
Search and Intelligence Insight Feedback	Yes	Next+	Next+	Next+
Customizations				
Result type - Connectors	Yes	Yes	Next	Next+
Result type - SharePoint	Next	Next+	Next+	Next+
Filters and Verticals - Connectors	Yes	Yes	Next	Next+
Filters and Verticals - SharePoint	Yes	Next+	Next+	Next+
Insights	Yes	Next+	Next+	Next+
SharePoint Site Search settings				

Feature	WW	GCC	GCC-High	DoD
Result types	Yes	Next+	Next+	Next+
Verticals	Yes	Next+	Next+	Next+

"Next" = the next wave of features we are currently working on and will be shipping soon

"Next+" = the wave after that

In response to the unique, evolving requirements of the United States public sector, Microsoft has created Office 365 US Government plans (or Office 365 Government). For service descriptions and features overview specific to these environments, see [Office 365 Government](#).

Microsoft Search FAQs

Here's a list of the most common questions.

Tip

Don't see your question answered here? Ask your question in this article's feedback.

Important

As of March 31, 2025, M365.cloud.microsoft (formerly Office.com and Microsoft365.com) and SharePoint Online are the new homes for Microsoft Search. Microsoft Search in Bing is no longer available. We encourage Microsoft Search in Bing users to update your bookmarks. [Learn more](#).

Is advanced query understanding supported?

Yes, Microsoft Search parses query intent from larger phrases. This feature uses AI to learn common superfluous phrases users add to their queries that don't affect their search intent. For example, when a user searches for *tell me more about how to change my password*, we extract the less important words from the query and trigger based on the relevant ones like *change password*.

This feature won't override keywords set in the [Microsoft 365 admin center](#).

Can you search for files on-premises?

Yes. You can search on-premises [SharePoint](#) files if you have a hybrid deployment of SharePoint.

How do I make Bing the default search engine for people in my org?

These are the instructions for setting the default search engine, default homepage, and default browser to give your users the best experience with Microsoft Search in [Bing](#):

- [Set Microsoft Edge as your default browser](#)
- [Make Bing your default search engine](#)
- [Set Bing.com as your enterprise homepage](#)

How are my search results protected?

We require [Microsoft Entra ID](#) authentication to access results from the Trusted Cloud. Authenticated users only see content they have access to.

Filename vs. Title in search results

Unlike the classic search experience in SharePoint which prefers the `Title` property of a file, search results in Microsoft Search display the filename for files, similar to the default view in SharePoint or OneDrive libraries. This approach avoids showing the `Title` property, which can often be misleading when it carries over from copied documents or from document templates. However, for sites, pages and list items, the `Title` property is shown.

Text in the `Title` property is still indexed and searchable, and can be used in the hit highlighting of a search results if decided by the search engine.

Can I search across federated organizations?

No.

Where can I get info about Office 365 security, compliance, and privacy?

Details can be found on the [Trust Center pages for Office 365](#).

Can guests access Microsoft Search in my organization?

Microsoft 365 enables rich collaboration with people outside of your organization through [guest access](#). Guest users can search for content within the SharePoint sites they've been invited to. However, guests don't have access to organization-wide search results and are limited to searching from the on-page search box within shared sites.

What does Microsoft Search cost?

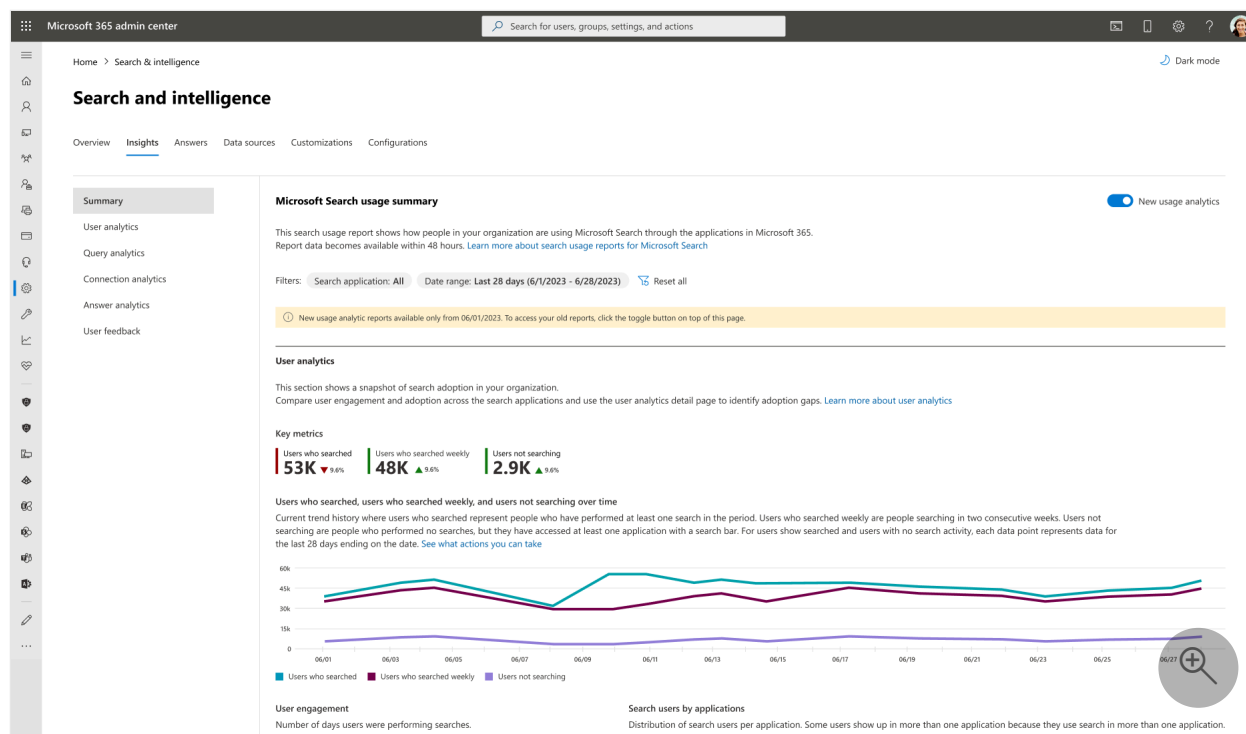
Microsoft Search is the search for your Microsoft 365 experience; there is no additional cost to search your data. Some features like [Microsoft 365 Copilot connectors](#) come with quotas that are included on certain [licenses and have extra quota available for purchase](#).

Last updated on 12/30/2025

Microsoft Search Usage Reports

Article • 01/27/2025

Search usage reports enable you to gain more understanding of how people in your organization are using Microsoft Search. The insights generated from these reports will help you take actions that will make search a more useful and delightful experience for all your users.



The [Microsoft Search usage reports](#) include graphs and tables generated from searches that are executed from the SharePoint Start Page, SharePoint Sites, Microsoft 365 app (formerly known as the Office app) at office.com, and Bing. User analytics is also available for Windows Search, Outlook, Teams, OneDrive and application search in Word, Excel and PowerPoint. You can see data from the last 28 days or for the previous year.

On some detail pages, you can filter reports by country, occupation, department, or division. To protect privacy, if any filters show data for five or less individuals, those results won't be included in the search usage reports. In addition, these filters can be toggled on or off for the entire organization on the Org settings page, in case your organization has specific privacy requirements.

Search Application Coverage

These are the search applications that are currently included in tenant level usage reports:

Search application	Description
Microsoft Search for Bing	A Bing search where the user is authenticated with organization credentials and the user navigated to the work tab in Microsoft Search in Bing.
Microsoft365.com	The Microsoft 365 App at microsoft365.com (formerly known as the Office app at office.com).
SharePoint Sites	SharePoint Online, including both classic (enterprise/site/basic search center) and modern (hub, communication, and team) site searches.
SharePoint Start page	The site available when selecting SharePoint in the Microsoft 365 app launcher with the URL ending in /SharePoint.aspx.
Windows Search Work results	Queries from the search box in the Start menu or taskbar for users authenticated with organization credentials and which produced work results.
Outlook	Queries from Outlook for any device and platform.
Teams	Queries from Teams for any device and platform.
OneDrive	Queries in the OneDrive app that are used to search a user's OneDrive for work or school.
Word, Excel, PowerPoint	Aggregate of all queries in Word, Excel and PowerPoint.

How to get to the Microsoft Search usage reports?

1. In the Microsoft 365 admin center, select **Settings**, then select **Search and Intelligence**.
2. On the **Search and Intelligence** page, select the **Insights** tab, and then select **Summary**.

The search usage reports are available to users with the **search admin**, **search editor**, **global reader** or **global administrator** roles.

What reports are available to me?

The Microsoft Search Usage Reports page provides you with search data through the following four reports:

- **User Analytics** – This section shows how people in your organization use Microsoft Search and allows you to compare user engagement and adoption across the search applications and time periods. It also allows you to go to a user's details page to view and analyze the user's data in more detail.
- **Query Analytics** – This section shows key query metrics and a trend graph of queries and click-through queries over time. It also provides a breakdown of the query activity by user action, country, occupation and department or division. It also allows you to go to a query details page to view and analyze the queries in more detail.
- **Connection Analytics** – This section provides an analysis of your connections. Review queries and clicks for search results from your connections. It also allows you to go to a connection analytics details page to view and analyze the connection data in more detail.
- **Answer Analytics** - This section provides you with impressions and click data for your editorial Bookmarks, Acronyms and Q&A's. It also gives information on impressions and clicks for individual Bookmark, Acronym and Q&A items.


You can view more details about the [User analytics](#), [Query analytics](#), [Answer analytics](#) and [Connection analytics](#) sections by selecting the links.

ⓘ Note

These search usage reports show collective search data based on search traffic from the search applications listed above. You can also view and analyze search usage reports for individual modern SharePoint sites through their respective site collection usage reports. For more information, see [View search usage reports in modern sites](#).

Filters

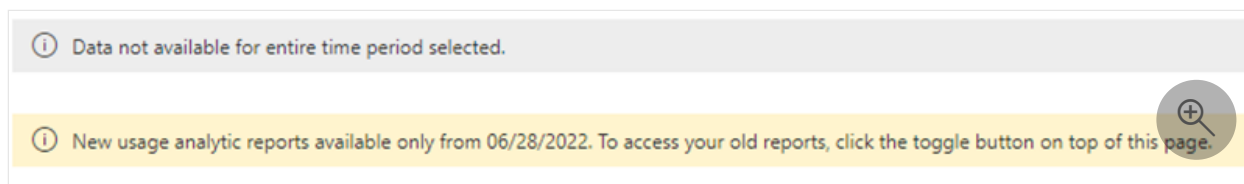
At the top of the User analytics chart, you can use the following metrics to filter your data. These filters will also apply to not only the User analytics chart, but also the other reports on the Microsoft Search usage summary page.

 Expand table

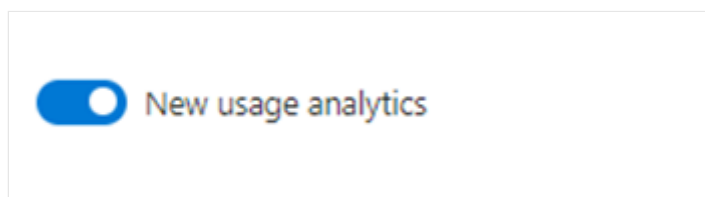
Filter	Description
Date Range	The date range for the analytics shown on the page: Last 28 days and Last 12 months.
Search application	The search application where the user has performed the queries: Microsoft Search for Bing, Windows Search Work results, Outlook, Teams, OneDrive, Word/Excel/PowerPoint, SharePoint start page, SharePoint sites, Microsoft365.com or all applications combined.

Accessing search data prior to the start of new generation reports

Processing of the new search usage reports varies for different tenants. If you select a date range prior to the date processing started, you'll see a message stating **Data not available for entire time period selected**. To view data prior to this date, you need to use the previous usage analytics reports.



To view the previous search analytics reports, select the **New usage reports** toggle on the top right corner of the page.



You can download reports

Most reports and tables in the Microsoft Search Usage Reports page have a download option that allows you to download the background data for the report that you see on the screen in an Excel format. While in the displayed report you're limited to the top five to 10 rows, the downloaded report will have up to 2000 top records.

Downloading a report will allow you to see reports from a broader range of time. The report is downloaded as an Excel spreadsheet based on the selected date filter. If you chose the past 28 days, the spreadsheet would have an individual tab for each day. The past 12 months download will have a tab for each month.

Prevent filtering by country, occupation, department, or division

By default, users with search administrator and search editor roles can filter search data by country, occupation, or department/division. If you don't want administrators to filter your report data using these dimensions, you can go into your organizational settings in the Microsoft 365 admin center and configure this setting. When this setting is unchecked, administrators won't be able to filter the **Query details** or **Connection analytics details** reports by these filters.

Only global administrators can configure this setting.

To configure the setting:

1. In the Microsoft 365 admin center, select **Settings**, then select **Org Settings**.
2. On the Org Setting page, select **Search & intelligence usage analytics**.
3. On the Search & intelligence usage analytics page, uncheck **Allow usage reports to be filtered by country, occupation, department, or division**.
4. Select **Save**.

Related articles

[Microsoft Search Usage Report - Queries](#)

[Microsoft Search Usage Report - Users](#)

[Microsoft Search Usage Report - Connection analytics](#)

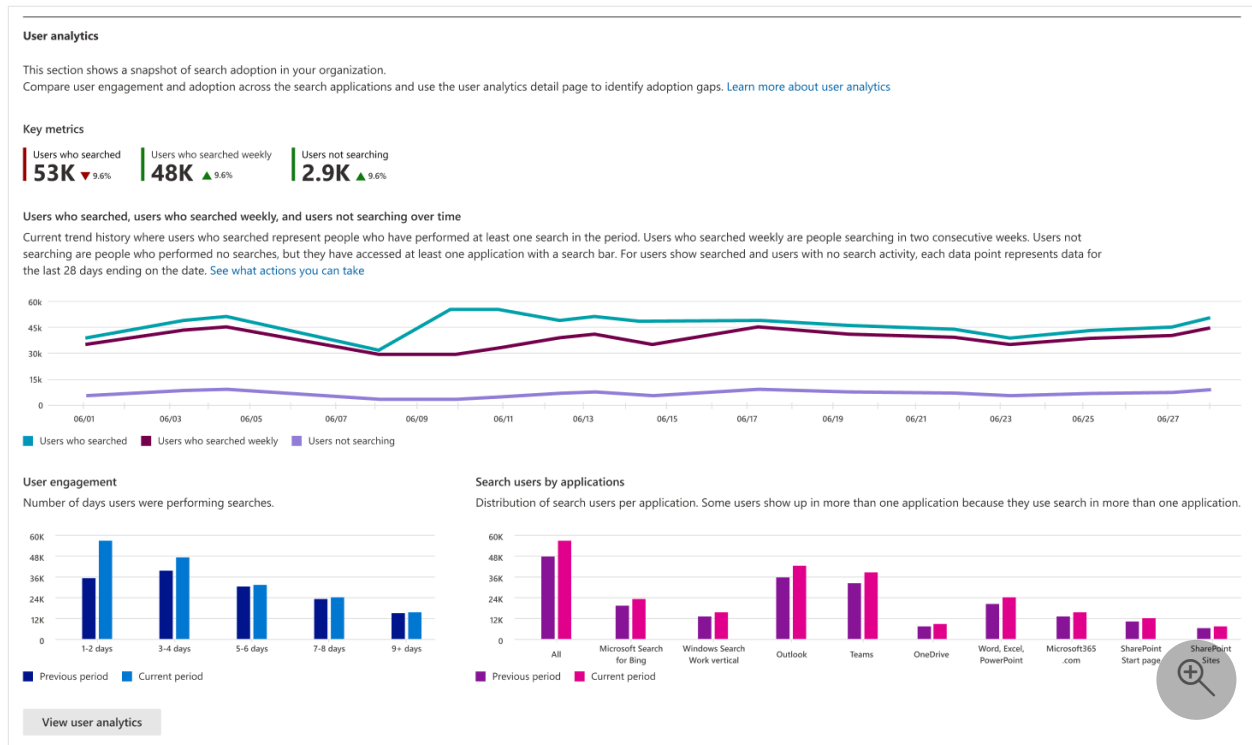
[Microsoft Search Usage Report - Answer analytics](#)

[View search usage reports in modern sites](#)

Microsoft Search Usage Report – User analytics

Article • 01/27/2025

In the [Microsoft Search Usage Report](#), the **User analytics** section shows how people in your organization use Microsoft Search and allows you to compare user engagement and adoption across the search applications and time periods. The charts are presented for the filters selected on the top of the page.



The key metrics show you a quick summary of how people are using search in your organization. The data shows metrics and changes from the previous period for the following metrics:

[Expand table](#)

Filter	Description
Users who searched	The total number of users who searched at least once in the selected period.
Users who searched weekly	The average of users who searched at least once in a 7-day period and searched at least once in the previous 7-day period.
Users not searching	The total number of users who visited an application that offers Microsoft Search without performing any searches in the selected period.

The color of the bar and the trend indicator show the trend compared to the previous period. For example, if the 28-day filter is selected, it compares the current 28-day period data to the previous 28-day period data. In the case of a downward trend, the arrow and the line are shown in red. In the case of an upward trend, it appears in green. Trend data isn't available for a 12-month view.

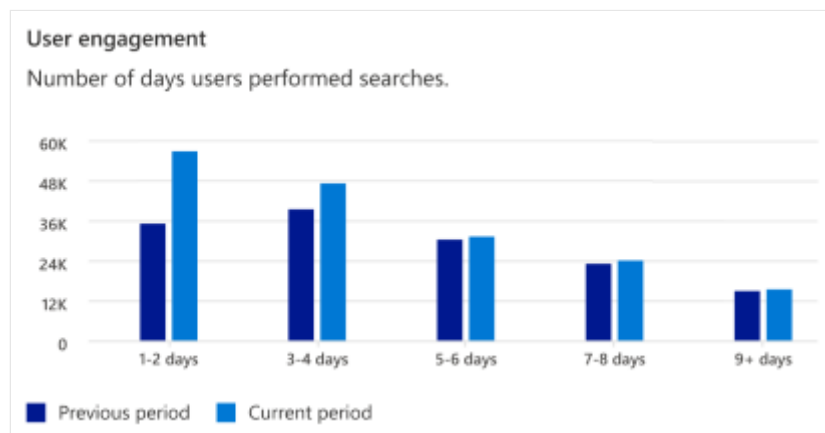
The **users who searched, users who searched weekly, and users not searching trend graph** shows activity over time for the key metrics in the table. Notice that this graph might be represented by weekly bar graphs instead of line graphs based on the search activity in the tenant.

ⓘ Note

The 12-month view shows average metrics for all graphs except the trend graph which can represent a good baseline to compare with the current metrics and identify areas with better or worse usage than average.

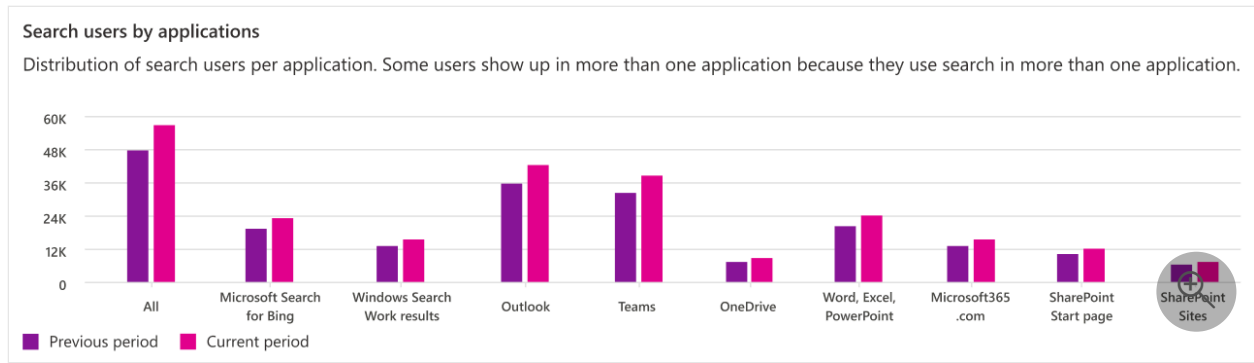
User engagement

The user engagement graph shows how many unique days people performed searches for the selected set of filters. The two bars compare the number of users in this period with the previous period. A high number of users in the 9+ days category represents a higher search engagement in the organization. Use the Search application filter to analyze user engagement for different search applications.



Search users by application

The search users by application graph shows how many users searched one or more times for each search application. The two bars compare the number of users that used search in this period with the previous period. Use the Search application filter to understand the user engagement for each search application.



For details on the search applications that are included in these usage reports, see [Search Application Coverage](#).

User analytics detail pages

The User analytics details page shows how people in your organization use Microsoft Search, measured by the filters you select. These filters include:

[Expand table](#)

Filter	Description
Date range	The date range for the analytics shown on the page. The available options are Last 28 days, and Last 12 months.
Search application	The search application where the user performed the queries: Windows Search Work results, Microsoft Search for Bing, Outlook, Teams, OneDrive, Word/Excel/Powerpoint, SharePoint start page, SharePoint sites, Microsoft365.com, Bing, or all applications combined.
Country	The country of the user performing query based on their country attribute in Microsoft Entra ID.
Occupation	The occupation of the user performing the query based on their title attribute in Microsoft Entra ID.
Department or division	The department or division of the user performing the query, based on the department attribute of the second top-level user in the management chain of the user performing the search in Microsoft Entra ID.

ⓘ Note

To protect privacy, if the selected filter combination results in queries that are performed by only five or fewer individuals, those results will not be included in any report.

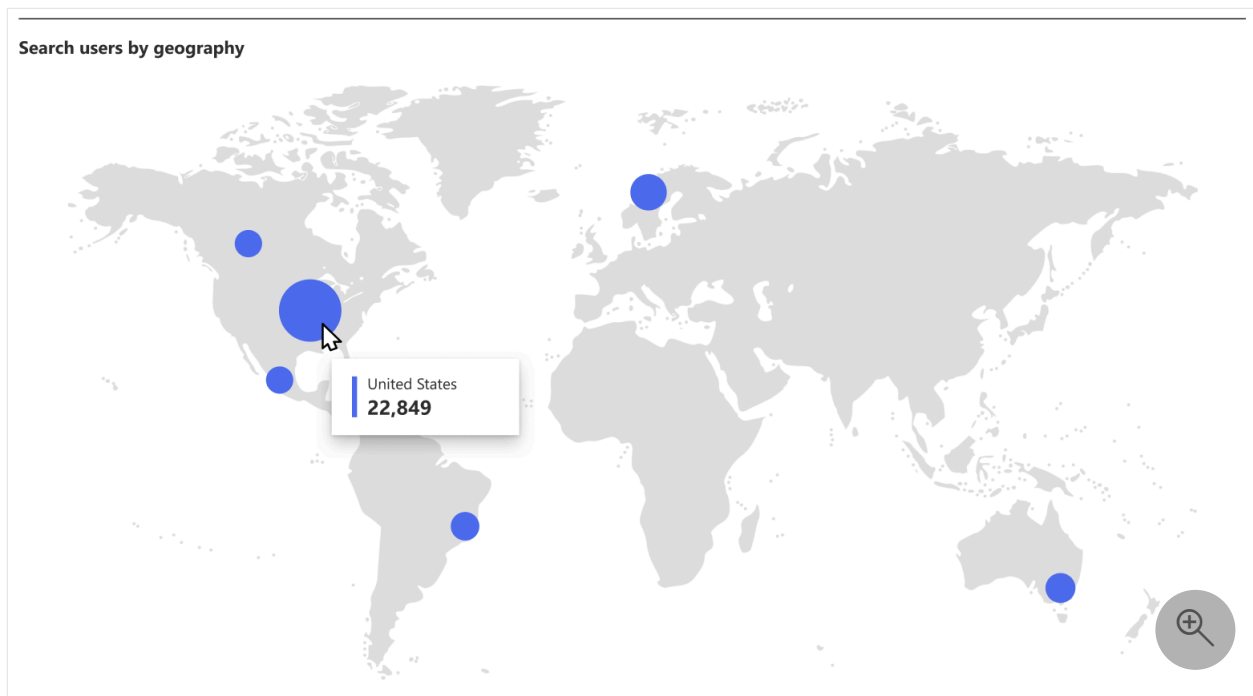
You can view the User details page by selecting the **User analytics** tab or selecting the **View user analytics** button at the bottom of the **User analytics** section of the Usage analytics main page.

In addition to the user analytics graphs shown on the summary page, the user details page contains the following charts:

- Search users by geography
- Top 10 search users by occupation
- Top 10 search users by department or division

Search users by geography

The Search users by geography chart shows you a distribution of search users based on their country attribute in Microsoft Entra ID and for the selected set of filters.



Top 10 search users by occupation

The Top 10 search users by occupation chart shows top you a distribution of search users based on their **title** attribute in Microsoft Entra ID and for the selected set of filters. Due to computational complexity, only the top 100 occupations are included in this list which means that some filter combinations might produce an empty list of occupations.

Top 10 search users by occupation	
Occupation	# of user
Software engineer	30,000
Product managers	5,840
User experience designers	4,789
Search global administrator	3,215
Search editor	3,147
Designer	3,147
Technical program manager	3,147
VP	3,147
Engineering manager	3,147
Design manager	3,147

Top 10 search users by department or division

The Top 10 search users by department or division chart shows top you a distribution of search users based on the **department** attribute of the second top-level user in the management chain of the user performing the search in Microsoft Entra ID and for the selected set of filters.

Top 10 search users by department or division	
Organization	# of user
E+D	30,000
C+I	5,840
Sales	4,789
Marketing	3,215
A+C	3,147
HR	3,147
AnE	3,147
Board of directors	3,147
The office of the CTO	3,147
R&D	3,147

User analytics – See what actions you can take

The **User analytics** section shows how people in your organization use Microsoft Search and allows you to compare user engagement and adoption across the search applications and time periods. Use the graphs to:

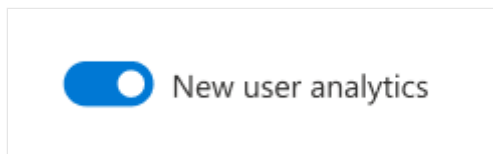
- Validate key metrics for users who searched, users searching weekly and users with no search activity. What is the potential in increasing users searching weekly and addressing users with no search activity?
- Check the user engagement. Is it as expected?
- Check the distribution of search activity across all search applications. Where do you have gaps in search adoption?
- Visit the user analytics detail page for more insights and use the filters to identify adoption gaps. What search application, region or department are lagging in search adoption? Would awareness or training help?

By monitoring user adoption and addressing adoption gaps, you can optimize the value that search is bringing to each individual and the entire organization.

Accessing search data prior to the start of new generation reports

Processing of the new search user reports varies for different tenants. If you select a date range before the date processing started, for example by selecting the 12 month date range, you might see a message stating **Data not available for entire time period selected**. To view data prior to this date, you need to use the previous user analytics reports.

To view the previous search analytics reports, select the **New user analytics** toggle on the top right corner of the page.



Prevent filtering by country, occupation, department, or division

By default, users with search administrator and search editor roles can filter search data by country, occupation, or department/division. If you do not want administrators to filter your report data using these dimensions, you can go into your organizational settings in the Microsoft 365 admin center and configure this setting. When this setting is unchecked, administrators can't filter the **Query details** reports by these filters.

Only global administrators can configure this setting.

To configure this setting:

1. In the Microsoft 365 admin center, select **Settings**, then select **Org Settings**.
2. On the Org Setting page, select **Search & intelligence usage analytics**.
3. On the Search & intelligence usage analytics page, uncheck **Allow usage reports to be filtered by country, occupation, department, or division**.
4. Select **Save**.

Related Topics

[Microsoft Search Usage Report](#)

[Microsoft Search Usage Report - Queries](#)

[Microsoft Search Usage Report - Connection analytics](#)

[Microsoft Search Usage Report - Answer analytics](#)

[View search usage reports in modern sites](#)

Microsoft Search Usage Report – Queries

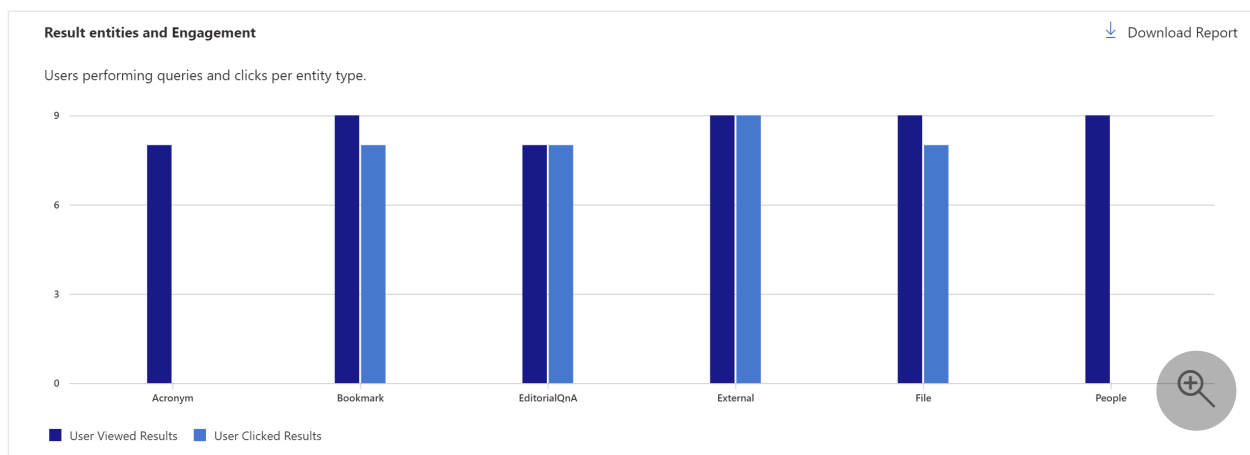
Article • 10/04/2024

In the [Microsoft Search Usage Report](#), the **Query analytics** section displays how queries are distributed, how frequently users interact with various kinds of entities in search outcomes, and the 10 most common search terms that need intervention.



Result entities and engagement

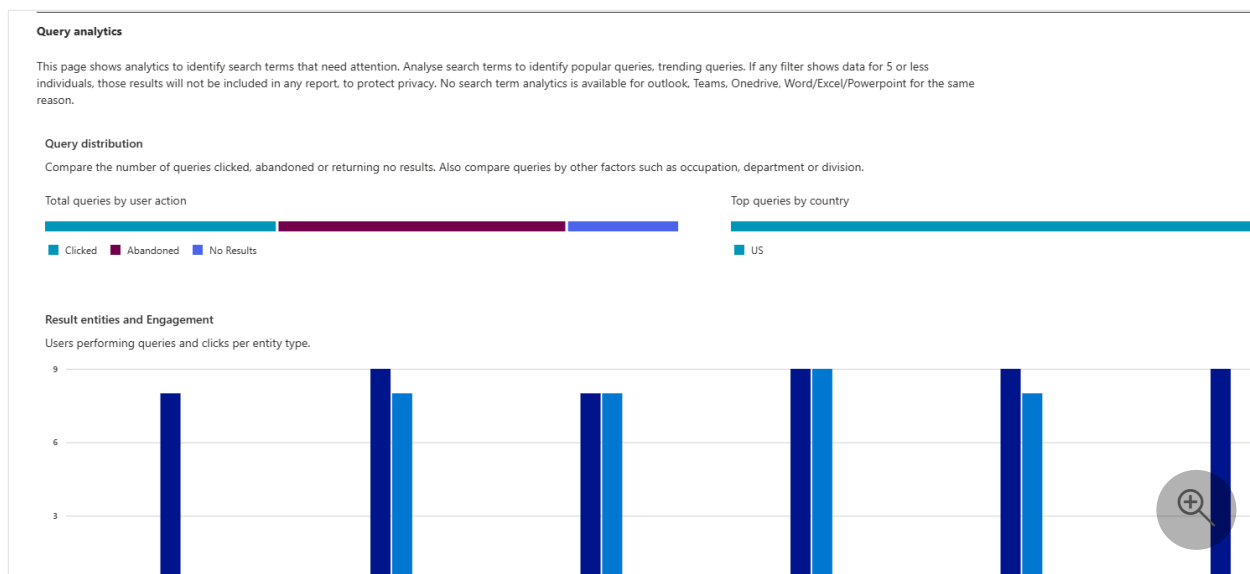




The data on top of the chart displays how often users engage with search results for each entity type. It lets you see the patterns of users who do queries and clicks for each entity type. Currently, it supports the following entity types:

- Acronym
- Bookmark
- EditorialQnA
- File
- People
- External (third-party connectors)

Query distribution



The query data is provided in four charts:

- **Total queries by user action** – Compares the number of queries with no results with the number of queries where a user clicked on a result or performed no action (abandoned).

- **Total queries by country** – Compares search queries by users in different countries based on a user's **country** Microsoft Entra ID.
- **Total queries by occupation** – Compares the number of search queries by users in different occupations based on their **title** attribute in Microsoft Entra ID.
- **Total queries by department or division** – Compares the number of search queries by users in different departments or divisions in your organization. This is based on the **department** attribute of the second top-level user in the management chain of the user performing the search in Microsoft Entra ID.

Each chart shows the top five values, and the remaining values are summarized in the **Others** category. You can select the **Download report** link to download the report as an Excel file and see more details.

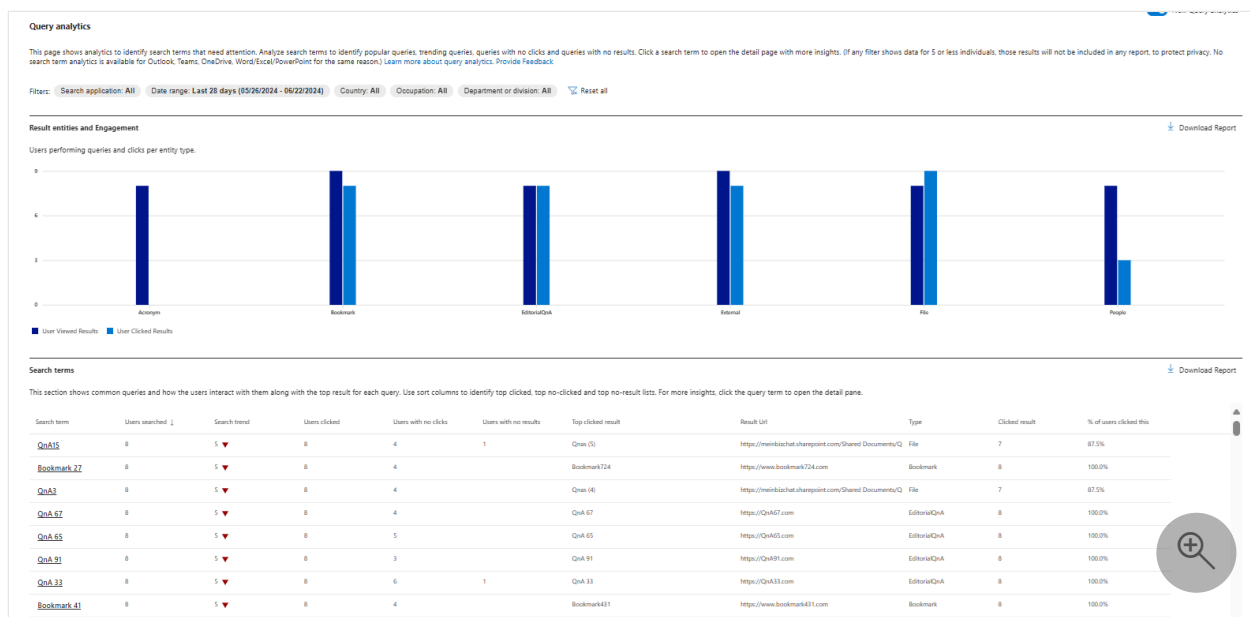
Top 10 user searched queries in current period

This report shows the top 10 most popular search queries. It shows the average users searched and clicked the search queries in the current period. Use this report to understand what types of information your users are searching for and the performance of the top 10 queries.

Top 10 user searched queries in current period		
Search term	Average users searched ↓	Average users clicked
Bookmark 55	10	10
Bookmark 58	10	10
QnA 38	10	10
Bookmark 36	10	10
QnA 80	10	10
QnA 70	10	10
Bookmark 9	10	10
Bookmark 24	10	10
Bookmark 29	10	10
Bookmark 90	10	10

Query details page

The Query details page shows the frequency of search result engagement and identifies the user interactions with the top result for each query.



Each top search item provides the following data:

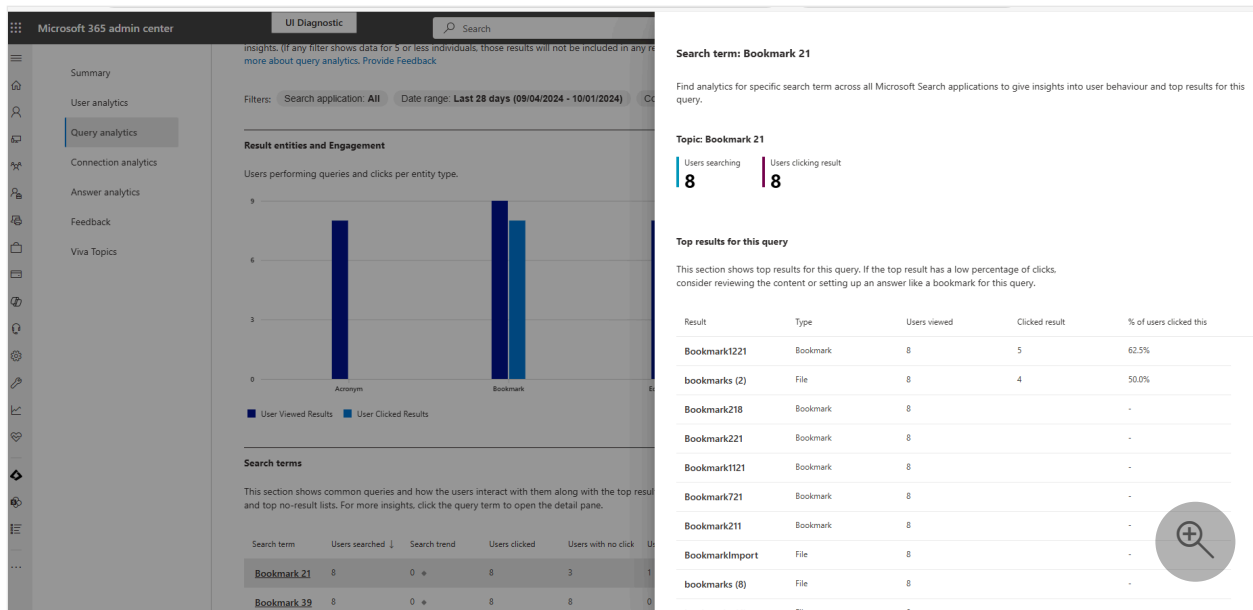
[Expand table](#)

Column	Description
Users searched	The number of users performed search
Search trend	The search trend compared with last period
Users clicked	The number of users performed click
Users with no clicks	The number of users performed no clicks
Users with no results	The number of users performed search that returned no results
Top clicked result	Top result clicked for this query
Result URL	URL of top search result
Type	The entity type of the top result (for example, file, bookmark, or external)
Clicked result	The number of times someone clicked on this search result
% of users clicked this	The percentage of users clicked the top search result

Note

To protect privacy, if the selected filter combination results in queries that are performed by only five or fewer individuals, those results will not be included in any report.

When selecting a search term, a fly-out for the term is shown:



The flyout displays data for a particular search term across all Microsoft Search applications to help understand user behavior and top results for this query.

The following sections will show for each flyout:

- **Top results for this query** – This section shows top results for this query. If the top result has a low percentage of clicks, consider reviewing the content or setting up an answer like a bookmark for this query.
- **Distribution by search application** – Show search distribution of this query by different search applications.
- **Distribution by country** – Show search distribution of this query by different countries.
- **Where on the result page did people click?** – This graph shows where on the page people are clicking. Typically, people click on promoted items and initial results. Any other trend could indicate a less clear search result.

Download reports

Each report and table have a download option that allows you to download the background data for the report that you see on the screen in Excel format. Where the displayed report is limited to the top five to ten rows, the downloaded report will have up to 3,000 top records.

Downloading a report allows you to see reports from a broader range of time. The report is downloaded as an Excel spreadsheet based on the selected date filter. If you choose the past 28 days, the spreadsheet will have an individual tab for each day. The past 12 months download will have a tab for each month.

ⓘ Note

New query analytics doesn't show Top 10 no-result queries and Top abandoned search terms, but you can still get these reports by switching to old query analytics.

Related articles

[Microsoft Search Usage Report](#)

[Microsoft Search Usage Report - Users](#)

[Microsoft Search Usage Report - Connection analytics](#)

[Microsoft Search Usage Report - Answer analytics](#)

[View search usage reports in modern sites](#)

Microsoft Search Usage Reports - Answer Analytics

Article • 08/10/2023

In the [Microsoft Search Usage Report](#), the Answer analytics section gives you information on how the editorial Bookmarks, Acronyms and Q&A are performing within the organization.



The data above the chart shows changes over the selected time period for the following metrics:

Metric	Description
Queries with Answer Impressions	Number of queries that included one or more editorial answer impressions namely Bookmarks, Acronyms or Q&As.
Bookmark Clicks	Number of queries where the user has clicked on a bookmark result.

The **Answer usage** bar graph shows the split of Answer impressions by Answer Type. Use this graph to understand the popular Answer category in your organization.

You can view the **Answer Analytics details** page by selecting the **View answer analytics** button at the bottom of this section or by selecting the **Answer analytics tab** on the Overview page.

Answer analytics details page

The Answer analytics details page provides you with details on Bookmark, Acronym and Q&A impressions trends, average impressions and number of items that are above and below the average impressions. These metrics are also available at an individual answer

level. For example, you can use these reports to know how a particular Bookmark like "Outlook web" is performing.

In the **Filters** menu, use one or more of the following to filter the data in the reports:

Filter	Description
Date Range	The date range for the analytics shown on the page. Available options are seven days, 14 days, 31 days and last 12 months
Search Application	The search application where the user has performed the queries: SharePoint start page, SharePoint sites, Office (Microsoft 365 app), Bing, or all four applications combined.

The **Answer Analytics** details page contains the following three reports for each Bookmarks, Acronyms and Q&As.

Bookmark Analytics

- Bookmark impressions and click through rate trends.
- Average click rate and number of items that are above and below the average click rate.
- Impressions, click rate and user queries list of individual bookmarks.

Acronym Analytics

- Acronym impressions and Acronym impressions trend for Admin curated and System curated acronyms.
- Average impressions and number of items that are above and below the average impression number.
- Impressions and user queries list of individual admin curated acronyms.

Q&A Analytics

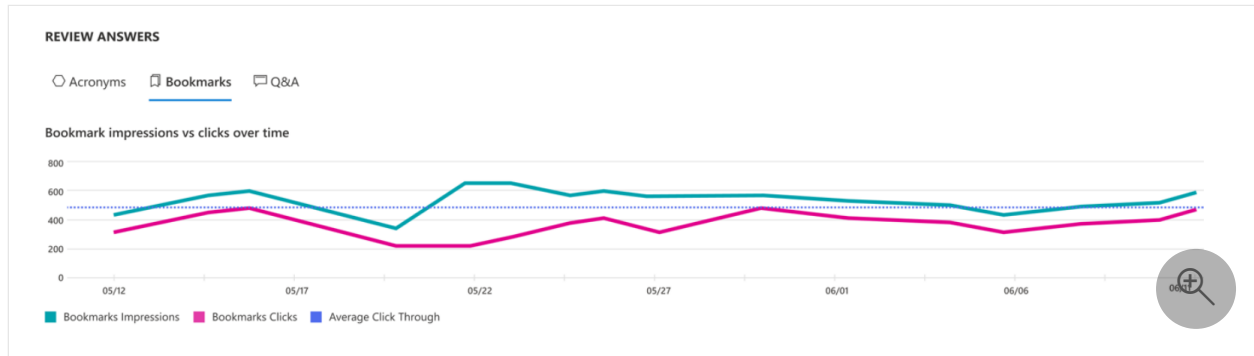
- Q&A impressions and Q&A impressions trend.
- Average impressions and number of items that are above and below the average impression number.
- Impressions and user queries list of individual Q&As.

Bookmarks Usage Report

The Bookmarks section provides information on average impressions, click through rate trends for bookmarks as a whole and for individual bookmark items that have impressed in the selected time period for the selected search application.

Bookmarks impressions and click through trends

Use this graph to understand the bookmark impressions and click trends within your organization.



Metric	Description
Bookmark Impressions	Number of searches where a bookmark was shown to users.
Bookmark clicks	Number of searches where the user has clicked on a bookmark when it was shown to the user.
Average Click Through	Average Click Through = [Total clicks in the selected time period/Time period in days] For example, in a selected time period of seven days, it's [Total clicks in seven days/seven]

Average click rate

Use the Average click rate to segregate the bookmarks that are performing well and bookmarks that need updates to improve the click rate.

Bookmark insights

Showing Bookmarks users have searched for. Bookmark usage is based on click rates.











<p>Average clickrate 15%</p>	<p>Bookmarks above average 20</p>	<p>Bookmarks below average 10</p>
---	--	--

Metric	Description
Average click rate	Average click rate = [Bookmark clicks]/[Bookmark impressions]. For example, in a selected time period of seven days, Average click rate is the [total bookmark clicks in seven days]/[total bookmark impressions in seven days]. This is represented as a percentage.

Metric	Description
Bookmarks above average	Number of Bookmarks that have a click rate that is above the Average click rate. These Bookmarks are performing well.
Bookmarks below average	Number of Bookmarks that have a click rate that is below or equal to the Average click rate. These Bookmarks have potential for improvement.

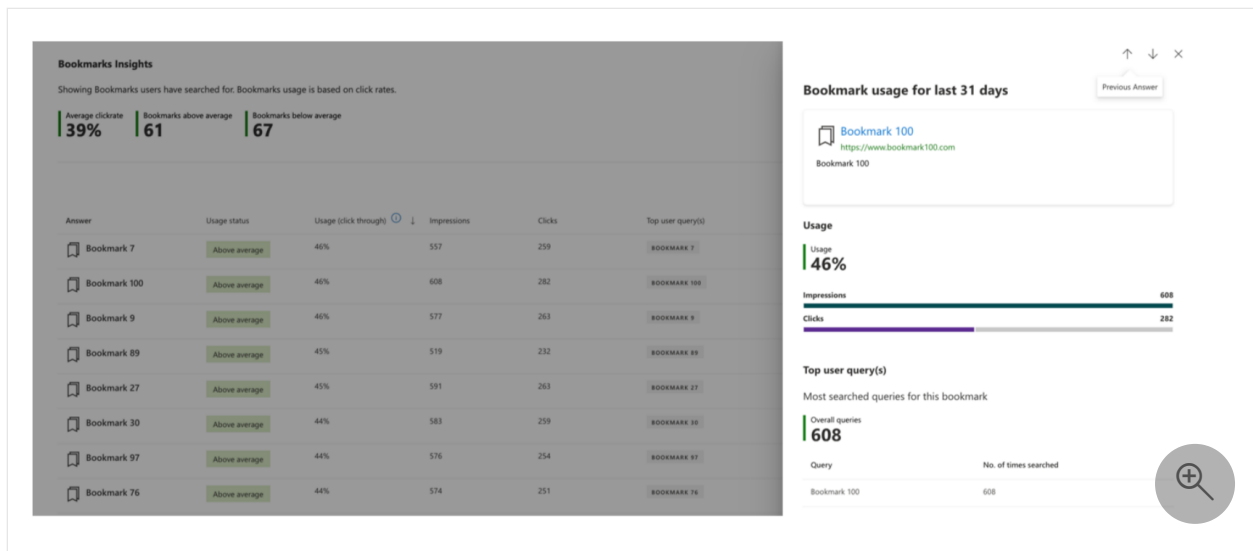
Bookmark Item Insights

The Bookmark item insights table provides information on how individual bookmarks are performing. This table lists all the bookmarks that have impressed in the selected time period for the selected search application.

Answer	Usage status	Usage (click through)  ↓	Impressions	Clicks	Top user query(s)	Content URL
 Bookmark 89	Above average	47%	632	297	BOOKMARK 89	https://www.bookmark89.com
 Bookmark 100	Above average	46%	736	342	BOOKMARK 100	https://www.bookmark100.com
 Bookmark 7	Above average	46%	665	309	BOOKMARK 7	https://www.bookmark7.com
 Bookmark 9	Above average	46%	698	324	BOOKMARK 9	https://www.bookmark9.com
 Bookmark 62	Above average	45%	713	320	BOOKMARK 62	https://www.bookmark62.com
 Bookmark 52	Above average	45%	718	320	BOOKMARK 52	https://www.bookmark52.com
 Bookmark 70	Above average	44%	665	292	BOOKMARK 70	https://www.bookmark70.com
 Bookmark 30	Above average	44%	709	311	BOOKMARK 30	https://www.bookmark30.com
 Bookmark 76	Above average	44%	694	304	BOOKMARK 76	https://www.bookmark76.com

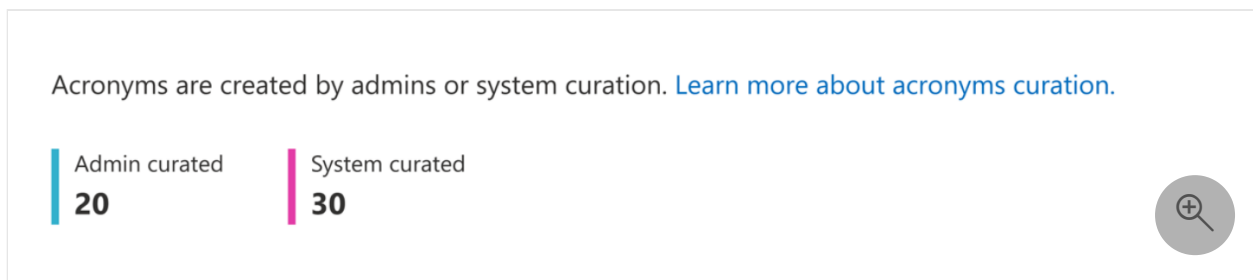
Metric	Description
Usage status	This label indicates if the bookmark is above or below the Average click rate.
Usage (click through)	Click through or Average click rate here is calculated as $\frac{[Clicks]}{[Impressions]}$ for the bookmark in the selected period
Impressions	Number of times the bookmark was shown to users
Clicks	Number of times the bookmark received a click when it was shown to users
Top user query (s)	List of user queries that triggered the bookmark to show up for the user

A detailed list of user queries for a bookmark is available in the details panel page for each bookmark item.



Acronyms Usage Report

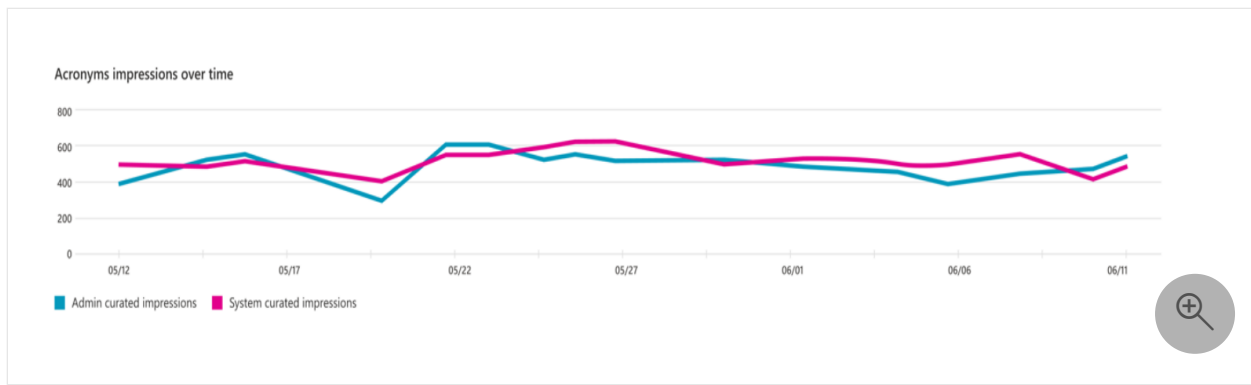
The Acronyms section provides information on impressions trends for acronyms as whole and for individual acronyms that have impressed in the selected time period. Acronyms can include both admin curated and system curated acronyms. [Learn more about acronym curation](#)



Metric	Description
Admin curated	Number of searches where admin curated acronyms were shown to users
System curated	Number of searches where system curated acronyms were shown to users

Acronyms Impressions Trends

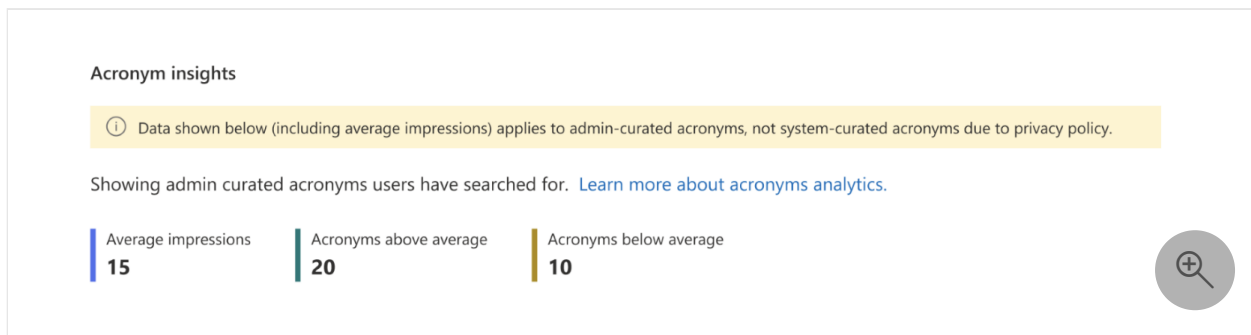
Use this graph to understand the acronym impression trends within your organization. The graph shows trends for both admin curated and system curated acronyms.



Metric	Description
Admin curated impressions	Number of searches where admin curated acronyms were shown to users, represented as a line chart.
System curated impressions	Number of searches where system curated acronyms were shown to users, represented as a line chart.

Average Impressions

Use Average impressions to segregate acronyms that are performing well and acronyms that need improvements to improve the impression. The Average impressions and Acronym item insights apply only to admin curated acronyms.














Metric	Description
Average impressions	Average Impressions= [sum of all admin curated acronym impressions]/[sum of all unique admin curated acronyms that have impressed]. For example, in a selected time period of seven days, Average impressions is the [total admin curated acronym impressions in seven days]/[sum of all unique admin curated acronyms that have impressed in seven days].
Acronyms above average	Number of admin curated acronyms that are above the Average impressions number.
Acronyms below	Number of admin curated acronyms that are below or equal to the Average impressions number.

Metric	Description
average	

Acronym Item Insights

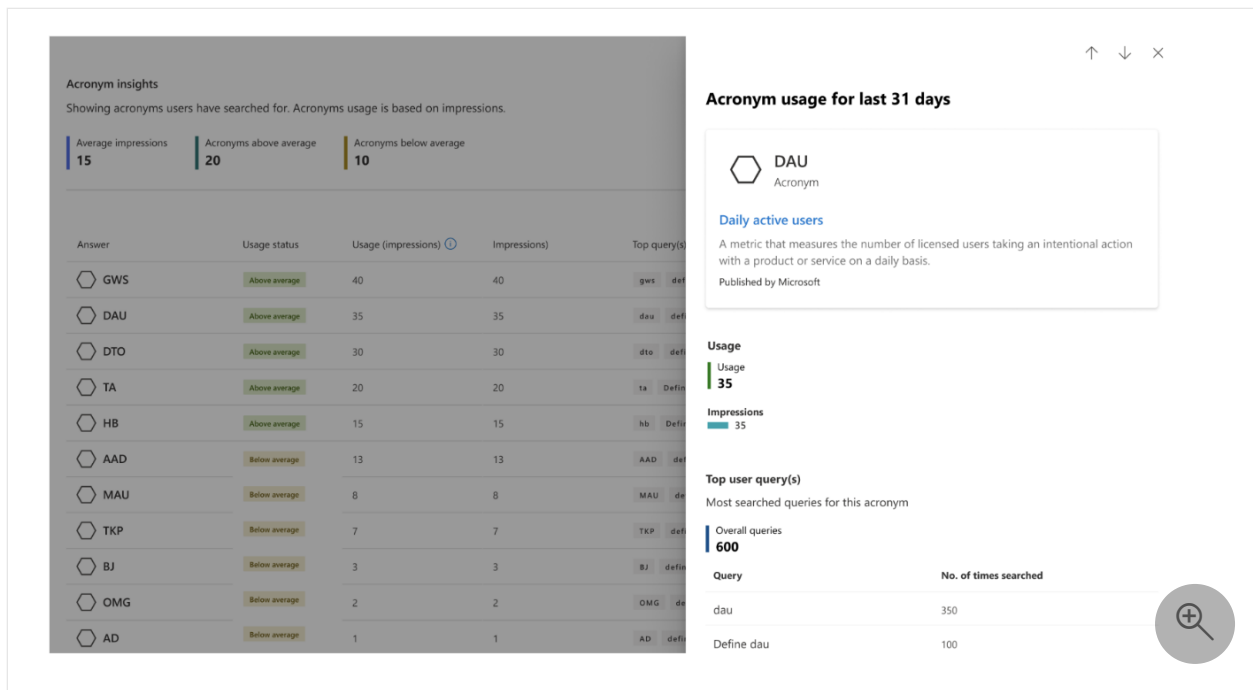
The Acronym item insights table provides information on how individual admin curated acronyms are performing. This table lists all admin curated acronyms that have impressed in the selected time-period for the selected search application.

Answer	Usage status	Usage (impressions) ⓘ ↓	Impressions	Top user query(s)
 GWS	Above average	614	614	GWS
 DAU	Above average	600	600	DAU
 DTO	Above average	597	597	DTO
 TA	Above average	597	597	TA
 HB	Above average	585	585	HB
 AAD	Above average	578	578	AAD
 MAU	Above average	578	578	MAU
 TKP	Above average	575	575	TKP
 BJ	Above average	573	573	BJ
 OMG	Above average	569	569	OMG



Metric	Description
Usage status	This label indicates if the acronym is above or below the Average impression number.
Usage (impressions)	Usage here's the number of acronym impressions.
Impressions	Number of searches where the acronym was shown to users.
Top user query(s)	List of user queries that triggered the acronym to show up for the user.

Detailed list of user queries is available in the details panel for each acronym item.

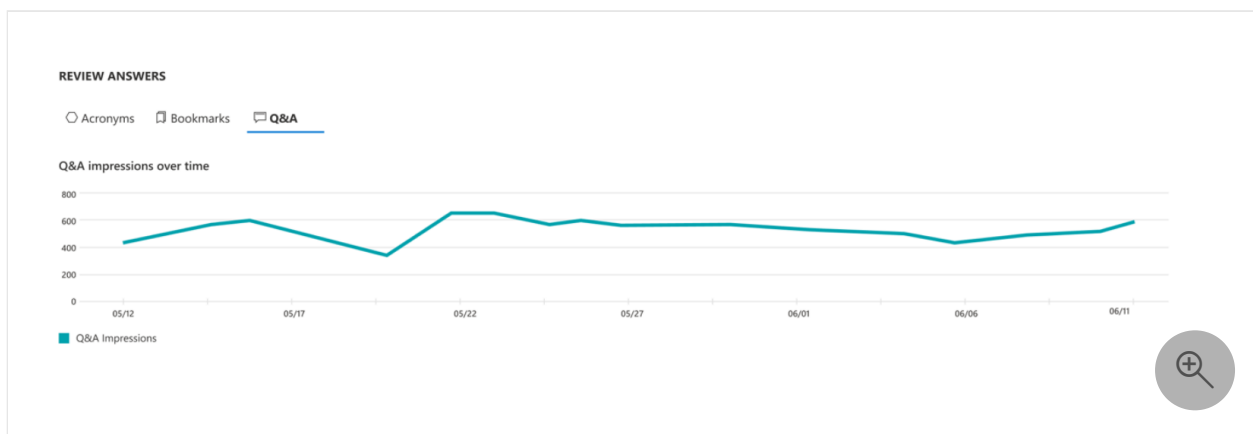


Q&A Usage Report

The Q&A section provides information on impressions trends for Q&As as a whole and for individual Q&A items that have impressed in the selected time period and for the search application.

Q&A Impressions Trends

Use this graph to understand the Q&A impression trends within your organization.



Metric	Description
Q&A impressions	Number of searches where Q&As were shown to users

Average Impressions

Use Average impressions to segregate Q&As that are performing well and Q&As that need improvements to improve the impression.

Q&A insights

Showing Q&A users have searched for. Q&A usage is based on impressions.

Average impressions


15

Q&A above average

20

Q&A below average

10




Metric	Description
Average impressions	Average Impressions= [sum of all Q&A impressions]/[sum of all unique Q&As that have impressed]. For example, in a selected time period of seven days, Average impressions is the [total Q&A impressions in seven days]/[sum of all unique Q&As that have impressed in seven days]
Q&As above average	Number of Q&As that have an impressions count that is above the Average impressions number.
Q&As below average	Number of Q&As that have an impressions count that is below or equal to the Average impressions number.

Q&A Item Insights

The Q&A item insights table provides information on how individual Q&As are performing. This table lists all the Q&As that have impressed in the selected time period for the selected search application.

Filter

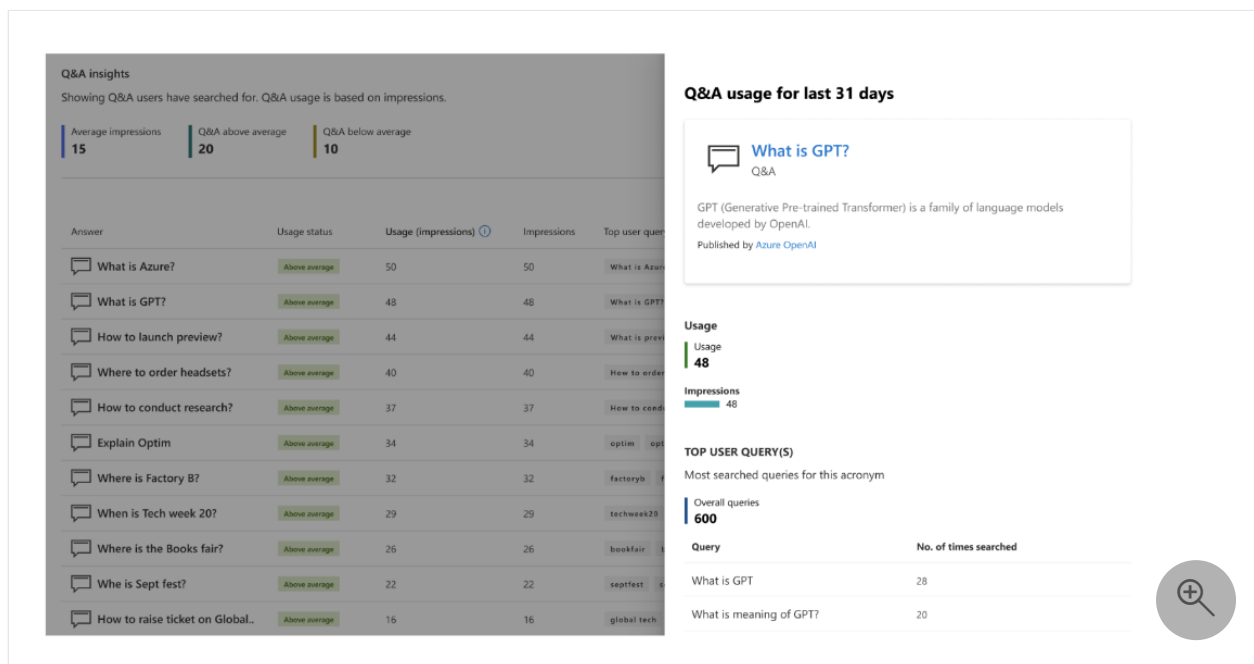
Answer	Usage status	Usage (impressions) ↑	Impressions	Top user query(s)	Content URL
What is Azure?	Below average	5	5	What is Azure? What is Azure referring to? +3	https://aka.ms/Azure
What is GPT?	Below average	4	4	What is GPT? What is meaning of GPT? +2	https://aka.ms/whatisgpt
How to launch preview?	Above average	20	20	What is preview? How to launch feature? +2	https://aka.ms/previewlaunc
Where to order headsets?	Above average	25	25	How to order Headsets? Process for ordering... +2	https://aka.ms/headsets
How to conduct research?	Below average	3	3	How to conduct research for product scoping? +3	https://aka.ms/userresearch



Metric	Description
Usage status	This label indicates if the Q&A is above or below the Average impression number.

Metric	Description
Usage (impressions)	Usage here's the number of Q&A impressions.
Impressions	Number of searches where the Q&A was shown to users.
Top user query (s)	List of user queries that triggered the Q&A to show up for the user.

Detailed list of user queries for which the Q&A impressed is available in the details panel page for each Q&A item.



! Note

Answer Analytics is currently not supported for the 12-month filter range and for certain types of tenants. In case you do not see Answer Analytics feature on your test tenant drop us an email at searchadminxteam@service.microsoft.com and we will reach out to you for further investigation.

Related articles

[Microsoft Search Usage Report - Queries](#)

[Microsoft Search Usage Report - Users](#)

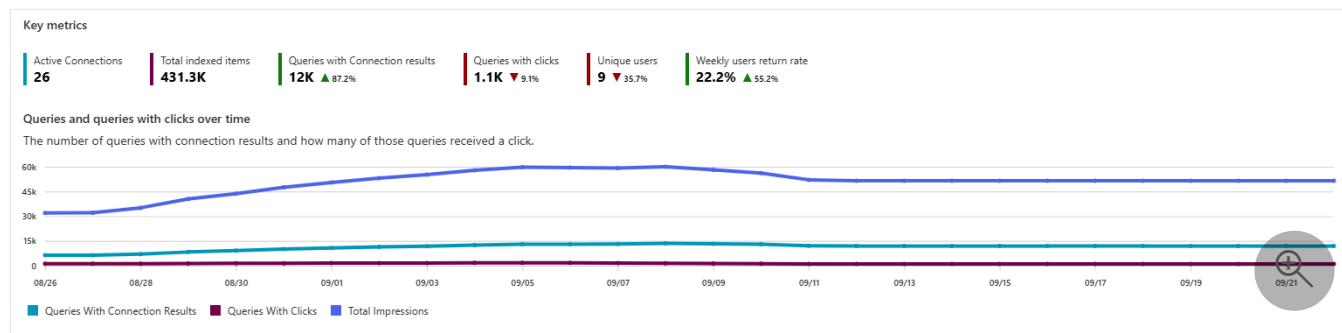
[Microsoft Search Usage Report - Connection analytics](#)

[View search usage reports in modern sites](#)

Microsoft Search usage report – connection analytics

Article • 05/20/2025

In the [Microsoft Search usage report](#), the connection analytics section provides an overview of the Copilot connector usage in your organization. It highlights metrics about how often users search for third-party content and engage with it.



The data above the chart shows changes over the selected period for the following metrics:

[Expand table](#)

Metric	Description
Active connection	The number of connections that are currently active.
Total indexed items	Total number of indexed items across all connections.
Queries with connection results	Number of queries that included one or more connection results.
Click-through queries	Number of queries where the user has clicked on one or more of the connection results.
Unique users	Number of users who query at least once for Copilot connectors.
Return rate	Unique users who have searched for the connector at least once or more in the 7-day period.

Queries and queries with clicks

The graph below shows the number of queries with connection results and how many of those queries received a click. See the definitions below:

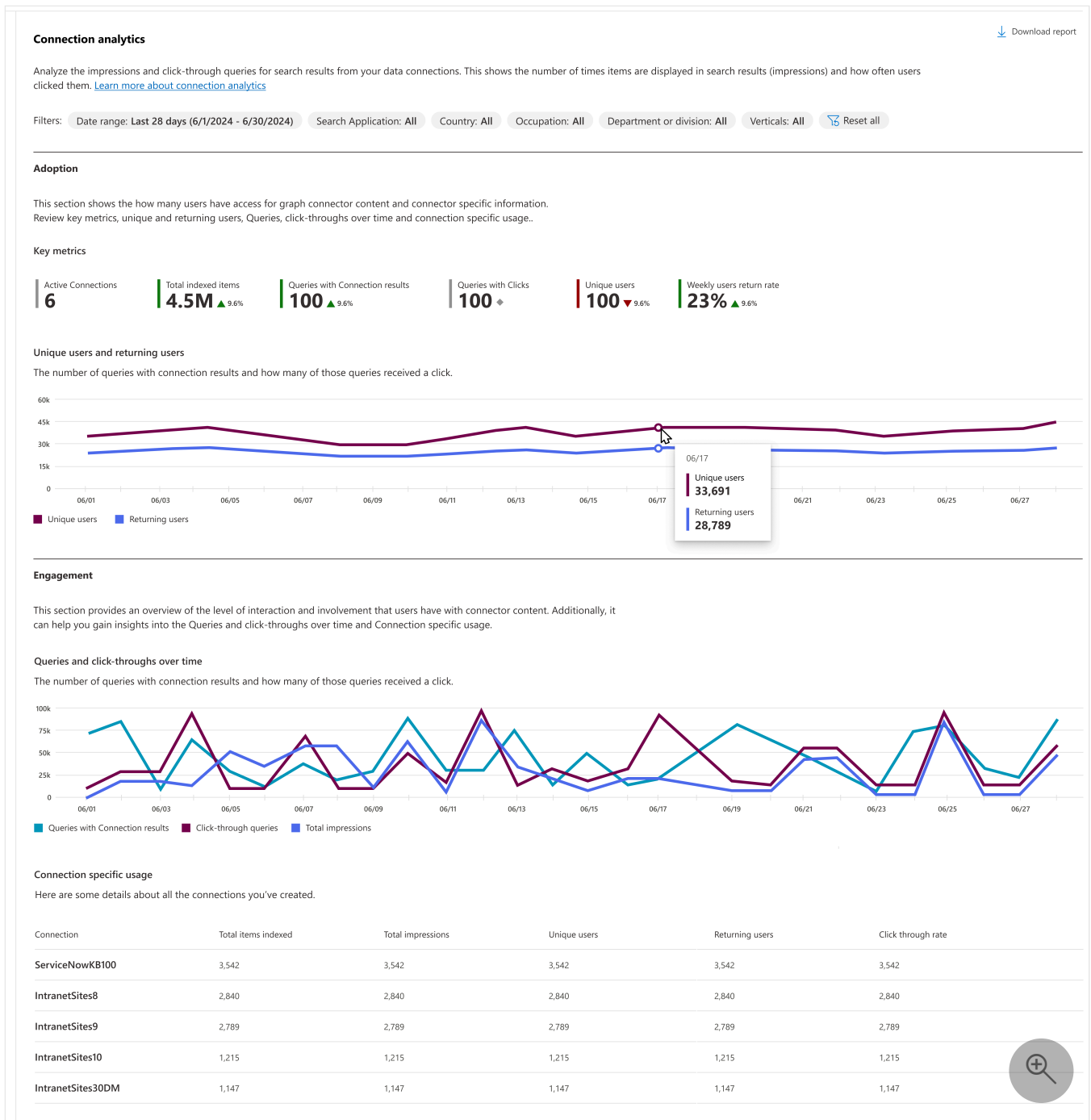
- **Queries** The number of queries that a connector results in.
- **Queries with clicks** How many of the queries with connector results received a click.

You can select the **Download report** link to download the report as an Excel file and see more details.

You can view the **Connection Analytics details** page by selecting the **Connection analytics tab** or selecting the **View connection analytics** button at the bottom of the Connection analytics section of the Usage analytics main page.

Connection analytics details page

The Connection analytics details page allows you to analyze queries with search results from your connections.



In the **Filters** menu, use one or more of the following to filter the data in the reports:

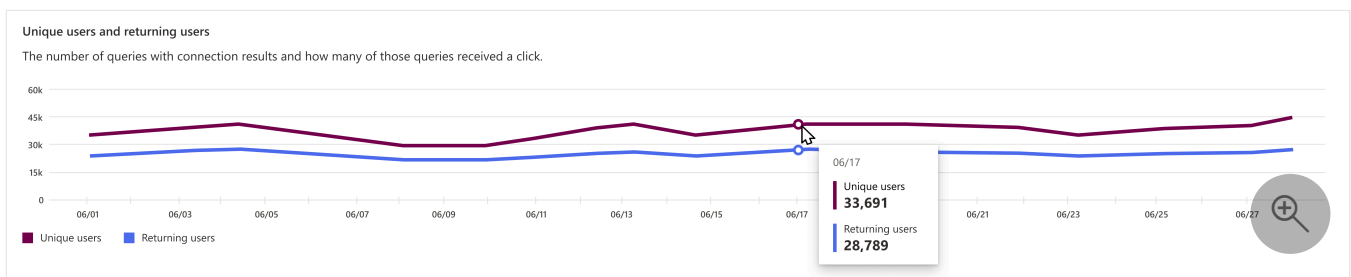
Filter	Description
Date range	The date range for the analytics shown on the page. Available options are Last 28 days and Last 12 months.
Search application	The search application where the user has performed the queries: SharePoint start page, SharePoint sites, Office (Microsoft 365 app), Bing, or all four applications combined.
Country	The country of the user performing the query based on their country attribute in Microsoft Entra ID.
Occupation	The occupation of the user performing the query based on their title attribute in Microsoft Entra ID.
Department or division	The department or division of the user performing the query, based on the department attribute of the second top-level user in the management chain of the user performing the search in Microsoft Entra ID.

The Connection analytics details page contains the following reports:

- Unique users and weekly returning users
- Queries and queries with clicks over time
- Connection-specific usage
- Top 10 keywords

Unique users and weekly returning users

The chart below displays two key metrics: the number of unique users who queried for the connector at least once in the past 30 days and the return rate for those users over the last 7 days. This data can help you assess user engagement and retention patterns during this recent period.




Connection-specific usage

This report shows the details (Connection name, total items indexed, total impressions, unique users, and click-through rate) for all the connections that have been created. It shows the

number of items indexed and how many times users are seeing that connector content. It also tells the number of unique users, which indicates whether your audience is expanding over time, and if the content is even useful to them by the click-through rate.

Connection specific usage
Here are some details about all the connections you've created.

Connection	Total items indexed	Total impressions	Unique users	Returning users	Click through rate
ServiceNowKB100	3,542	3,542	3,542	3,542	3,542
IntranetSites8	2,840	2,840	2,840	2,840	2,840
IntranetSites9	2,789	2,789	2,789	2,789	2,789
IntranetSites10	1,215	1,215	1,215	1,215	1,215
IntranetSites30DM	1,147	1,147	1,147	1,147	1,147




Top 10 keywords

This report shows the details of the top keywords which was searched for the most and the corresponding queries for the keywords. It also shows where these results are coming from.

- **Total queries** indicates the number of queries where the mentioned keyword was used.
- **Total impressions** indicates the number of times users were shown results from the connector.
- **Connector** Refers to the connectors from which we got this information.

Top 10 keywords with no results
Here are some details about top 10 keywords with no results.

Keyword	Total queries	Total impressions	Connector
Concur	3,542	3,542	ServiceNowKB100
Maternity leave	2,840	2,840	ServiceNowKB100
Health program	2,789	2,789	ServiceNowKB100
Trending files	1,215	1,215	ServiceNowKB100
Host	1,147	1,147	ServiceNowKB100
HR benefits policy 2023	3,147	3,147	ServiceNowKB100
IT device rental request manual	3,147	3,147	ServiceNowKB100
AI chat business strategy	3,147	3,147	ServiceNowKB100
Engineering manager onboarding	3,147	3,147	ServiceNowKB100
New job onboarding checklist	3,147	3,147	ServiceNowKB100



Download reports

Each report and table has a download option that allows you to download the background data for the report that you see on the screen in an Excel format. Where the displayed report is limited to the top five to ten rows, the downloaded report has up to 2000 top records.

Downloading a report allows you to see reports from a broader range of time. The report is downloaded as an Excel spreadsheet based on the selected date filter. If you chose the past 28 days, the spreadsheet would have an individual tab for each day. The past 12 months' download has a tab for each month.

Prevent filtering by country, occupation, department, or division

By default, users with search administrator and search editor roles can filter search data by country, occupation, or department/division. If you don't want administrators to filter your report data using these dimensions, you can go into your organizational settings in the Microsoft 365 admin center and configure this setting. When this setting is unchecked, administrators won't be able to filter the **Connection analytics details** reports by these filters.

Only global administrators can configure this setting.

To configure this setting:

1. In the Microsoft 365 admin center, select **Settings**, then select **Org Settings**.
2. On the Org Setting page, select **Search & intelligence usage analytics**.
3. On the Search & intelligence usage analytics page, uncheck **Allow usage reports to be filtered by country, occupation, department, or division**.
4. Select **Save**.

Related articles

[Microsoft Search Usage Report](#)

[Microsoft Search Usage Report - Queries](#)

[Microsoft Search Usage Report - Users](#)

[Microsoft Search Usage Report - Answer analytics](#)

[View search usage reports in modern sites](#)

Managing user feedback

User feedback is a critical signal for Microsoft to understand user experiences with Microsoft Search. Microsoft uses this feedback to improve the product experience for all users. As an admin, you can view the feedback your users submit and manage feedback policies for your organization.

ⓘ Note

The Search & Intelligence Feedback portal has been deprecated. All search feedback is now consolidated under Product feedback.

How users submit feedback

As people in your organization use Microsoft Search, they may have feedback on the experience. When they click a feedback link on the results page, they can describe their experience and optionally include diagnostic data such as their query, which helps Microsoft improve the product. Feedback never includes diagnostic info for users who opted not to include it. [Learn more](#) about privacy and how we protect this data.

The feedback experience aligns with other Microsoft 365 in-product feedback experiences. Feedback policies are configured through the [Microsoft 365 Apps admin center](#).

Review feedback

Feedback submissions appear in the [Product feedback](#) page in the Microsoft 365 admin center, filtered by Product = "Search". To see who submitted feedback, you need Global Administrator or Compliance Administrator roles. For more information, see [Feedback user control](#).

Export feedback

You can export feedback as a CSV file for further analysis or to retain feedback data.

Plan your content

Article • 01/30/2023

Microsoft Search helps users find relevant content. **Microsoft Search** is a secure way to search both your intranet and web content. This kind of integration across web and organization is available only with Microsoft.

Search administrators use their knowledge of the organization and its users to make it easy for users to find the relevant content.

Step 1: Identify information your users need

Find out what your users are searching for and make that easily discoverable. Here are some ideas for finding out what information users need:

- Use intranet search logs to determine sites and pages that get the most traffic.
- Determine apps, sites, and tools that are used on a daily or weekly basis.
- Find direct links for employee benefits.
- Find policies and processes that users need to be aware of.
- Decide 'who' and 'how' users should contact Support.
- Get information that is needed on a recurring basis, either seasonally or based on business cycles; for example, people looking for tools to book time off or quarterly financial updates.
- Collect policies for regional or mobile users, like benefits that vary by location.
- Determine internal sites and information for common web searches; for example, traffic, public transit information, local weather, discounts available from corporate partners, and health and fitness programs.
- Find information about company-sponsored events, conferences, or retreats.
- Research common IT, HR, and support issues and frequently asked questions (FAQs) and answers.

Step 2: Leverage Subject Matter Experts (SMEs) and users

In an organization, users search for a wide range of topics ranging from simple such as office addresses, employee benefits to complex topics such as new work processes, technical information, and how-to-do content. Creating or finding such wide range of content requires knowledge and expertise in different fields, subjects, technologies etc. and a Search administrator may not have the requisite expertise or knowledge.

Administrators should leverage expertise and knowledge of others in the organization to scale the amount of available content without additional resources.

Leverage SMEs

Leverage SMEs in the organization including experts from HR, support, sales, technology, and other key areas. To allow your SMEs to contribute content directly, add them as Search editors.

Involve your users

Ask users to suggest resources to bookmark. In addition to suggesting content, ask users to report errors, like broken or invalid links.

Step 3: Improve findability of content with Answers

In **Microsoft Search**, Search administrator creates Bookmarks, Q&A, Locations, and Floor Plans to improve the findability of content. Each of these search components includes a title, a URL, and a set of keywords that trigger it.

Titles and descriptions

People use titles and descriptions to determine if the result answers their search query, or if they need to try a different search. Titles and descriptions should reflect the core purpose of the result. A good example of a title might be 'Childcare benefits,' with a description - 'Learn about benefits to help pay childcare costs.' This informs the users who search 'childcare' that monetary support benefits are available, and provides them a link to find out more.

Keywords

Keywords are the terms that people in your organization use to find relevant content. Associating the appropriate keywords with search results makes it easier to find the relevant content. **Microsoft Search** suggests keyword based on the title and URL for your content. To identify additional keywords, start by answering these questions:

- Which search terms are used to find the information you've identified?
- Leverage any existing taxonomy your organization uses, as well as related variations, acronyms, subjects, and topics.

- Which other variations or words do people use to talk about this information?
- Leverage your support team to determine these keywords.

For example, if you're creating a result that links to a tool for submitting vacation requests, keywords such as 'vacation' and 'submit vacation request' are good options to include. You may also find that people in your organization use 'holiday' or 'time off' to describe or search vacation related information. Adding keywords like 'holiday,' 'time off,' 'submit holiday request,' and 'request time off' will make it easier for more of your users to find the relevant content.

Reserved keywords

A reserved keyword is a unique term or phrase that triggers a result. Unlike other keywords, a reserved keyword can be associated with one result only. Use reserved keywords sparingly to allow **Microsoft Search** to learn based on usage.

For example, if you create a bookmark for a site for submitting your hours and add "log time" as a reserved keyword, users in your organization who search "log time" see the site for submitting your hours as the only bookmark in the **Microsoft Search** box.

Using keyword to group related content

If you want users to find sets of related content when they search for a term, then try using the same keyword for all related content. For example, if you're adding results about processes and tools around life status changes, you could include a keyword like 'marriage' to group together results about updating benefits, tax information, and name and alias changes.

Search settings

Use search settings to tailor your content and target specific groups of users. **Microsoft Search** has the following settings that give you additional control over when a search result appears and who sees it.

- **Dates:** Set a start date as well as an end date to control when content will be made available or unavailable. For example, time sensitive material appears in search result when it is relevant.
- **Country/region:** Select countries or regions so that only users in those locations will see the content. For example, country specific information appears in search results in those countries only.

- **Groups:** Use the Groups settings to make a result available only to members of a selected group. For example, if you're creating sites that pertain only to employees in the HR department, you could map this setting to the appropriate HR security group.
- **Device & OS:** Select device types or operating systems so that only users searching on those devices or using those systems will see that bookmark.
- **Targeted variations:** Use this setting to vary the content of the bookmark based on a user's device and location.

Step 4: Test your content

After you've created Bookmarks and Q&A, it's important to verify that:

- The correct Bookmark or Q&A appears.
- All content grouped together using keywords appear together as planned.
- No unexpected results appear in search result.
- Review whether the Bookmark or Q&A has enough information.

Users and SMEs who contributed to content creation can help test and validate the search result.

Step 5: Use insights to review and update periodically

It is important that authoritative information such as Bookmarks and Q&A are up to date.

- Fix or remove broken or invalid URL.
- Remove Bookmarks or Q&A that are no longer relevant.
- Check for tool, site name, or team name changes.
- Consider whether the Bookmark or Q&A is authoritative enough or needs a clearer description.

Microsoft Search provides usage statistics for Bookmarks, Q&A, and Locations. The usage statistics shows how users are engaging with your search results and whether users are finding what they are looking for, or are there any gaps in the available content? It helps administrator monitor performance and take appropriate actions to fine tune the search results.

Get details about Bookmarks, Q&A and Locations

See how many Bookmarks, Q&A, and Locations have been published, scheduled, or suggested. Use the dashboard to see Bookmark, Q&A, or Location totals by status:

- **Published:** The number of published results that are available to users.
- **Scheduled:** The number of scheduled results in the publish pipeline.
- **Suggested:** The number of suggestions from users.

Suggested Bookmarks, Q&A, and Locations are a good indicator of gaps in your content. It will help you understand what your users are looking for, and not finding. This could indicate that you need to create more Bookmarks, Q&A, or Locations or you need to update your existing content by using better keywords, reserved keywords, and search strings to improve the discoverability of content.

Review top search queries

Find out which searches have generated the most impressions over the last 90 days. Impression refers to how many times a page was viewed in search result. The **Top Queries** card shows the top 25 user searches for each result type with the total number of searches and their click-through rate (CTR). Use this report to identify search query volume and to determine queries with high and low search activity.

Low search count may indicate user dissatisfaction either because users are not looking for those search content or are using different keywords to find that content. CTR shows how often users select the promoted results and how useful your query rules and results are to users. A low CTR indicates that users are finding the content but are making the determination that the content does not meet their search. In such cases, administrators may decide to review the content and ensure that it corresponds with the user's search and update titles, descriptions, and keywords to align them with the user search queries.

Manage Acronyms answers in Microsoft Search

Article • 03/20/2024

Users often run into unfamiliar acronyms and abbreviations used by their organization or team. Terms specific to organizations or teams might be new to people who move from one team to another, work with internal partner teams, or are new to the organization.

Organizations don't always have a single reference for their standard terminology. Lack of a single reference makes it hard to find definitions for these acronyms. Microsoft Search solves that problem with Acronyms.

What users experience

Microsoft Search users can get definitions with Acronyms in [Bing](#), [SharePoint](#), [Office 365](#), Outlook on the web, Outlook Mobile (Android), and Teams Mobile (iOS and Android). In the **Search** box, users enter queries like these examples:

- DNN
- *What is DNN*
- *Define DNN*
- *DNN definition*
- *Expand DNN*
- *DNN expansion*
- *Meaning of DNN*
- *DNN means*
- *DNN stands for*

The result includes all the meanings of DNN that are present within the user's organization.

ⓘ Note

In Outlook on the web, Outlook Mobile, and Teams Mobile, users must enter a query that includes the acronym's specified *keywords* to trigger its corresponding answers. Acronym queries are not case sensitive.

Set up acronyms answers

In the [Microsoft 365 admin center](#), go to [Acronyms](#), and then select **Add acronym**.

Microsoft Search queries two data sources to provide Acronyms answers to users' searches:

1. **Admin-curated**. Provided by IT administrators in the [admin center](#).
2. **System-curated**. Discovered by Microsoft Search from users' email and documents, as well as publicly available data within the organization.

Set up Admin-curated acronyms

Search administrators can add acronyms on the [Acronyms tab](#) in the [Microsoft Search admin center](#). You can add acronyms from any internal site or repository to the admin center. These acronyms can be added to **Published** or **Draft** state:

Published state. Acronyms are available to the organization's users through Microsoft Search.

ⓘ Note

It takes up to a day for acronyms added to Published state to become available in Microsoft Search.

Draft state. If you want to review an acronym before making it available in Microsoft Search, you can add the acronym in a Draft state. Acronyms in the Draft state don't appear in search results. You'll need to move the acronym to the Published state to make it appear in search results.

Excluded state. If you want to prevent an acronym from appearing in Microsoft Search, use **Exclude an acronym** to do so. To stop an acronym from being excluded, you'll need to delete the excluded acronym and add it or verify it's in your published list.

You can add acronyms individually or bulk import them in a CSV file. Upload a CSV file with the fields shown in the following table:

[Expand table](#)

Acronym (Mandatory)	Stands for (Mandatory)	Url	Description	State (Mandatory)	Last Modified	Last Modified By	Id
XXX	Spelled out abbreviation	Source		Published, Draft, or Excluded			

CSV fields

Acronym. Contains the actual short form or acronym. An example is *DNN*.

Stands for. Contains the definition of the acronym. An example is *Deep Neural Network*.

Description. A brief description of the acronym that gives users more info about the acronym and its definition. For example, *A deep neural network is a neural network with a certain level of complexity, a neural network with more than two layers.*

Source. The URL of the page or website where you want users to go for more information about the acronym.

State. This field can take two values:

- **Draft.** Adds the acronym to the Draft state.
- **Published.** Adds the acronym to the Published state and makes it available in Microsoft Search.
- **Excluded.** Adds the acronym to the Excluded state and prevents it from appearing in Microsoft Search.

Last Modified. The date the acronym was last changed. Don't edit the data in this field.

Last Modified By. The user who made the last change to the acronym. Don't edit the data in this field.

Id. The unique identifier for the acronym. Don't edit the data in this field. If you include the ID of an existing acronym, it will be replaced with the information in the import file.

System-curated acronyms

It might be a challenge for admins to add all the acronyms used within an organization to Answers. This feature can find acronyms that search administrators aren't even aware of. To do that work, Microsoft Search also discovers and curates acronyms from these sources:

- Users' emails
- Documents in [SharePoint](#), [Microsoft OneDrive](#), and [Microsoft OneNote](#)
- Public documents within the organization that users have access to in SharePoint, OneDrive, or OneNote

Microsoft Search makes sure that only users with access and permissions to a document can see the acronyms that are discovered from it. When an acronym is found in a user's mailbox, only that user can see that acronym.

📌 Note

No setup is needed for system-curated acronyms.

Frequently asked questions

Q: How is admin-curated and system-curated data ranked?

A: The ranking of results may vary from person to person as results are personalized for each user. Neither of these categories will always take precedence over the other.

Q: How do users trigger acronyms answers?

A: To get acronyms answers, users must enter specific query patterns in a [Bing](#), [SharePoint](#), [Office 365](#), Outlook on the web, Outlook Mobile (Android), or Teams Mobile (iOS and Android) **Search** box.

Q: Can users enter just the acronym when searching?

A: On Bing, SharePoint, and Office 365 users can now find acronym answers just by searching for an acronym, a keyword is no longer needed. This same experience will be enabled for other Microsoft Search entry points in phases.

Q: How long does it take for admin-curated acronyms to be visible in Microsoft Search after they're published?

A: It takes up to a day for acronyms added to Published state to become available in Microsoft Search.

Q: How long does it take for system-curated acronyms to appear after you receive or send a new email or document?

A: Acronyms found in a new email or document take up to seven days to appear in Microsoft Search results.

Q: What happens when an acronym is both excluded and published?

A: The excluded acronym is given priority and prevents the published acronym from appearing in search results. It doesn't delete or remove the published acronym.

Q: How long does it take for an acronym to be excluded from Microsoft Search results?

A: It takes up to a day for an excluded acronym to stop appearing in search results.

Q: For system-curated acronyms, do documents need to be in a specific format?

A: No. We support all file types except image, folder, and zip files.

Q: Will Microsoft discover acronyms from documents in all languages?

A: Microsoft only supports system-curated acronyms from documents in English, Spanish, French, Italian, German, and Portuguese. Support for other languages will be added in phases.

Q: What if my organization doesn't want to show system-curated acronyms? Can I stop showing this type of acronym in my search results?

A: To turn off showing system-curated acronyms in search results, create a customer support ticket by following the instructions at [Contact support for business products](#). After you create a support ticket, it takes up to 48 hours for system-curated acronyms to stop appearing in search results.

Q: Are there any special considerations for naming Acronyms?

A: Acronyms can't contain spaces. The acronym needs to be a contiguous string. If the acronym entered contains a space, it will be listed under Acronyms in the Search & intelligence admin portal, but the desired response will not be returned when a search is executed. For example, "Helpdesk" is an acceptable acronym but "Help desk" isn't.

Manage bookmarks

Article • 01/08/2024

Bookmarks help people quickly find important sites and tools with just a search. Each bookmark includes a title, URL, a set of user-friendly keywords to trigger the bookmark, and a category.

What makes a great bookmark

A great bookmark has four key elements:

1. A strong, informative **title**. Aim for no more than eight words or about 60 characters maximum. You want your users to select the title and view the content, but avoid obvious clickbait:
 - Good: Try this week's tasty favorites from the cafeteria menu. Title is clear, concise, and interesting, but could be overpromising.
 - Better: This week's cafeteria menu. Doesn't overpromise or sound like an ad.
 - Avoid: You won't believe what's coming to the cafeteria menu this week. Uses clickbait clichés that sound like an ad.
2. A succinct **description**, about 300 characters, that summarizes the purpose or functionality of the linked resource.
3. A collection of **keywords** that will help people find the bookmark when they search. We suggest a minimum of at least five keywords. Also, include variations that people in your organization might use. For example, dining menu, lunch menus, and café menu could all be variations for cafeteria menu.
4. A helpful set of **categories** that make it easier to sort and filter bookmarks in the admin center. Your users never see the assigned categories.

Create bookmark answers

In the [Microsoft 365 admin center](#), go to [Bookmarks](#) and choose how you want to create new bookmarks:

- Add bookmarks
- Import SharePoint results
- Add default bookmarks and suggested bookmarks
- Import bookmarks
- Publish or review recommended bookmarks

Add bookmarks

Search admins and editors can add bookmarks in the Microsoft 365 admin center and either publish or save them to draft. Publishing a bookmark immediately refreshes the search index, making it discoverable to users right away. You can also schedule a bookmark by specifying the date and time it will be published.

- **Published:** Bookmarks are available to the organization's users through Microsoft Search.
- **Draft:** Bookmarks saved as drafts aren't available to your users. Use this status if you or other stakeholders want to review or update bookmarks before publishing them.
- **Scheduled:** Bookmarks that will be published on the specified date and time.

You can use the Microsoft Search content creator browser extension to easily add bookmarks. Just go to the site you want to add as a bookmark, and select Add in the extension. To install the extension for Microsoft Edge or Google Chrome, go to the [Chrome web store](#) and add it to your browser.

Including SharePoint results in Microsoft Search

Promoted Results in SharePoint can be included in Microsoft Search. It's an easy way to quickly populate results and make search more effective for your users. There are two ways you can import results into the Search & intelligence portal in the [Microsoft 365 admin center](#):

1. You can export the [CSV file from SharePoint](#) and [import through the CSV bookmark import tool](#) in the Answers tab in the Search & intelligence portal.
2. You can export the bookmarks from SharePoint and create the API queries needed. Go to [Create bookmark](#) for more info. When the import is finished, the new bookmarks will have a "Suggested" status; you can then review the bookmarks and publish or edit them as needed.

Add default and suggested bookmarks

We've included some default suggested bookmarks that your users may find helpful, including bookmarks for HR, benefits, IT support, password management and more. Review, update, and publish these suggested bookmarks to provide high-quality results to your users right away.

Your users can also suggest bookmarks that would like to see added using feedback links in Microsoft Search. Their recommendations will appear as suggested bookmarks.

Import bookmarks

Use the Import feature to make adding or editing a large number of bookmarks faster and easier. Use it to:

- Bulk add bookmarks: Add details in the bookmark template file, and then import it.
- Bulk edit bookmarks: Export bookmarks to a .csv file, edit the bookmark details in the exported file, and then import the edited file.

A few important points about the template file:

- Never edit data in these fields: *ID*, *Last Modified*, and *Last Modified By*
- If you include the *ID* of an existing bookmark, it will be replaced with the information in the import file.
- For existing bookmarks with the same title or URL, the bookmark will be updated with information in the import file.
- Not all fields in the template file are required and required fields vary depending on the bookmark state.
- Based on the *State* field, bookmarks will be saved as draft, suggested, scheduled, excluded, or they'll be published automatically.
- For partners who manage multiple organizations, you can export your bookmarks from one org and import them into another. But you must remove the data in the *ID* column before you import.

Prevent import errors

You'll get an error if any required data is missing or invalid. Also, a log file is generated with more information about the rows and columns to be corrected. Make necessary edits and try importing the file again. You can't import or save any bookmarks until all errors are resolved.

To prevent errors, make sure your import file is properly formatted and:

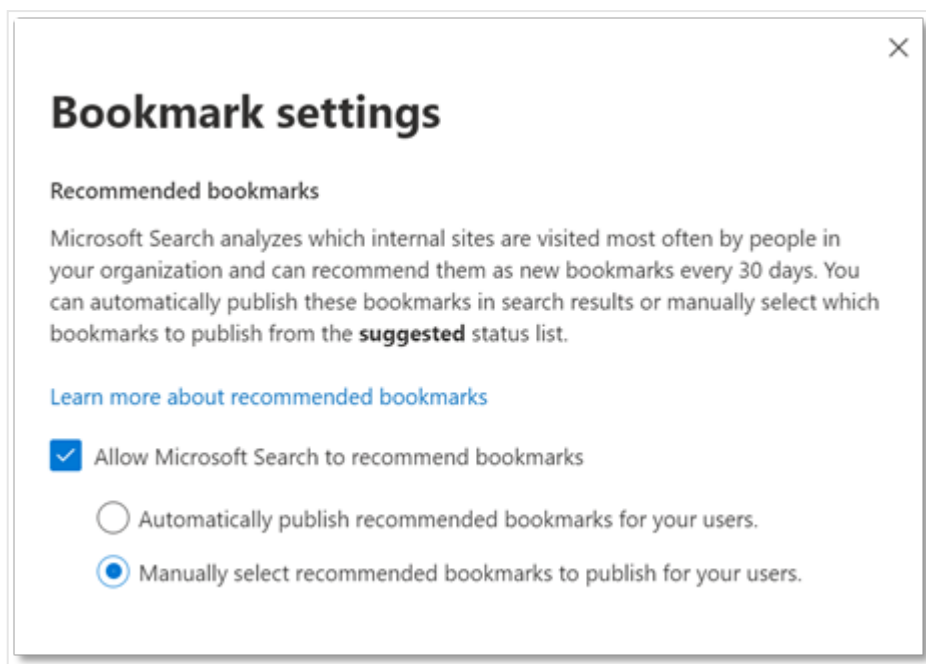
- Includes the header row and all the columns that were in the import template
- The column order is the same as the import template
- All columns have values, except the three that can be empty: *ID*, *Last Modified*, and *Last Modified By*
- The *State* column isn't empty, it's required information
- For Published, Suggested, Scheduled, or Draft bookmarks, the *Title*, *URL*, and *Keywords* columns are required
- For Excluded bookmarks, the *URL* column is required

To prevent bookmark-to-bookmark duplication errors:

- Don't use the same URL in different bookmarks. You'll get an error if you try to import a bookmark with a URL used in an existing one. This also applies to duplicate URLs in other types of answers.
- When updating existing bookmarks, use the *bookmark ID* column. You can update any other property of an existing bookmark, such as keyword or description, but you should make sure the *bookmark ID* is in the appropriate column of the import file. If the *bookmark ID* is present, it won't be treated as new addition and won't be processed as an error.

Publish or review recommended bookmarks

To reduce the manual effort required to add bookmarks, Microsoft Search can evaluate your organization's SharePoint links and recommend bookmarks. You can review them before publishing or set them to automatically publish. No setup is needed for recommended bookmarks, they're enabled and set to autopublish by default. To change these settings at any time, select **Manage bookmarks** to open the Bookmark settings panel.



ⓘ Note

Manually published bookmarks will appear in Bing and SharePoint results. Autopublished bookmarks will only appear in Bing results.

If recommended bookmarks are enabled, the recommendation engine will evaluate SharePoint sites in your organization to identify high-traffic links. After an initial evaluation period, the recommended bookmarks will either be autopublished or added

to the list of suggested bookmarks. The next cycle—a 30-day evaluation period followed by autopublishing or adding suggested bookmarks—will then begin.

We suggest Search admins or editors review these autopublished or suggested bookmarks regularly. Also, recommended bookmarks will never include URLs found in existing Published, Suggested, Scheduled, or Excluded bookmarks.

To ensure only users with access will see a recommended bookmark, an access check feature is included for all recommended bookmarks. Users will never see a recommended bookmark for a SharePoint site they can't access. The access check is controlled by the option **Only people with access to this link** in the Groups setting for each recommended bookmark.

The access check will stop if the URL in the recommended bookmark or the Groups setting is changed.

To prevent the recommendation engine from publishing or suggesting a bookmark to a particular site, add the URL to the excluded list. The recommendation engine will never publish or suggest a bookmark for an excluded site or a page within an excluded site.

About keywords and reserved keywords

A bookmark can have several keywords and share the same keyword, but reserved keyword can't be shared. A reserved keyword is a unique term or phrase that triggers one specific bookmark. A reserved keyword can be associated with one answer only. Use reserved keywords sparingly.

Frequently asked questions

Q: How long does it take for a bookmark to be visible in Microsoft Search after it's published?

A: A bookmark is available in Microsoft Search immediately after publishing.

Q: How long does it take for a recommended bookmark to appear?

A: Recommended bookmarks will only appear in Microsoft Search if both Recommended bookmarks and autopublishing are enabled. During the initial evaluation period, the recommendation engine will evaluate SharePoint traffic to identify suitable bookmarks and then autopublish them. Once published they become available immediately in Microsoft Search.

Q: How long does it take for a deleted bookmark to be removed from Microsoft Search results?

A: Deleted bookmarks are immediately removed from work results.

Q: Is there a limit on the number of bookmarks that can be created?

A: There is a limit of 5,000 bookmarks.

Q: Will Microsoft Search recommend bookmarks from sites in all languages?

A: Yes, Microsoft Search can recommend bookmarks from any internal SharePoint site, regardless of the language.

Q: Can I stop showing recommended bookmarks in search results?

A: To stop showing recommended bookmarks, turn the autopublish setting off in your admin center. Recommended bookmarks will be added to the list of suggested bookmarks.

Q: How can I identify a recommended bookmark in search results or the admin center?

A: In search results, recommended bookmarks include the phrase "Suggested for you" before the URL. In the admin center, recommended bookmarks will have an Owner value of "SYSTEM".

Q: How is access to a recommended bookmark managed?

A: A Microsoft-engineered access engine determines if the bookmark URL is accessible to a particular user and will only show the recommended bookmark to the correct audience. However, if the URL is edited or the Groups setting is changed, the engineered access engine will be disabled.

Q: What happens if no action is taken on recommended bookmarks added to the Suggested list?

A: To avoid a high volume of bookmarks in the suggested list, a recommended bookmark (owner = SYSTEM) will be purged after 180 days.

Q: Where do I find the App ID for a Power App?

A: Go to the Power Apps site and view the Details pane for the app. Learn more about [getting an app ID](#).

Q: How is country or region determined in bookmark settings?

A: If **Use Microsoft Entra locations** is selected, the bookmark will only appear to users whose Usage location profile setting matches the Countries or regions specified. If there's no Usage location value, the country or region in your organization's profile is used. If the check box isn't selected, RevIP-based location is used to determine if a bookmark will appear.

****Q:** Will bookmarks appear in Microsoft Teams search results?

A: Yes, Microsoft Search bookmarks will appear in the Microsoft Teams client search results. However, the results may be different from what appears in SharePoint or microsoft365.com as search will rank the results with machine learning algorithm. If the bookmark result does not meet the machine learning ranker threshold, then the results will be suppressed in the Microsoft Teams client. This is by design and aligned to feedback received from many customers.

Guidance for retiring Microsoft Search in Bing for your organization

As of March 31, 2025, work and school search through Bing.com is retired. This change is being made as Microsoft streamlines search experiences to focus on enhancing core productivity tools.

While Microsoft Search is no longer available on Bing, the core Microsoft Search experience remains accessible through M365.cloud.microsoft (formerly Office.com and Microsoft365.com) and SharePoint Online. Users can also still find people in their organization, files, and SharePoint sites using the Edge for Business address bar and Windows search box. Each of these entry points routes them to a Microsoft Search experience.

These changes also apply to users in organizations with education service plans that use Bing's experience designed for searching school. Some school search features, including answers about classes and upcoming assignments, are discontinued.

What's changing?

Users can find work and school search results on M365.cloud.microsoft and SharePoint Online rather than on Bing.com. Likewise, the Microsoft Edge for Business address bar and the Microsoft search box send users to work and school results on M365.cloud.microsoft rather than Bing.com. Bing's dedicated pages for work results (the "Work" tab) and school results (the "School" tab) are retired, so M365.cloud.microsoft and SharePoint Online are the new homes for Microsoft Search. Search boxes that IT admins configured to point to Microsoft Search in Bing no longer provide work results. People who go directly to or have bookmarks for www.bing.com/work are sent to M365.cloud.microsoft through June 30, 2025.

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Edge address bar

ⓘ Note

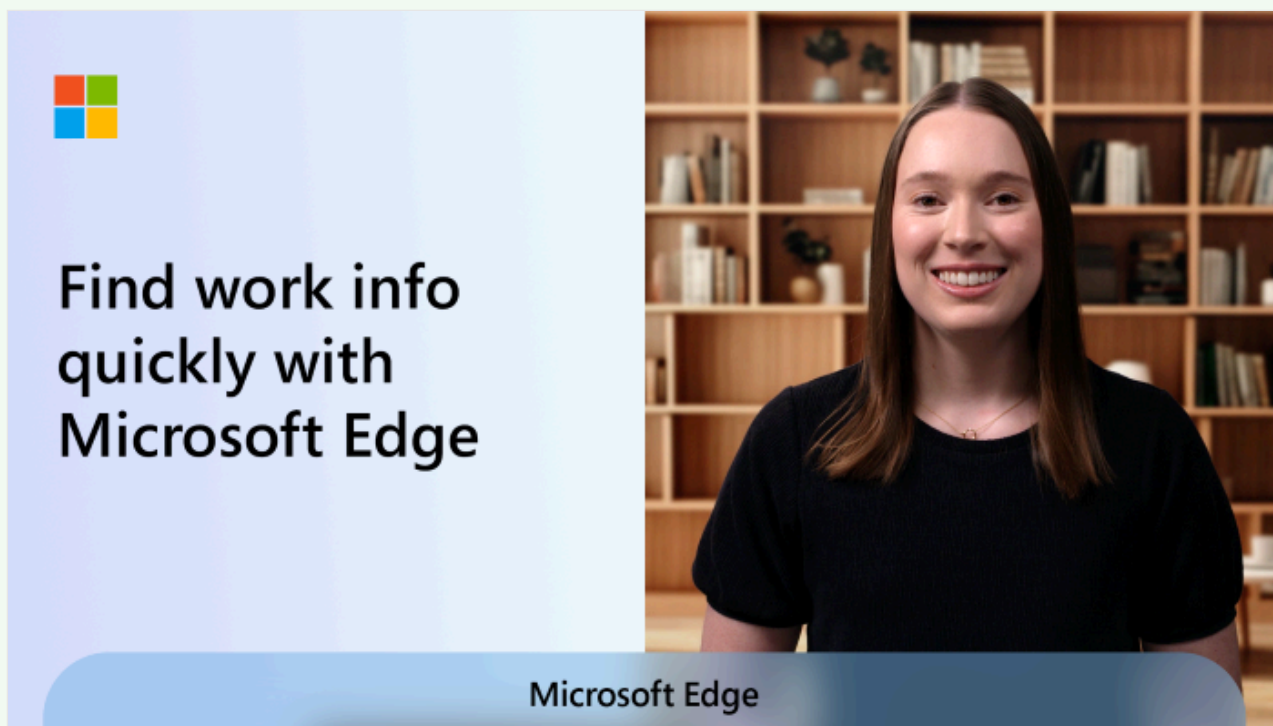
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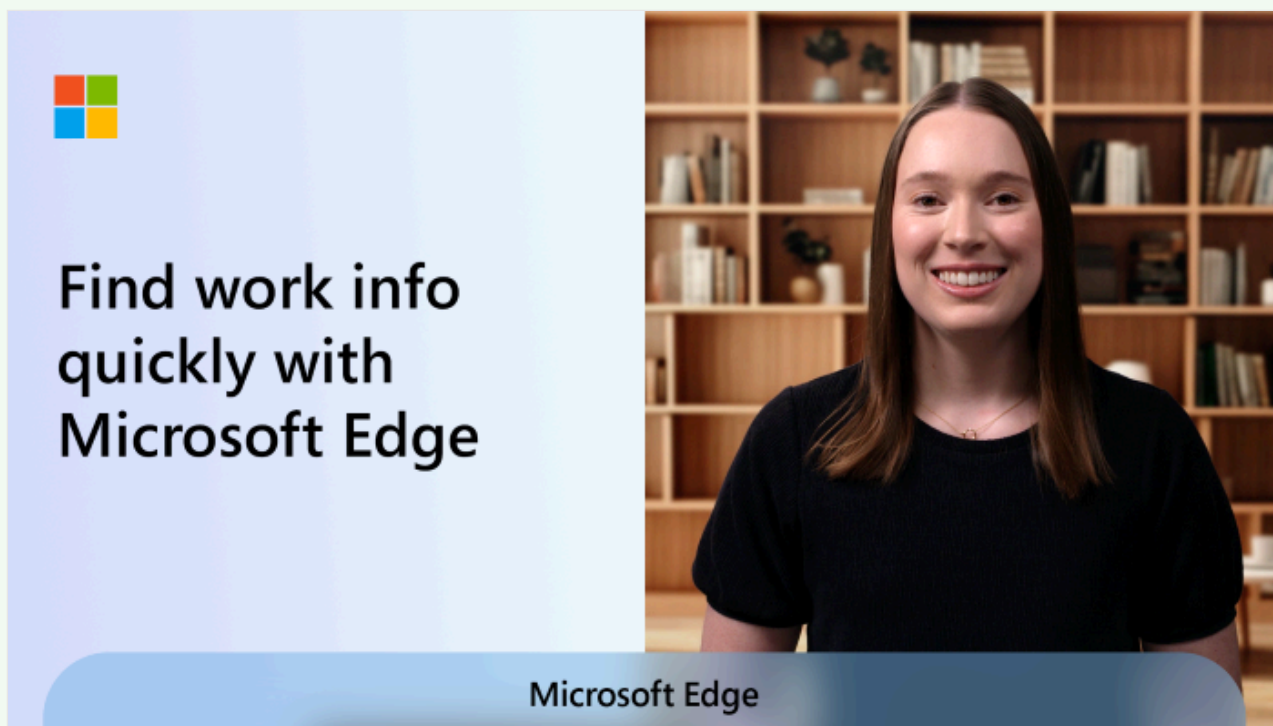
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Manage Power BI search results

Article • 03/11/2025

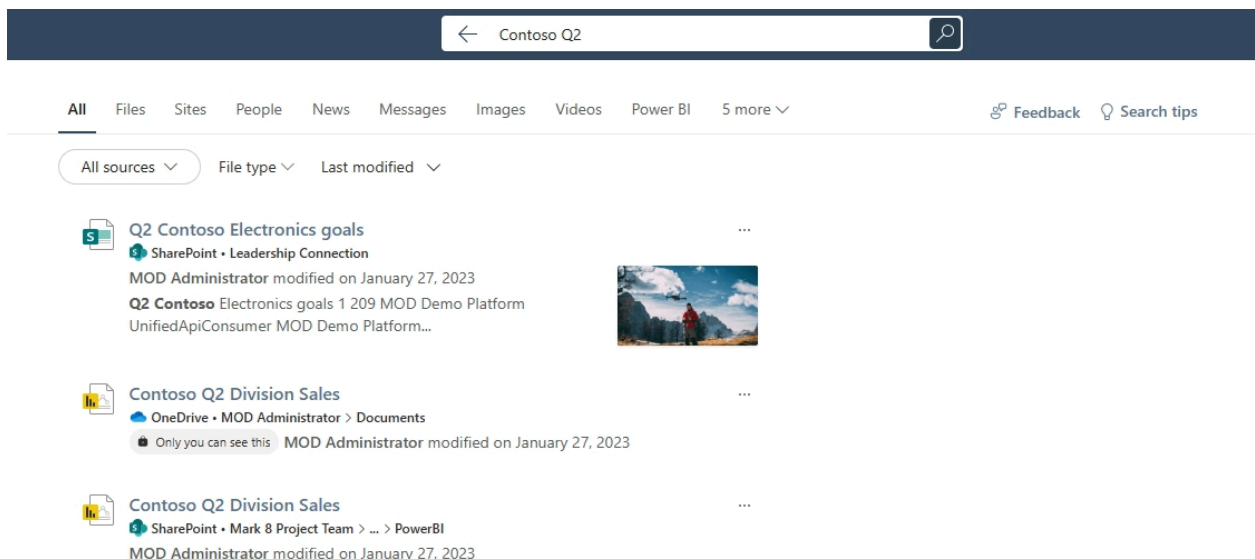
Users need to find data and analytics so that they can take informed decisions. To make it easier for users, Microsoft Search has added support to search for Power BI dashboards and reports. A few benefits of Power BI search are

- **Easy to use** This out-of-box search experience helps users find Power BI dashboards and reports easily across your organization.
- **Richer content** To make Power BI search results more useful, they include key information like the type of content (dashboard or report) and the team or person who owns it.
- **Unified search experience** To maintain a cohesive experience, Power BI results are consistent across all search entry points. Wherever you search, you'll get the same results with the same look and feel.

What users experience

Microsoft Search users can search for Power BI results from the Windows search box, SharePoint, Microsoft 365, and Bing.

Power BI results can be queried from All tab on the Search page




Power BI results can also be queried from the dedicated Power BI Custom vertical


All Files Sites People News Messages Images Videos **Power BI** 5 more ▾

Feedback Search tips

Filters Last Refresh Date ▾ Last Modified ▾

Showing results for *operations*. No results found for *opertaions*.

Operations Analytics
 <https://app.powerbi.com/groups/65c90a53-a457-4357-a554-6022fb8cb8e4/reports/5...>
Report · Owned by Mark8ProjectTeam

Consumer Website traffic
 <https://app.powerbi.com/groups/65c90a53-a457-4357-a554-6022fb8cb8e4/reports/1...>
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When users search for Power BI content, they see a list of results that includes the following information:

Manage Power BI search

Power BI results are enabled by default. Your Power BI admin can manage them at any time. To manage in the Power BI Admin portal, go to settings and toggle the **Share data with your Microsoft 365 Services** setting. To learn more, see [Administering Power BI in the admin portal](#).

Microsoft Fabric Search

Admin portal

- Tenant settings **New**
 - Usage metrics
 - Users
 - Premium Per User
 - Audit logs
 - Domains **New**
 - Workloads
 - Capacity settings
 - Refresh summary
 - Embed Codes
 - Organizational visuals
 - Azure connections
 - Workspaces
 - Custom branding
 - Protection metrics
 - Featured content
 - Help + support

Help Power BI optimize your experience
Enabled for the entire organization

Share data with your Microsoft 365 services

Users can see Microsoft Fabric metadata in Microsoft 365
Enabled for the entire organization

Turn on this setting to store and display certain Microsoft Fabric metadata in Microsoft 365 services. Users might see Microsoft Fabric metadata (including content titles and types or open and sharing history) in M365 services like search results and recommended content lists. Metadata from Microsoft Fabric semantic models will not be displayed.

Users can browse or get recommendations only for content they have access to. [Learn More](#)

This setting is automatically enabled only if your Microsoft Fabric and M365 tenants are in the same geographical region. You may disable this setting. [Where is my Microsoft Fabric tenant located?](#)

Enabled

Turn on this setting to allow users within your organization to see Power BI metadata in Microsoft 365 services even if these tenants are located in different geographical regions. Certain Power BI metadata may be stored in different geographical regions to those used by your Power BI tenant or national cloud instance.

Enabled

This setting applies to the entire organization

Apply Cancel

Power BI search vertical is enabled by default in the list of verticals. It can be disabled from the Verticals page if required.

Contoso Electronics Microsoft 365 admin center Search

Home > Search & intelligence > Verticals

Search & intelligence

Overview Insights Answers Data sources Customizations Configurations

Result types

- Verticals
- Relevance tuning

+ Add Refresh Edit Disable

	Name	Last modified	Last modified by	Status	Type	Content source
<input type="checkbox"/>	All	July 20, 2023 at 5:04 PM	System	Enabled	Default	All
<input type="checkbox"/>	Files		System	Enabled	Default	SharePoint OneDriveBusiness
<input type="checkbox"/>	Sites		System	Enabled	Default	SharePoint
<input type="checkbox"/>	People		System	Enabled	Default	SharePoint
<input type="checkbox"/>	News		System	Enabled	Default	SharePoint
<input checked="" type="checkbox"/>	Power BI	March 13, 2023 at 7:36 PM	System	Enabled	Custom	MicrosoftPowerBI
<input type="checkbox"/>	Images		System	Enabled	Default	SharePoint OneDriveBusiness
<input type="checkbox"/>	Messages		System	Enabled	Default	Exchange Teams

! Note

When using Microsoft Search, your search query and the results returned from Power BI, could be processed in a region or geography different than where your Power BI data is located.

Limitations

- Power BI inline results experience isn't available in SharePoint site search scope.
- All vertical configurations don't apply to Power BI content. Example: The All-tab keyword query language filter (KQL) "FileType:xlsx" can be used to filter out Excel files from SharePoint and OneDrive, but will not prevent Power BI content from showing.
- All vertical sorting by date don't apply to Power BI results. Sorting by date instead of relevance will exclude Power BI results.

Frequently Asked Questions

Q: Is Power BI search enabled by default?

A: Yes. Power BI search is enabled by default for Microsoft Search.

Q: Can Power BI search be enabled or disabled for specific groups or users?

A: No. It can only be enabled or disabled for your entire organization.

Q: Can I customize the Power BI search results (for example, the report type or report owner)?

A: No. We don't support customizing the fields included in Power BI search results.

Q: How much time does it take to see the affect of Power BI Admin toggle in Microsoft Search?

A: It generally reflects in a few hours. In some cases it may take upto a day to show up in the list of Verticals.

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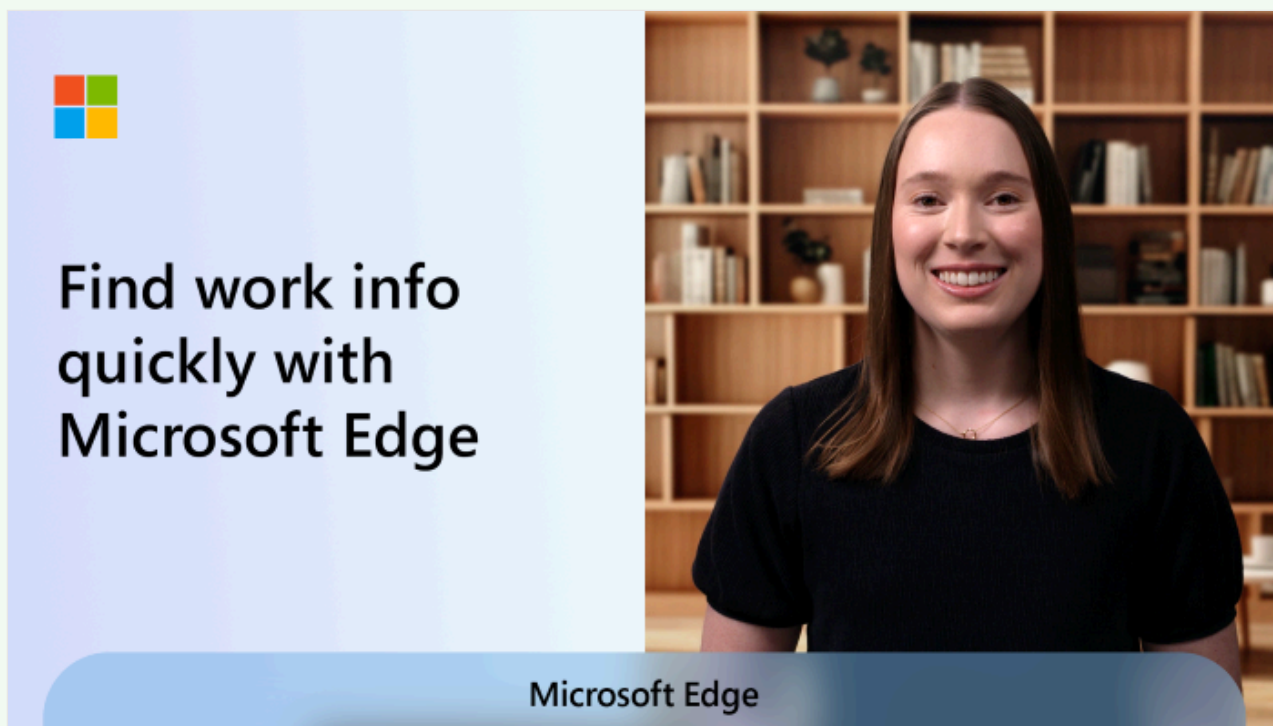
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Editorial bookmarks (bookmarks that an IT admin has curated) continue to work on the other Microsoft Search entry points. These entry points include M365.cloud.microsoft, SharePoint Online, and the Edge for Business address bar.

Microsoft Search no longer recommends bookmarks based on an organization's SharePoint links.

Some organizations set their recommended bookmarks to automatically publish. Automatically published bookmarks, which currently only appear in Microsoft Search in Bing, are no longer visible after March 31. If your organization automatically publishes recommended bookmarks, and you'd like those bookmarks to be visible on other Microsoft Search entry points, you must manually publish them before April 30, 2025. This date is intended to give you a little extra time after the March 31 retirement of Microsoft Search in Bing. You can also export your recommended bookmarks by April 30 if you want to keep them, but don't want to publish them.

Learn more about [managing bookmarks](#).

What's happening to search query history?

Work or school search history on Bing.com is no longer available as of March 31, 2025. There's no control available for IT admins to download search terms on behalf of users.

Does this impact all tenants?

Yes, all tenants who have access to Microsoft Search in Bing are affected.

Last updated on 08/05/2025

Overview of Microsoft Search

04/30/2025

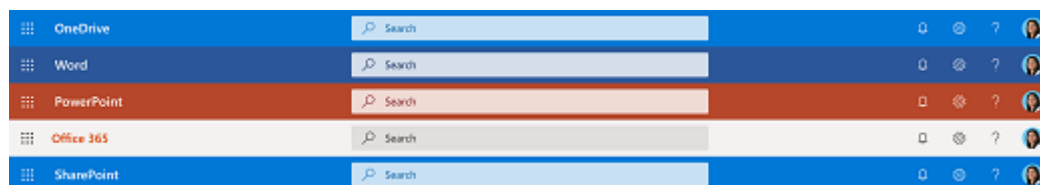
Microsoft Search helps you find what you need to complete what you're working on. Whether you're searching for people, files, organization charts, sites, or answers to common questions, you can use Microsoft Search throughout your workday to get answers.

Microsoft Search helps users find the right answers, people, and content to complete their tasks in the app they're already working in.

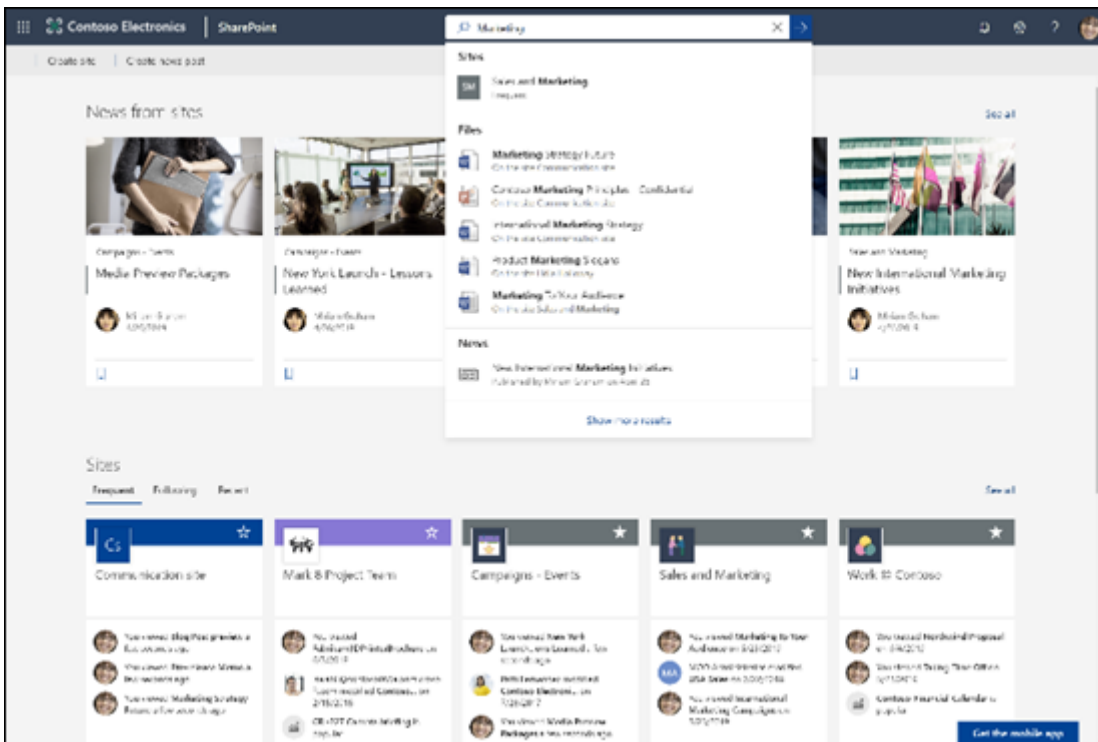
- Users get results that are relevant in the **context** of the app they search from. For example, when they search in [Microsoft Outlook](#), they find emails, and not [SharePoint](#) sites. When they search in SharePoint, they find sites, pages, and files.
- Whichever app users are working in; Microsoft Search is **personal**. Microsoft Search uses insights from the [Microsoft Graph](#) to show results that are relevant to each user. Each user might see different results, even if they search for the same words. They only see results that they already have access to, Microsoft Search doesn't change permissions.

What users see

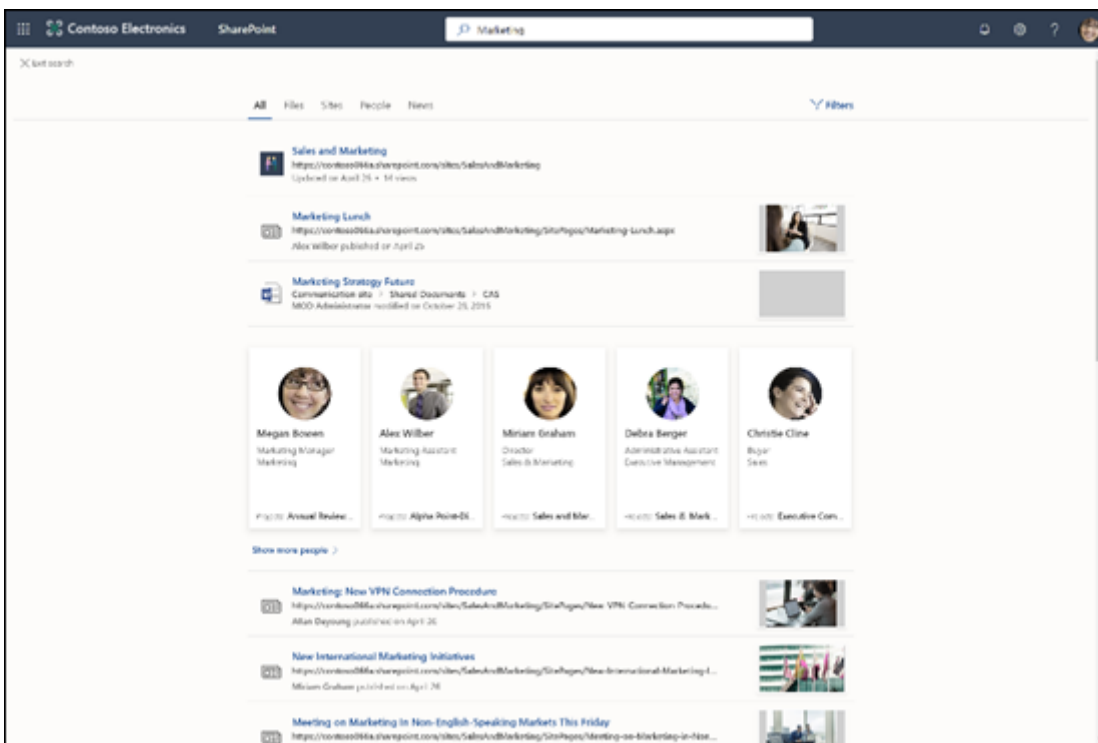
In Microsoft 365 apps, users find the Microsoft Search box in the header bar. It looks like this:



When users click in the **Search** box, search suggests results based on their previous activity in Microsoft 365 apps and based on content that's trending in your organization. Search considers activities such as files they were working on recently, commands they've used recently, and people they collaborate with. As users start typing in the **Search** box, the suggested results update. Users can open search results right from the **Search** box. Here's an example of a search in [SharePoint](#).



If the suggestions in the search box aren't what users are looking for, **Enter** opens the full list of results. They can use metadata such as who last modified the item and when and where the item is located to determine if it's what they're looking for.



Benefits of Microsoft Search

Search across Microsoft 365 from any Microsoft Search box – Users can search from any Microsoft Search box and get quickly back to what they were doing. Microsoft Search brings together results from data sources in Microsoft 365, including [SharePoint](#), [Microsoft OneDrive for Business](#), and [Microsoft Exchange](#).

Easy to search – Microsoft Search suggests results based on users' previous activity in Microsoft 365, right in the **Search** box.

Find shared files – Microsoft Search uses advanced query understanding to make finding shared files simple. Users can easily find files they're collaborating on.

Show relevant content – Promote the information and answers your users need to complete tasks, for example policies, benefits, resources, tools, and more. You can also target specific groups, like new hires, remote workers, or different geographies.

Administer across all apps – Microsoft Search is **on** by default and any administration you do applies to Microsoft Search in all the apps.

Tailoring Microsoft Search to your organization

As an administrator you can create an amazing Microsoft Search experience for your users.

Show useful content – Answers provide fast, authoritative results to search queries based on keywords. [Plan your content](#).

Add external content – Microsoft 365 Copilot Connectors allow you to bring external content into the index. Use connectors to enrich the search experience with data and files from outside of Microsoft 365. [Overview of Microsoft 365 Copilot Connectors](#)

Customize the user experience – You can customize the user experience by using verticals and other configurations. [Customize the Microsoft Search page](#)

What content is searched

Microsoft Search shows the content that your organization has stored in Microsoft 365 or has indexed through connectors. Microsoft Search doesn't search across tenants or show results from content that's shared by other organizations. If your organization has set up a hybrid SharePoint environment using cloud hybrid search, Microsoft Search returns search results from both online and on-premises SharePoint content, including any external content you've connected to your SharePoint Server environment. [Learn more about hybrid search environments](#).

Users will get the same search results they get from other locations.

How Microsoft Search works

When a user searches, Microsoft Search processes the query and parses search intent from larger phrases, using Artificial Intelligence (AI) to learn common superfluous phrases users add to their queries that don't impact their search intent. For example, when a user searches for "how to change my password" we extract the less important words from the query and trigger based on the relevant ones like "change password".

The search results that the user has **permission** to see are presented on the search results page. Microsoft Search uses intelligent ranking algorithms to order results based on relevance.

Privacy

In Microsoft Search only the content that a user has permission to see can appear in search results. A user might, for example, have permission to see a file because the user created it, it was shared with the user or with a larger group that includes the user, or it's stored in a folder or location that the user has permission to access.

When people filter on a person in SharePoint, they see results from content that the filtered person has worked on and that they have permission to see. If the filtered person or their organization has turned off item insights in Microsoft Graph, people only see results from content the filtered person has shared with them or from content that they both have worked on. [Learn about item insights](#).

When users get results for a search in Outlook, SharePoint Online, and M365.cloud.microsoft, the issued query is recorded in their search history. A user's search history is personal, it isn't shared with your organization or with Microsoft. Their search history helps them quickly get back to things they've found before. As they type a query, matches in their search history are suggested back to them in the search box.

Users can review their search history at any time by downloading it. They can also clear their history at any time. Both actions are done from the [My Account portal](#) of their work or school account. Go to the [Settings & Privacy page](#) and open the Microsoft Search section. Recording of history can't be paused.

The Outlook search history contains their searches in Outlook, Outlook for mobile, and Outlook on the web. It serves the same suggested queries to all three endpoints. Their searches on SharePoint sites, on the SharePoint start page, and on the Office.com home page are combined into one history and the same queries are suggested back when they search either on the SharePoint start page or on the M365.cloud.microsoft home page. Historic queries are not served when users search on SharePoint sites.

When many people in your organization search for the same thing in Microsoft Search in Outlook, SharePoint, and M365.cloud.microsoft, you as an admin can see that the query is popular, but not who searched for it. You can use this information to define which resources

are good results for popular queries and make search better for your organization. Learn about providing answers in [Plan your content](#).

See also

[Set up Microsoft Search](#)

Microsoft 365 Copilot connectors overview

Microsoft 365 Copilot connectors extend the reach of Microsoft 365 Copilot and Microsoft Search experiences by connecting to data beyond Microsoft 365. Your organization can either index external data by using **synced connectors** or connect to data in real time by using **federated connectors (early access preview)**. This flexibility ensures that users can securely search and interact with both enterprise and external data sources within Microsoft 365 apps and Copilot experiences.

ⓘ Note


Federated connectors are in early access preview and are available only to [Frontier preview program](#) and [Targeted release](#) members. Early access preview features are still in development and are subject to change.

Types of Copilot connectors

The following types of Copilot connectors are available:

- **Synced connectors:** Index data into Microsoft Graph for Copilot and search.
- **Federated connectors (early access preview):** Use a Model Context Protocol (MCP) model to fetch data in real time, without indexing content into Microsoft 365. For more information, see [Federated connectors overview](#).

The following table summarizes the key differences between synced connectors and federated connectors.

 Expand table

Feature	Synced connectors	Federated connectors
Data	Indexed into Microsoft 365	Fetches live
Access model	Organization-level	User-level
Setup	Admin configures	Admin enables; users authenticate
Use cases	Broad indexing	Sensitive, dynamic, or live data sources
Default connectors	Yes	Yes
Custom connectors	Yes	No

Synced connectors

Synced connectors crawl and index content from external sources into Microsoft Graph. This indexed data is discoverable in Copilot and Microsoft Search experiences. Synced connectors support organization-level use, with admins configuring and managing connections in the Microsoft 365 admin center.

Synced connectors have the following key features:

- Index external data so it appears in Copilot and Microsoft Search results.
- Support connections to cloud-based (SaaS) and on-premises data sources.
- Respect source permissions; users only access content for which they have appropriate permissions.
- Microsoft and ecosystem partners provide a wide range of ready-to-use connectors.
- You can build custom synced connectors to ingest your business data.

The following video provides an overview of the synced connector setup process.

<https://learn-video.azurefd.net/vod/player?id=4f4668c6-445a-4895-8627-92880eafad68&locale=en-us&embedUrl=%2Fmicrosoft-365%2Fcopilot%2Fconnectors%2Foverview>

For more information, see [Set up synced connectors in the admin center](#).

Federated connectors (early access preview)

Federated connectors use an MCP model to fetch data in real time, without indexing content into Microsoft 365. Federated connectors are ideal for connecting to live, dynamic, or sensitive data sources that shouldn't be indexed.

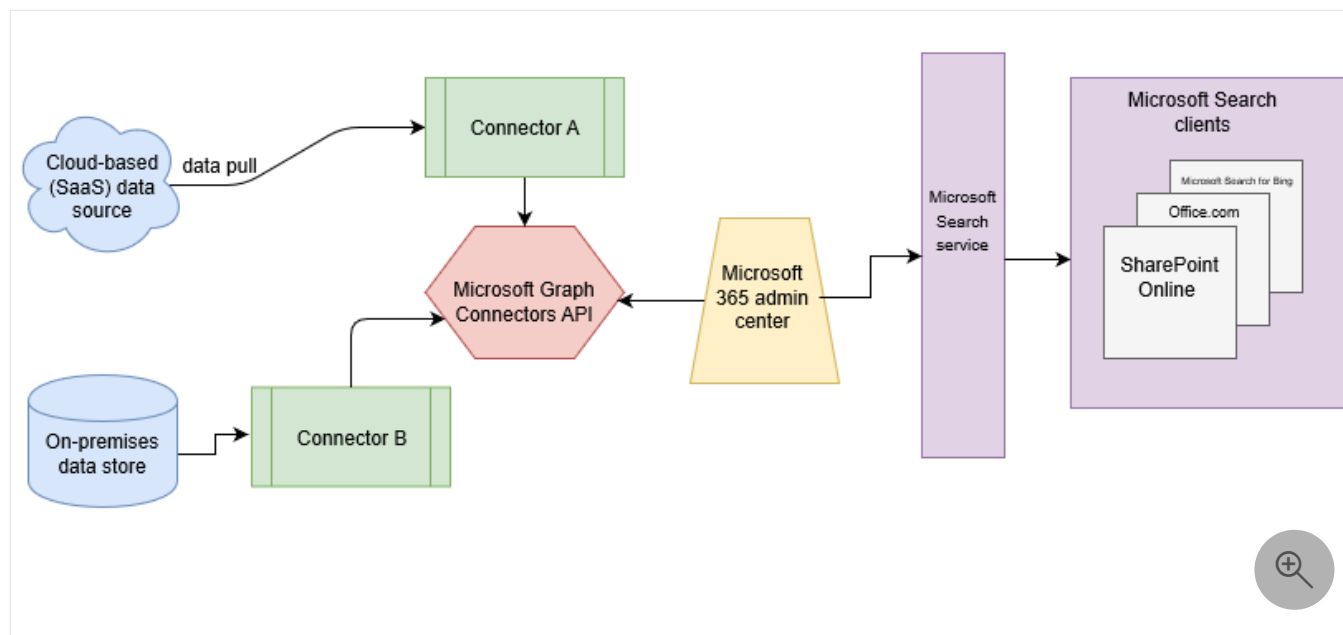
Federated connectors have the following key features:

- No indexing required; data remains in the source system.
- Connector fetches responses in real time through MCP APIs.
- Secure by design; federated access respects source permissions and authentication (OAuth 2.0).
- Default federated connectors are provided by Microsoft and appear as **Ready** in your connections list in the Microsoft 365 admin center.
- Federated connectors are read-only; they can search and fetch content but can't write data back.

Connector architecture

The following diagram shows how both types of connectors integrate external data into Copilot and Microsoft Search experiences:

- **Synced connectors:** Data flows from the source, is indexed in Microsoft Graph, and becomes available in search and Copilot.
- **Federated connectors (early access preview):** Data remains in the source system and is fetched in real time when users query Copilot or Search.



How Copilot connectors work

A Copilot connector defines a connection to an external data source and syncs content into Microsoft 365. It uses the Microsoft Graph connectors API to ingest items into the Microsoft Graph index. Each item includes content, metadata (like title and URL), and an access control list (ACL) that enforces permissions.

After the content is ingested:

- **Unified index** - The item becomes part of your organization's cloud search index. It's full-text searchable and processed by semantic indexing AI for relevance.
- **Permission-based filtering** - Search and Copilot only show items to users who have access in the source system.
- **Continuous sync** - Connectors periodically check for changes. New, updated, or deleted content is reflected in the index. Admins can configure sync frequency and trigger full crawls as needed.

Microsoft hosts the indexing pipeline in the cloud for most connectors. After setup, the process is automated. External content is stored securely in your tenant, and users only see what

they're allowed to access.

Prebuilt and custom connectors

Microsoft offers over 100 prebuilt connectors for popular services, including:

- **File sharing and content management** - Box, Dropbox, Google Drive, Confluence, MediaWiki, network file shares.
- **Enterprise apps and databases** - Salesforce, ServiceNow, Dynamics 365, Azure services, SQL/Oracle databases, SAP.
- **Other platforms** - Workday, Zendesk, Jira, and more.

To use a prebuilt connector, select the connector in the Microsoft 365 admin center, provide credentials and configuration details, and the Microsoft connector service handles the rest. Microsoft or certified partners maintain and update these connectors regularly.

If no prebuilt connector exists for your system, you can build a custom connector by using the [Microsoft 365 Agents Toolkit](#) or the [Microsoft Graph connectors API](#). Building a custom connector requires a developer to define a schema, register the connection in Microsoft Entra ID, and write code to pull and push data.

For on-premises sources, you can use the [Microsoft Graph connector agent](#) to securely index local content.

Custom connectors offer flexibility but require maintenance. Use prebuilt connectors when possible, and reserve custom development for unique or critical sources.

Copilot connectors for people data

Copilot connectors for people data integrate people data into Microsoft 365 applications to enhance and unify individual profiles. They provide a synchronized view of people data while keeping the original data authoritative in its source system. These connectors improve identity cohesion, Copilot response relevance, and data discoverability within Microsoft 365, including updated profile cards and search capabilities. For more information, see [Copilot connectors for people data](#).

Microsoft 365 Copilot and connectors

The conversational Copilot Chat experience in Microsoft 365 Copilot, Teams, Outlook, and other Microsoft 365 apps use connector content to respond to user queries. When users ask questions or request help, Copilot retrieves data from internal and external sources.

For example, the user query "Give me a summary of the Contoso deal" might return details from a Salesforce record if that system is connected. Copilot cites the source and provides a quick summary without requiring the user to open Salesforce.

Connectors make Copilot Chat a more powerful assistant, capable of answering questions beyond Microsoft 365 content, via the following key features:

- **Multiturn conversation** - Follow-up questions stay in context and can pull from multiple connectors.
- **Content previews and links** - Users can open referenced items for more detail.
- **Read-only by default** - Copilot Chat can't write back to external systems unless the experience is extended with action connectors or plugins.
- **Security enforced** - Users only see content they're authorized to access.

Copilot Search and connectors

[Microsoft 365 Copilot Search](#) is an AI-powered enterprise search experience that helps users quickly find relevant information across Microsoft 365 and beyond. Copilot Search acts as a universal search layer that integrates seamlessly into the Microsoft 365 Copilot app across desktop, web, and mobile platforms. It automatically includes indexed connector content when generating responses—no extra setup required.

For example, if a user asks, "How do I file an expense report?", Copilot Search looks across Microsoft 365 and connected systems. If a relevant page is found in an internal finance wiki (via a connector), Copilot uses it to generate a concise answer with a citation.

Copilot connectors enhance the Copilot Search experience by providing the following benefits:

- **Unified indexing** - External data is indexed alongside Microsoft 365 content, enabling a single, comprehensive search experience.
- **Personalized results** - Signals from Microsoft Graph and connector-ingested data help tailor results based on user roles, behaviors, and organizational relationships.
- **Copilot extension** - A browser add-on that enhances search relevance by incorporating signals from external work-related sites—without tracking general browsing activity.

The extensive connector ecosystem makes Copilot Search an enterprise-wide knowledge discovery platform that helps users find what they need, when they need it—no matter where the data lives.

Microsoft Search and connectors

After connectors are set up, users discover external content through Microsoft Search across Office.com, SharePoint, Outlook, Teams, Bing (work account), and other apps. Connectors enhance the Microsoft Search experience with the following features:

- **Integrated results** - External items appear in the **All** results view alongside internal content. Each result is labeled with its source (for example, Confluence VPN Access Policy) and opens in its native app.
- **Verticals and filters** - Admins can create custom search verticals (tabs) for specific connectors. Users can refine results by source or metadata properties.
- **Result display** - Connector results show a title, snippet, and metadata. Admins can customize layouts, but the default display is clean and consistent.
- **Contextual suggestions** - Connector content appears in features like Microsoft Editor or messaging extensions, helping users find and use external knowledge without switching apps.

Search relevance algorithms rank external and internal results equally, based on query match, freshness, and user context.

Custom agents and extensibility

Connectors are essential knowledge sources for custom agents built with [Copilot Studio](#) or the [Microsoft 365 Agents Toolkit](#). These agents are tailored to specific domains or tasks, such as IT help desk or sales support.

Connectors enhance agents for Copilot with the following features:

- **Domain-specific knowledge** - Agents can use Copilot connectors to answer questions from relevant sources.
- **Action-taking capability** - Agents can be extended with Power Platform connectors or API plugins to perform tasks (for example, reset passwords, create tickets).

Admins control which connectors and actions each agent can use to ensure governance and security.

For example, a Sales agent might use a Salesforce connector for data and a Power Platform connector to update records—all within a conversational interface.

Related content

- [Connectors gallery](#)
- [Deploy connectors in the admin center](#)
- [Set up Microsoft-built synced connectors](#)

Last updated on 03/19/2026

Microsoft 365 Copilot connectors gallery

Microsoft 365 Copilot connectors extend the reach of Microsoft 365 Copilot and Microsoft Search experiences by connecting to data beyond Microsoft 365. Your organization can either index external data by using synced connectors or connect to data in real time by using federated connectors.

Developers can use the [Connectors API](#) to create custom connectors. In addition, Microsoft and partner organizations provide more than 100 prebuilt connectors that connect to popular Microsoft and non-Microsoft services, including Azure services, Box, Confluence, Google services, MediaWiki, Salesforce, ServiceNow, and more.

Browse connectors by publisher

Microsoft builds and maintains a set of Microsoft 365 Copilot connectors that integrate with Microsoft services and popular external platforms. These connectors are supported by Microsoft and are available in the Connectors gallery in the Microsoft 365 admin center.

Microsoft partners also provide a broad range of Microsoft 365 Copilot connectors that extend search and Copilot experiences to additional systems and data sources. These connectors are built and supported by partners, and support models vary.

Use the following pages to browse Microsoft- and partner-built connectors.

- [Microsoft-built connectors](#) - Microsoft 365 Copilot connectors built and supported by Microsoft.
- [Partner-built connectors](#) - Connectors built and supported by Microsoft partners.

Related content

- [Microsoft 365 Connectors overview](#)
- [Deployment overview](#)

Last updated on 03/19/2026

Microsoft-built connectors gallery

Microsoft 365 Copilot connectors extend the reach of Microsoft 365 Copilot and Microsoft Search experiences by connecting to data beyond Microsoft 365. Your organization can either index external data by using synced connectors or connect to data in real time by using federated connectors.

Microsoft builds and maintains a set of Microsoft 365 Copilot connectors that integrate with Microsoft services and popular external platforms. These connectors are supported by Microsoft and are available in the Connectors gallery in the Microsoft 365 admin center.

This article provides a list of the prebuilt connectors that are available across various categories, along with a description of each and a link to learn more about the connector.

ⓘ Note

To access synced Copilot connectors that are in preview, enable the [Targeted release option](#) for your admin account.

Collaboration and communication

The following table lists the collaboration and communication connectors that are available.

 Expand table

Connector name	Publisher	Description	Learn more
Aha!	Microsoft	Empowers your organization to index and search Aha! features and ideas across your enterprise. The connector automatically crawls Aha! features and ideas, making them easily discoverable through Microsoft 365 Copilot and any Microsoft Search client.	Aha! connector
Azure DevOps Wiki	Microsoft	Allows your organization to index wiki pages from Azure DevOps.	Azure DevOps Wiki connector
Azure DevOps Work Items	Microsoft	Allows your organization to search for work items in your Azure DevOps instance.	Azure DevOps Work Items connector

Connector name	Publisher	Description	Learn more
Egnyte	Microsoft	Allows organizations to integrate with Egnyte for seamless workflow automation.	Egnyte connector
Jira Cloud	Microsoft	Allows your organization to index Jira issues and tickets.	Jira Cloud connector
Jira Data Center	Microsoft	Enables seamless project management and issue tracking with Jira.	Jira Data Center connector
Linear (preview)	Microsoft	Streamline issues, projects, and product roadmaps.	Federated connectors overview
Miro	Microsoft	Allows an organization to integrate with Miro's collaborative whiteboarding platform.	Miro connector
Notion (preview)	Microsoft	Organize notes, projects, and wikis.	Federated connectors overview
Shortcut Story	Microsoft	Enables teams to manage agile software development projects with Shortcut.	Shortcut Story connector
Trello	Microsoft	Allows organizations to enhance their project management by connecting with Trello's visual project management tools.	Trello connector
Zoom Meetings	Microsoft	Enables your organization to index meeting-related artifacts, such as transcripts and metadata.	Zoom connector

Content management systems

The following table lists the content management systems connectors that are available.

 Expand table


Connector name	Publisher	Description	Learn more
Adobe Experience Manager Assets (preview)	Microsoft	Indexes published assets from your AEM Assets instance into Microsoft 365 experiences.	Adobe Experience Manager Assets connector
Adobe Experience Manager Sites (preview)	Microsoft	Indexes published assets from your AEM Sites instance into Microsoft 365 experiences.	Adobe Experience Manager Sites connector
Coda Enterprise	Microsoft	Enables integration with Coda enterprise for improved	Coda Enterprise

Connector name	Publisher	Description	Learn more
		workflow management and team collaboration.	connector
Confluence Cloud	Microsoft	Confluence Cloud connector allows your organization to index Confluence pages and blogs.	Confluence Cloud
Confluence On-premises	Microsoft	Allows your organization to index Confluence pages from server or data center deployments.	Confluence On-premises connector
Enterprise Websites Cloud	Microsoft	Allows your organization to search any non-SharePoint enterprise website.	Enterprise Websites Cloud connector
Enterprise Websites On-premises	Microsoft	Allows your organization to search any non-SharePoint enterprise website.	Enterprise Websites On-premises connector
Guru	Microsoft	Allows integration with Guru's knowledge management platform to capture, store, and share organizational knowledge.	Guru connector
MediaWiki	Microsoft	Enables your organization to search knowledge-based articles on sites it creates with MediaWiki.	MediaWiki connector
Salesforce Knowledge	Microsoft	Allows your organization to index Salesforce Knowledge articles.	Salesforce Knowledge connector
ServiceNow Knowledge	Microsoft	Allows your organization to index knowledge base (KB) articles from ServiceNow instances.	ServiceNow Knowledge connector
SharePoint Server (preview)	Microsoft	Lets organizations connect to on-premises SharePoint sites for collaborating on and managing documents.	SharePoint Server connector
Stack Overflow	Microsoft	Enables your organization to seamlessly index and search Stack Overflow questions and answers within Microsoft 365 Copilot and Microsoft Search, enhancing productivity and knowledge sharing. Unlock the potential of technical expertise by integrating Stack Overflow content directly into your workflow.	Stack Overflow connector
Unily	Microsoft	Allows Copilot integration with Unily's digital workplace platform for enhanced communication and employee experience.	Unily connector
Veeva QualityDocs	Microsoft	Enables integration with Veeva Vault for quality content management.	Veeva QualityDocs

Connector name	Publisher	Description	Learn more
			connector
Veeva Vault PromoMats	Microsoft	Empowers life sciences organizations to seamlessly integrate their compliant promotional content and regulatory content from Veeva Vault PromoMats into Microsoft 365 Copilot. This connector was developed by Microsoft with Veeva best practices and support provides robust indexing of documents, metadata, approval statuses, and version histories. This ensures comprehensive access for use with Microsoft 365 Copilot.	Veeva Vault PromoMats connector
Veeva Vault RIM	Microsoft	Enables integration with Veeva Vault RIM for regulatory information management.	Veeva Vault RIM connector
WordPress.com	Microsoft	Allows organizations to index WordPress.com hosted sites.	WordPress.com connector
WordPress.org	Microsoft	Allows an organization to seamlessly build on-premises WordPress websites.	WordPress.org connector

Customer relationship management

The following table lists the customer relationship management connectors that are available.

 Expand table

Connector name	Publisher	Description	Learn more
HubSpot (preview)	Microsoft	Manage customer data and sales pipelines.	Federated connectors overview
Salesforce CRM	Microsoft	Allows your organization to search your Salesforce instance for contacts, opportunities, leads, and accounts objects.	Salesforce CRM connector

Data visualization


The following table lists the data visualization connectors that are available.

 Expand table

Connector name	Publisher	Description	Learn more
Tableau Cloud (preview)	Microsoft	Enables organizations to connect to Tableau Cloud for advanced data visualization and business intelligence functionality.	Tableau Cloud connector (preview)

Databases


The following table lists the database connectors that are available.

 Expand table

Connector name	Publisher	Description	Learn more
Azure SQL	Microsoft	Enables your organization to search for data from your Azure SQL.	Azure SQL connector
CSV	Microsoft	Enables your organization to search for content stored in CSV files.	CSV connector
DataStax (preview)	Microsoft	Enables integration with DataStax for real-time data access.	DataStax connector
Microsoft SQL Server	Microsoft	Allows your organization to search on-premises Microsoft SQL Server databases.	Microsoft SQL Server connector
Oracle SQL	Microsoft	Enables your organization to discover and index data from an on-premises database. Indexes specified content into Microsoft Search and supports periodic crawls. You can also restrict access to search results for certain users.	Oracle SQL connector
PostgreSQL (preview)	Microsoft	Enables your organization to discover and index data from PostgreSQL databases.	PostgreSQL connector

Developer tools

The following table lists the developer tools connectors that are available.


 Expand table

Connector name	Publisher	Description	Learn more
Bitbucket Knowledge	Microsoft	Enables integration with Bitbucket for Git repository management and collaboration.	Bitbucket Knowledge connector

Connector name	Publisher	Description	Learn more
Bitbucket Pull Requests	Microsoft	Allows organizations to integrate with Bitbucket's pull request functionality for code review and collaboration.	Bitbucket Pull Request connector
GitHub Cloud Issues	Microsoft	Allows organizations to connect to GitHub Issues for streamlined project planning and issue tracking.	GitHub Cloud Issues connector
GitHub Cloud Knowledge	Microsoft	Allows organizations to index documentation and knowledge from GitHub repositories.	GitHub Cloud Knowledge connector
GitHub Cloud Pull Requests	Microsoft	Enables developers to collaborate on code reviews and GitHub pull requests.	GitHub Cloud Pull Requests connector
GitHub Server Issues	Microsoft	Enables organizations to connect to GitHub Server for issue tracking and project management.	GitHub Server Issues connector
GitHub Server Knowledge	Microsoft	Allows organizations to index documentation from GitHub Server repositories.	GitHub Server Knowledge connector
GitHub Server Pull Requests	Microsoft	Enables developers to collaborate on code reviews with GitHub Server.	GitHub Server Pull Requests connector
GitLab Merge Requests Server	Microsoft	Lets developers review and merge code with GitLab Server pull requests.	GitLab Merge Requests Server connector
GitLab Issues Cloud	Microsoft	Allows developers to track and manage projects using GitLab Cloud.	GitLab Issues Cloud connector
GitLab Issues Server	Microsoft	Lets developers track and manage projects using GitLab Server.	GitLab Issues Server connector
GitLab Knowledge Cloud	Microsoft	Provides access to internal documentation from GitLab Cloud.	GitLab Knowledge Cloud connector
GitLab Knowledge Server	Microsoft	Provides access to internal documentation from GitLab server.	GitLab Knowledge Server connector
GitLab Merge Requests Cloud	Microsoft	Allows organizations to index merge requests from GitLab projects hosted on GitLab.com.	GitLab Merge Requests Cloud connector
GitLab Merge Requests Server	Microsoft	Integrates merge request data from GitLab Self-Managed (Server) into Microsoft 365.	GitLab Merge Requests Server connector

Files and documents


The following table lists the files and documents connectors that are available.

 Expand table

Connector name	Publisher	Description	Learn more
Amazon S3	Microsoft	Allows your organization to index objects stored in your Amazon S3 buckets. After you configure the connector and index content from S3, users can search for those items in Microsoft 365 Copilot.	Amazon S3 connector
Azure Data Lake Storage Gen2	Microsoft	Enables your organization to search for content stored in Azure Blob containers. Indexes hierarchy-enabled folders in specified Azure Data Lake Storage Gen2 accounts.	Azure Data Lake Storage Gen2 connector
Azure File Share	Microsoft	Allows your organization to index and search content stored in Azure File Share.	Azure File Share connector
Dropbox	Microsoft	Lets your organization connect to Dropbox for file storage, sharing, and collaboration.	Dropbox connector
File Share	Microsoft	Allows your organization to search on-premises Windows file shares.	File Share connector
Google Drive	Microsoft	Enables integration with Google Drive for file synchronization and storage.	Google Drive connector

Human resources and recruiting

The following table lists the human resources and recruiting connectors that are available. For more information, see [Microsoft 365 Copilot connectors for people data](#).

 Expand table

Connector name	Publisher	Description	Learn more
15Five High Fives	Microsoft	Lets your organization connect with the High Five feature from 15Five to enhance collaboration and team recognition.	15Five High Fives connector
15Five High Fives Priorities	Microsoft	Allows your organization to index 15Five priority data, using Microsoft 365 Copilot and Microsoft Search.	15Five Priorities connector

Connector name	Publisher	Description	Learn more
BambooHR	Microsoft	Allows your organization to populate People Experiences like profiles in Teams or Copilot with people data from the BambooHR system.	BambooHR connector
Credly (preview)	Integrates digital credential data from your organization's Credly platform into Microsoft 365.	Credly connector (preview)	
SAP SuccessFactors (preview)	Microsoft	Allows organizations to securely synchronize organization data and organize HR functions with SAP.	Import organizational data from SAP SuccessFactors (preview)
Workday (preview)	Microsoft	Lets organizations integrate with Workday to securely synchronize organization data and manage HR functions.	Import organizational data from Workday

IT service management tools

The following table lists the available IT service management tool connectors.


 Expand table

Connector name	Publisher	Description	Learn more
Freshservice	Microsoft	Allows organizations to connect to Freshservice to enhance team collaboration.	Freshservice connector
PagerDuty Escalation Policies (preview)	Microsoft	Enables organizations to index and search PagerDuty escalation policies.	PagerDuty Escalation Policies connector
PagerDuty Schedules	Microsoft	Enables organizations to index and search PagerDuty schedules.	PagerDuty Schedules connector
ServiceNow Catalog	Microsoft	Allows your organization to find Catalog items to order from the ServiceNow instance. Supports item-level user criteria permissions too.	ServiceNow Catalog connector

Connector name	Publisher	Description	Learn more
ServiceNow Tickets	Microsoft	Allows your organization to index incidents, change requests, and problem statuses from ServiceNow instances.	ServiceNow Tickets connector

Project management

The following table lists the project management connectors that are available.

 Expand table

Connector name	Publisher	Description	Learn more
Asana	Microsoft	Allows your organization to integrate with Asana's project management platform.	Asana connector
monday.com	Microsoft	Allows organizations to integrate with monday.com for project and workflow management.	monday.com connector
Smartsheet Sheet	Microsoft	Enables organizations to index and search Smartsheet data.	Smartsheet Sheet connector

Sales

The following table lists the sales connectors that are available.

 Expand table

Connector name	Publisher	Description	Learn more
Gong	Microsoft	Lets organizations integrate with Gong sales call transcripts to better uncover actionable insights.	Gong connector

Support


The following table lists the support connectors that are available.

 Expand table

Connector name	Publisher	Description	Learn more
Zendesk Help Center	Microsoft	Allows an organization to connect to Zendesk Help Center for seamless integration of self-service knowledge base content for customers.	Zendesk Help Center connector
Zendesk Ticket (preview)	Microsoft	Enables integration with Zendesk's customer service ticketing system.	Zendesk Ticket connector

Others

The following table lists other connectors that are available.

 Expand table

Connector name	Publisher	Description	Learn more
Canva	Microsoft	Connects to Canva design content to enable users to create, edit, search, and manage designs directly within their workflows.	Federated connectors overview
Google Calendar	Microsoft	Connects to Google Calendar to enable users to access, manage, and query events and availability across their schedule.	Federated connectors overview
Google Contacts	Microsoft	Connects to Google Contacts to enable users to retrieve and reference contact details such as names, email addresses, and phone numbers.	Federated connectors overview
HubSpot	Microsoft	Connects to HubSpot CRM data to enable users to access and enrich responses with customer, sales, and marketing insights from HubSpot.	Federated connectors overview
Intercom	Microsoft	Connects to Intercom customer communication data to help users access and work with customer interactions and support insights within their workflows.	Federated connectors overview
Linear	Microsoft	Connects to Linear to surface and work with issues, projects, and product roadmap data, helping teams streamline development workflows and collaboration.	Federated connectors overview
LSEG	Microsoft	Connects to LSEG's financial data platform to enable users to access real-time market data, analytics, and valuation tools in conversational workflows.	Federated connectors overview
Moody's	Microsoft	Connects to Moody's credit intelligence platform to provide access to credit ratings, research, and risk insights to support	Federated connectors

Connector name	Publisher	Description	Learn more
		financial analysis and decision-making workflows.	overview
Notion	Microsoft	Connects to Notion workspaces to enable users to search, retrieve, and use content from pages, databases, and notes directly in their workflows.	Federated connectors overview

Related content

- [Partner-built connectors gallery](#)

Last updated on 04/21/2026

Partner-built connectors gallery

Microsoft 365 Copilot connectors extend the reach of Microsoft 365 Copilot and Microsoft Search experiences by connecting to data beyond Microsoft 365. Your organization can either index external data by using synced connectors or connect to data in real time by using federated connectors.




Microsoft partners provide a broad range of Microsoft 365 Copilot connectors that extend search and Copilot experiences to additional systems and data sources. These connectors are built and supported by partners, and support models vary.

This article provides a list of the partner connectors that are available across various categories, along with a description of each and a link to the connector website where available.

Certified for Microsoft 365 Copilot

The following partner-built connectors are certified for Microsoft 365 Copilot. This certification means the connector meets Microsoft requirements for compatibility, quality, and security for Microsoft 365 Copilot experiences.


 Expand table





Connector name	Publisher	Description	Learn more
Box	Box	Enables users to search for and surface their Box content from within Microsoft 365 experiences. The Box connector helps Box and Microsoft users to explore, discover, and go to the content they need when they need it.	Box connector 
CB Insights	CB Insights	Integrate proprietary CB Insights data and insights into Microsoft 365 Copilot to generate unique insights across Microsoft 365 applications. Access data for public and private companies like funding events, business relationships, predictive outlook, and more. The CBI connector allows you to research, analyze, and share trusted, data-backed insights to bet on the right markets, source the right companies, and stay ahead of competitors, helping sales, IT, finance, and more to make informed, data-driven decisions.	CB Insights connector 
getAbstract	getAbstract	Enhances Microsoft 365 Copilot with verified business knowledge from leading experts. The getAbstract connector delivers fully indexed and licensed knowledge from domains	getAbstract connector 

Connector name	Publisher	Description	Learn more
		like leadership & strategy, sales, marketing, corporate Finance, digital transformation, and more - helping employees solve business issues in the flow of work.	

Collaboration and communication










The following table lists the collaboration and communication connectors that are available.









 Expand table








Connector name	Publisher	Description	Learn more
Aderant	BA Insight	BA Insight's Aderant connector honors the security of the source system and provides both full and incremental crawls. Hence, users always have the latest information available to them.	Aderant Connector for Search 
Adobe Acrobat Sign	Adobe	The Adobe Acrobat Sign connector for Microsoft Search securely stores agreement metadata, allowing users to quickly and easily find their agreements alongside other documents in Microsoft 365. Search for agreements explicitly or view recommendations when key events occur. The connector supports Acrobat Sign access permissions, ensuring only the permitted sender and recipients see agreement information. Users securely access full agreements in Acrobat Sign.	Adobe Acrobat Sign connector 
Atlassian Confluence	Accenture	The Confluence connector crawls content from any Confluence content repository. The connector retrieves spaces, pages, blogs, attachments, and comments. The connector uses the Confluence REST API to crawl Confluence content.	Contact Accenture 
Atlassian Confluence Server and Confluence Data Center	RheinInsights	Enables the Enterprise search and Microsoft 365 Copilot connector for indexing Atlassian Confluence Server and Data Center. Reliably indexes spaces, personal spaces, wiki pages, blog posts, attachments, and labels. Comes with full metadata sets, advanced processing pipelines, and support for Atlassian Confluence's permission model.	Atlassian Confluence Server and Confluence Data Center 

Connector name	Publisher	Description	Learn more
Atlassian Confluence Cloud	BA Insight	BA Insight's Confluence (Cloud Version) Connector is an enterprise-grade indexing connector that enables content stored in Confluence to be crawled and indexed.	Confluence Cloud Connector for Search ↗
Atlassian Confluence Cloud	RheinInsights	Enables the Enterprise search and Microsoft 365 Copilot connector for indexing Atlassian Confluence Cloud. Reliably indexes spaces, personal spaces, wiki pages, blog posts, attachments, and labels. Comes with full metadata sets, advanced processing pipelines, and full support for Atlassian Confluence Cloud's permission model.	Atlassian Confluence Cloud connector ↗
Atlassian Confluence Cloud	ServiceNow	Secure enterprise search connector for reliably indexing content from Atlassian Confluence Cloud and intelligently searching it with Microsoft Graph. It robustly indexes pages, blog posts, attachments, comments, spaces, profiles, and hub sites for tags from Confluence Cloud instances in near real-time. The connector fully supports Atlassian Confluence Cloud's built-in user and group management.	Atlassian Confluence Cloud external content connector ↗
Atlassian Jira	BA Insight	Enables users to perform searches against all Jira objects, eliminating the need to go to Jira directly.	Jira Connector for Search ↗
Atlassian Jira	RheinInsights	Enables the Enterprise search and Microsoft 365 connector for indexing the Atlassian Jira Server and Data Center. Reliably indexes projects, issues, issue comments, and attachments. Comes with full metadata sets, advanced processing pipelines, and support for Atlassian Jira's permission model.	Atlassian Jira connector ↗
Atlassian Jira Cloud	BA Insight	Performs searches against all Jira objects, eliminating the need to navigate to Jira directly.	Jira Cloud Connector for Search ↗
Atlassian Jira Cloud	RheinInsights	Enables the Enterprise search and Microsoft 365 connector for indexing Atlassian Jira Cloud. Reliably indexes projects, issues, issue comments, and attachments. Comes with full metadata sets, advanced processing pipelines, and full support for Atlassian Jira Cloud's permission model.	Atlassian Jira Cloud connector ↗
Atlassian Jira Cloud	ServiceNow	Secure enterprise search connector for reliably indexing content from Atlassian Jira and intelligently searching it with Microsoft Graph. It robustly indexes projects, issues, attachments, comments, work logs, issue histories, links, and profiles from on-premises Jira	Atlassian Jira Cloud external content connector ↗

Connector name	Publisher	Description	Learn more
		instances in near real-time. The connector fully supports Atlassian Confluence's built-in user and group management. The connector also supports Confluence installations based on Microsoft Entra ID and other directory services.	
Atlassian Jira Issues	Accenture	Extracts issues from Jira, either inside the corporate firewall or to the Jira cloud.	Contact Accenture ↗
CB Insights*	CB Insights	Integrate proprietary CB Insights data and insights into Microsoft 365 Copilot to generate unique insights across Microsoft 365 applications. Access data for public and private companies like funding events, business relationships, predictive outlook, and more. The CBI connector allows you to research, analyze, and share trusted, data-backed insights to bet on the right markets, source the right companies, and stay ahead of competitors, helping sales, IT, finance, and more to make informed, data-driven decisions. *Certified for Microsoft 365 Copilot.	CB Insights connector ↗
Elite	BA Insight	BA Insight's Elite connector provides a single point of access for lawyers to access firm content and knowledge in line with Elite content using Microsoft Search.	Elite Connector for Search ↗
GitHub Enterprise Cloud	RheinInsights	Reliably indexes all repositories, versioned files, wikis, issues, or discussions from GitHub Enterprise Cloud. Comes with full metadata sets, advanced processing pipelines, and full support for GitHub Enterprise Cloud's permission model.	GitHub Enterprise Cloud connector ↗
Google Drive	BA Insight	The BA Insight Google Drive connector makes it possible to surface content from Google Drive in a single consolidated search index referencing Google Drive content, along with content from other repositories.	Google Drive Connector for Search ↗
Google Drive	RheinInsights	Reliably indexes all Google Drive documents from personal and shared drives in your organization. Comes with full metadata sets, advanced processing pipelines, and full support for Google Drive's permission model.	Google Drive connector ↗
Google Drive	ServiceNow	Secure enterprise search connector for reliably indexing content from Google Drive and intelligently searching it with Microsoft Graph. It robustly indexes	Google Drive external


Connector name	Publisher	Description	Learn more
		files, folders, and comments on personal drives and team drives from Google Drive in near real-time. The connector fully supports Google Drive's built-in permission model and the user and group management by the Google Admin Directory.	content connector 
Google Mail	RheinInsights	Reliably indexes all emails and their attachments for Google Mail (Gmail). Comes with full metadata sets, advanced processing pipelines, and support for Google Mail's permission model.	Google Mail connector 
IBM Connections	Accenture	The IBM Connections connector crawls content from the IBM Connections server.	Contact Accenture 
IBM Cloud Connector	ServiceNow	Secure enterprise search connector for reliably indexing content from IBM Connections Cloud and intelligently searching it with Microsoft Graph. It robustly indexes public and personal files, blogs, wikis, forums, communities, profiles, and status updates from Connections Cloud in near real-time. The connector fully supports IBM Connections Cloud's built-in user and group management.	Day 1 setup guide for IBM Cloud Connector 
iManage Work	BA Insight	BA Insight's iManage Work Connector provides full security and operates at high throughput to minimize crawl times while maintaining a low performance impact on Work. It only requires read access, and there's no need to install client software on any iManage server. Users gain seamless and simultaneous access to all content stored in iManage Work.	iManage Work Connector for Search 
Jive	Accenture	The Jive connector crawls content from any JIVE Community with an enabled REST API v3. The connector retrieves documents stored in spaces, groups, projects, blogs, and any subfolders contained in it.	Contact Accenture 
Kafka	Accenture	Fetches messages from a Kafka message stream and submits them after performing an optional transform.	Contact Accenture 
Kinesis	Accenture	Fetches data from Amazon Kinesis Data Streams and submits them after performing an optional transform.	Contact Accenture 
LDAP Directory Services	RheinInsights	Can serve as a profile search or source for early-binding security trimming in LDAP-based directory services. Comes with a full set of profile metadata and indexes all user-group relationships.	LDAP Directory Services connector 







Connector name	Publisher	Description	Learn more
Microsoft Active Directory	RheinInsights	Serves as a profile search or source for early-binding security trimming in the Microsoft Active Directory. Comes with a full set of profile metadata and indexes all user-group relationships.	Microsoft Active Directory connector 
Microsoft Dynamics 365	RheinInsights	Reliably indexes all knowledge articles, cases, posts, notes, contacts, accounts, sales orders, opportunities, and more in Microsoft Dynamics 365. Comes with full metadata sets, advanced processing pipelines, and full support for Microsoft Dynamics 365's permission model.	Microsoft Dynamics 365 connector 
Microsoft Entra ID	RheinInsights	Serves as a profile search, also for Azure B2C profiles, or as a source for early-binding security trimming. Comes with a full set of profile metadata and indexes all user-group relationships.	Microsoft Entra ID connector 
Microsoft Exchange Online	BA Insight	Using the BA Insight Microsoft Exchange Online connector, users can retrieve content from Exchange Online through various search platforms.	Microsoft Exchange Online Connector for Search 
Microsoft Teams	BA Insight	Indexes content from Microsoft Teams alongside content from other enterprise systems to provide unified results.	Microsoft Teams Connector for Search 
Microsoft Teams	ServiceNow	Retrieves conversations and attachments from teams in your Microsoft Teams source system and makes their content and metadata searchable in AI Search applications.	Microsoft Teams external content connector 
Mural	Mural	Enables an enterprise to bring a continuously updated copy of Mural data into an indexed database inside their Microsoft tenant. It enhances Mural's Copilot plugin to help users answer questions about mural content, summarize the content inside murals, and more. It also unlocks the ability to access murals and mural content from Microsoft Search hubs like SharePoint or the Microsoft 365 app.	Mural connector 
Notion	RheinInsights	Reliably indexes databases, pages, attachments, and files for Notion. Comes with full metadata sets, advanced processing pipelines, and connector-based support for Notion's permission model.	Notion connector 









Connector name	Publisher	Description	Learn more
Powtoon	Powtoon	Powtoon is a video creation platform and the Powtoon connector enables the indexing of video and content with Microsoft Graph.	Powtoon connector 
Priority Matrix	Priority Matrix	The Priority Matrix connector indexes every task and project in your account, allowing your team members to find relevant items directly from Office, Teams, and more. Access your priorities without switching context.	Priority Matrix connector 
ServiceNow Catalog	ServiceNow	Allows your organization to list service catalog  items. These items are visible to users as per the user criteria permissions defined within your organization. After you configure the connector and index content from ServiceNow, end users can search for those catalog items in Microsoft Copilot and from any Microsoft Search client.	ServiceNow Catalog connector
ServiceNow Knowledge	ServiceNow	Enables organizations to index ServiceNow knowledge base (KB) articles into Microsoft 365 Copilot and search experiences.	ServiceNow Knowledge Copilot connector
Slack	RheinInsights	Enables the Enterprise search and Microsoft 365 connector for indexing Slack. Reliably indexes public and private channels, messages, threads, and attached files. Comes with full metadata sets, advanced processing pipelines, and full support for Slack's permission model.	Slack connector 
Slack	ServiceNow	Secure enterprise search connector for reliably indexing content from Slack and intelligently searching it with Microsoft Graph. It robustly indexes messages, threads, and shared files from all public channels from Slack in near real-time.	Slack external content connector 
TeamForge	Accenture	Crawls content from a TeamForge server through its SOAP services.	Contact Accenture 
Trello	RheinInsights	Enables the Enterprise search and Microsoft 365 connector for indexing Trello. Reliably indexes Trello boards, cards, comments, and attachments. Comes with full metadata sets, advanced processing pipelines, and full support for Trello's permission model.	Trello connector 







Content management systems

The following table lists the content management systems connectors that are available.










 Expand table

Connector name	Publisher	Description	Learn more
Adobe Experience Manager (AEM)	Accenture	The Adobe Experience Manager (AEM) connector crawls content from an Adobe Experience Manager server. The connector fetches access control lists for document-level security (currently only Closed Users Groups). It can filter content based on properties using expected values or patterns or pages based on the scheduled on and off time.	Contact Accenture 
Bentley AssetWise	BA Insight	The BA Insight Bentley AssetWise connector makes it possible to surface content from AssetWise into a single consolidated search index, along with content from other repositories.	Bentley AssetWise Connector for Search 
CuadraSTAR	BA Insight	Crawls content in CuadraSTAR and creates a single index that makes it possible to use Microsoft Search to find relevant information within CuadraSTAR, and over 70 other supported repositories, eliminating the need to perform separate searches.	CuadraSTAR Connector for Search 
Documentum Document Query Language (DQL)	Accenture	The Aspire Documentum Document Query Language (DQL) connector crawls content from Documentum.	Contact Accenture 
Elasticsearch	Accenture	The Elasticsearch connector crawls content from an Elastic index using a user-defined query. It can identify updates automatically or use a timestamp in the index.	Contact Accenture 
HP Consolidated Archive (EAS)	BA Insight	BA Insight's HP Consolidated Archive connector securely indexes both the full text and metadata of documents in archives into various search engines, including SharePoint Search and Azure Search. It enables a single searchable result set across content from multiple repositories. It allows organizations to tap into the wealth of information accessible within Consolidated Archive, SharePoint, and other repositories, making that data instantly actionable to users through search.	HP Consolidated Archive Connector for Search 
IBM Content Manager	BA Insight	BA Insight's IBM Content Manager Connector honors the security of source applications and provides both full and incremental crawls so the	IBM Content Manager

Connector name	Publisher	Description	Learn more
		users have the latest information available to them all the time.	Connector for Search 
IBM WebSphere	BA Insight	Indexes both the full text and metadata of WebSphere objects into Microsoft's search engine, enabling a single searchable result set across content from multiple repositories. It allows organizations to tap into the wealth of information accessible within Microsoft platforms and makes that data instantly actionable to users through search.	IBM WebSphere Connector for Search 
iManage Cloud	BA Insight	Indexes both the full text and metadata of documents in the Work workspaces into the search engine.	iManage Cloud Connector for Search 
KMS Lighthouse Knowledge	KMS Lighthouse	The connector bridges organizational knowledge with Microsoft's ecosystem, enabling smart search across platforms. It securely indexes content while preserving existing access controls, bringing relevant knowledge to users exactly when they need it.	KMS Lighthouse Knowledge connector 
Lucid	Lucid Software	Find the Lucid document you need without leaving Microsoft 365. Microsoft admins can connect Lucid with Copilot connectors to surface Lucid documents right in Microsoft 365, plus set user permissions so that documents stay secure.	Lucid connector 
LumApps	LumApps	Empowers employees with seamless access to knowledge and resources across both LumApps and Microsoft 365. By using LumApps, Microsoft 365 Copilot seamlessly integrates information from LumApps' intranet, news, and community posts with Microsoft 365 data like SharePoint documents and Teams conversations. It allows employees to get comprehensive answers and collaborate more effectively, all within their familiar Microsoft 365 environment.	LumApps connector 
Microsoft SharePoint 2013	RheinInsights	Reliably indexes all SharePoint sites, pages, lists, list items, and documents. Comes with full metadata sets, advanced processing pipelines, and full support for SharePoint 2013's permission model.	Microsoft SharePoint 2013 connector 
Microsoft SharePoint 2016	RheinInsights	Reliably indexes all SharePoint sites, pages, lists, list items, and documents. Comes with full metadata	Microsoft SharePoint 2016 connector 

Connector name	Publisher	Description	Learn more
Microsoft SharePoint 2019	RheinInsights	sets, advanced processing pipelines, and full support for SharePoint 2016's permission model.	Microsoft SharePoint 2019 connector 
Microsoft SharePoint Server Subscription	RheinInsights	Reliably indexes all SharePoint sites, pages, lists, list items, and documents. Comes with full metadata sets, advanced processing pipelines, and full support for SharePoint Server Subscription's permission model.	Microsoft SharePoint Server Subscription connector 
NetDocuments	BA Insight	BA Insight's NetDocuments connector indexes content stored in NetDocs so that users can search and retrieve NetDocuments content directly from within their portal. The connector applies document security in NetDocs to Microsoft Search automatically, so user information remains secure. Metadata stored in NetDocuments can be mapped to equivalent terms so that users have a seamless search experience.	NetDocuments Connector for Search 
OneDrive	RheinInsights	Enables the Enterprise search and the Microsoft 365 Copilot connector for indexing Microsoft OneDrive. Reliably indexes files from all OneDrive instances in a tenant. Comes with full metadata sets, advanced processing pipelines, document preview integrations, and full support for Microsoft OneDrive's permission model.	OneDrive connector 
OpenText Documentum	BA Insight	BA Insight's Documentum Connector securely indexes both the full text and metadata of Documentum objects into Microsoft Search, enabling a single searchable result set across content from multiple repositories. It is unlike some other connectors that surface Documentum records with Microsoft Search one at a time for process management.	OpenText Documentum Connector for Search 
OpenText Documentum Cloud	BA Insight	BA Insight's OpenText Documentum Cloud connector securely indexes both the full text and metadata of Documentum objects into the search engine, enabling a single searchable result set across content from multiple repositories.	OpenText Documentum Cloud connector 

Connector name	Publisher	Description	Learn more
OpenText Livelink/RM	BA Insight	With BA Insight's OpenText Livelink connector, users can search both Livelink and Microsoft data with a single query. Security defined in Livelink is automatically reflected in the search experience, which ensures that users only see content for which they're authorized. Ultimately, users can find everything they need in one place.	OpenText Content Server (LiveLink) Connector for Search ↗
Panopto	Panopto	The Panopto connector enables federated search results from your Panopto video library. Panopto's powerful search results include all spoken words and words on the screen in any video content ingested into Panopto in over 20 supported languages, including Teams meeting recordings and other video assets.	Panopto connector ↗
ProLaw	BA Insight	Connects any portal to ProLaw, enabling information from ProLaw to be surfaced while respecting the user privileges within ProLaw.	ProLaw Connector for Search ↗
S&P Global	S&P Global	Empowers clients by integrating S&P Global data directly into their Office 365 environment. This seamless integration allows users to access and surface critical S&P Global content within their familiar Microsoft tools like Copilot, SharePoint, Outlook, and Teams. The connector provides direct links to the wealth of information available on S&P Global platforms, enhancing productivity and decision-making by bringing data to your fingertips.	S&P Global connector ↗
ServiceNow product documentation	ServiceNow	Retrieves topics from the ServiceNow product documentation and makes their content and metadata searchable in AI Search applications.	ServiceNow® product documentation external content connector ↗
SharePoint	ServiceNow	Retrieves pages from sites in your Microsoft SharePoint Online source system and makes their content and metadata searchable in AI Search applications.	Microsoft SharePoint Online external content connector ↗
SharePoint 2010	BA Insight	Allows you to connect to SharePoint 2010, fetch data from any site, document library, or list; and index this content securely.	SharePoint 2010 Connector for Search ↗
SharePoint 2016	BA Insight	Allows you to connect to SharePoint 2016, fetch data from any site, document library, or list; and	SharePoint 2016 Connector for

Connector name	Publisher	Description	Learn more
		index this content securely.	Search 
SharePoint 2016	Accenture	Crawls content from any SharePoint 2016 site collection URL. The connector supports lists, pages, and sites, and updates are identified either automatically or via the SharePoint change log.	Contact Accenture 
SharePoint 2019	BA Insight	BA Insight's SharePoint connector allows you to connect to SharePoint 2019, fetch data from any site, document library, or list; and index this content securely.	SharePoint 2019 Connector for Search 
SharePoint 2019	Accenture	Crawls content from any SharePoint 2019 site collection URL. The connector supports lists, pages, and sites, and updates are identified either automatically or via the SharePoint change log.	Contact Accenture 
SharePoint Online	BA Insight	Allows you to connect to SharePoint Online, fetch data from any site, document library, or list; and index this content securely.	SharePoint Online Connector for Search 
SharePoint Online	Accenture	The SharePoint Online connector crawls content from any SharePoint Online site collection URL. The connector retrieves Sites, Lists, Folders, List Items, attachments, and other pages (in .aspx format). This connector supports SharePoint running in the Microsoft 365 offering. Support for crawling the on-premises offerings of SharePoint is supported by SharePoint 2010/2007 Connector and SharePoint 2013 Connector.	Contact Accenture 
SharePoint Online	RheinInsights	Enables the Enterprise search and Microsoft 365 connector for indexing Microsoft SharePoint Online. Reliably indexes all SharePoint sites, pages, lists, list items, and documents also in multi-geo scenarios. Comes with full metadata sets, advanced processing pipelines, document preview integrations, and full support for SharePoint Online's permission model.	SharePoint Online connector 
Sitecore	BA Insight	BA Insight's Sitecore connector honors the security of the source system and provides both full and incremental crawls so the users have the latest information available to them all the time.	Sitecore Connector for Search 
Templafy Library	Templafy	Create brand-compliant presentations with Microsoft 365 Copilot by including only company-approved assets from the Templafy library.	Templafy Library connector 

Connector name	Publisher	Description	Learn more
West km	BA Insight	The BA Insight West km connector supports search across transaction and litigation documents, including the creation of custom search results pages.	West km Connector for Search
Zendesk Guide	ServiceNow	Secure enterprise search connector for reliably indexing content from Zendesk Guide and intelligently searching it with Microsoft Search. It robustly indexes pages, comments, and attachments from Zendesk Guide instances in near real-time. The connector fully supports Zendesk Guide's built-in user and group management and Zendesk Guide installations based on Microsoft Entra ID and other directory services.	Zendesk Guide external content connector
Zenya	Infoland	Allows your organization to search for documents, process flows, forms, questionnaires, and information cards, which are managed in the Zenya quality and risk management solution. It's easier than ever for joint Zenya and Microsoft users to find the content they need.	Zenya connector

Customer relationship management

The following table lists the customer relationship management connectors that are available.


Expand table

Connector name	Publisher	Description	Learn more
Egnyte	BA Insight	Supports both full and incremental crawls and indexes with high throughput.	Egnyte Connector for Search
Microsoft Dynamics 365	BA Insight	BA Insight's Microsoft Dynamics 365 CRM connector supports both on-premises CRM installations and Dynamics CRM Online.	Microsoft Dynamics 365 Connector for Search
Microsoft Dynamics 365 Cloud	BA Insight	BA Insight's Microsoft Dynamics 365 (Cloud version) CRM connector establishes a secure connection to the CRM application and maps the content from the CRM schema to the search engine schema.	Microsoft Dynamics 365 Cloud Connector for Search
Salesforce	Accenture	Crawls content from any Salesforce Summer '16 (version 37). The connector retrieves the supported	Contact Accenture

Connector name	Publisher	Description	Learn more
		elements using the SOAP API and the user's Salesforce Chatter feeds using the REST API.	
Salesforce	BA Insight	Integrates Salesforce's Service, Sales, and Marketing Cloud with Microsoft Search, making all the content within Salesforce available to all employees through this portal.	Salesforce Connector for Search ↗

Databases

The following table lists the database connectors that are available.

 [Expand table](#)

Connector name	Publisher	Description	Learn more
Amazon Aurora	BA Insight	BA Insight's Amazon Aurora connector is built upon industry-standard database access methods, so it equally supports databases from other systems such as Oracle, MySQL, and IBM DB2.	Amazon Aurora Connector for Search ↗
Amazon Relational Database Service (RDS)	BA Insight	BA Insight's Amazon Relational Database Service (RDS) Connector is built upon industry-standard database access methods. It supports databases from other systems such as Oracle, MySQL, and IBM DB2 equally.	Amazon RDS Connector for Search ↗
Azure SQL Database	BA Insight	BA Insight's Azure SQL Database connector is built upon industry-standard database access methods, so it can equally support databases from other systems such as Oracle, MySQL, and IBM DB2.	Azure SQL Database Connector for Search ↗
Database Server	Accenture	The Database Server connector crawls content from a Relational Database server. The crawler discovers databases and tables and indexes all content. Updates are discovered.	Contact Accenture ↗
HBase	Accenture	The HBase connector crawls data from an HBase Server.	Contact Accenture ↗
Google Cloud SQL	BA Insight	BA Insight's Google Cloud SQL connector indexes content from Google Cloud SQL into the Microsoft Search index surfacing it through BA Insight's SmartHub to provide users with integrated search results.	Google Cloud SQL Connector for Search ↗


Connector name	Publisher	Description	Learn more
IBM Db2	BA Insight	BA Insight's Db2 connector allows organizations to tap into the wealth of data stored within DB2 databases and applications, and make that data instantly actionable to users through search.	IBM Db2 Connector for Search ↗
Microsoft SQL Server	BA Insight	BA Insight's database connector is built upon industry-standard database access methods, so it can equally support databases from other systems such as Oracle, MySQL, and IBM Db2. It honors the security of the source database and provides both full and incremental crawls so the users have the latest information available to them all the time.	SQL-Based Connector for Search ↗
Microsoft SQL Server	RheinInsights	Enables the Enterprise search and Microsoft 365 connector for indexing Microsoft SQL databases. Reliably indexes all records based on tables, views, and advanced SQL queries. Supports content crawling, and, interpreting data structures as user-group relationships for secure search. Comes with full metadata sets, advanced processing pipelines, and support for custom permission models.	Microsoft SQL Server connector ↗
MySQL	BA Insight	BA Insight's MySQL connector is built upon industry-standard database access methods, so it can equally support databases from other systems such as Oracle, MySQL, and IBM DB2. It honors the security of the source database and provides both full and incremental crawls so the users have the latest information available to them all the time.	MySQL Connector for Search ↗
Nexla Data Platform for Agents	Nexla	Nexla's AI-powered data integration platform handles enterprise data variety by connecting Microsoft Copilot to enterprise data across 550+ sources from databases, SaaS apps, APIs, data warehouses, to documents and more, without coding. Nexla transforms raw data into AI-ready data products with semantic understanding, agentic RAG, and built-in governance, so Copilot can retrieve accurate, context-rich answers in real time.	Nexla connector ↗
Oracle Database	BA Insight	BA Insight's Oracle Database Connector is built upon industry-standard database access methods. It can support databases from other systems such as Microsoft SQL Server, MySQL, and IBM DB2 equally.	Oracle Database Connector for Search ↗
Oracle Database	RheinInsights	Enterprise search and the Microsoft 365 Copilot connector for indexing Oracle Databases. Reliably indexes all records based on tables, views, and advanced	Oracle Database connector ↗

Connector name	Publisher	Description	Learn more
		SQL queries. Supports content crawling, and, interpreting data structures as user-group relationships for secure search. Comes with full metadata sets, advanced processing pipelines, and support for custom permission models.	
Postgre Database	RheinInsights	Enables the Enterprise search and Microsoft 365 connector for indexing PostgreSQL databases. Reliably indexes all records based on tables, views, and advanced SQL queries. Supports content crawling, and, interpreting data structures as user-group relationships for secure search. Comes with full metadata sets, advanced processing pipelines, and support for custom permission models.	Postgres Database connector ↗
PostgreSQL	BA Insight	BA Insight's PostgreSQL connector honors the security of the source database and provides full and incremental crawls so that users have the latest information available all of the time. It indexes content from PostgreSQL into Microsoft Search, surfacing it through BA Insight's SmartHub to provide users with integrated search results.	PostgreSQL Connector for Search ↗
Practical Law	BA Insight	The BA Insight Practical Law Connector enables users to perform searches against the Practical Law database, eliminating the need to navigate to Practical Law directly.	Practical Law Connector for Search ↗
Relational Databases	Accenture	Crawls content from relational databases using third-party Java Database Connectivity (JDBC) drivers. Updates are identified automatically or use an update table. An SQL select statement is used to control the data submitted. Access control lists can be extracted from a returned column.	Contact Accenture ↗

Developer tools

The following table lists the developer tools connectors that are available.







 [Expand table](#)

Connector name	Publisher	Description	Learn more
ServiceNow instance	ServiceNow	Retrieves KB article records (and their attachments) from your ServiceNow AI Platform source instance and makes their content and metadata searchable in AI Search applications in your ServiceNow AI Platform destination instance.	ServiceNow instance external content connector 

Files and documents




The following table lists the files and documents connectors that are available.

 Expand table

Connector name	Publisher	Description	Learn more
Amazon S3	Accenture	Indexes pages, attachments, and other generated document types from Amazon S3 in near real-time. The connector fully supports Amazon S3's built-in user and group management, as well as Amazon S3 installations based on Microsoft Entra ID and other directory services.	Contact Accenture 
Amazon S3	BA Insight	BA Insight's Amazon S3 connector works with all content stored in S3. Organizations can use the connector to securely connect to S3 and index content from S3 buckets. Powerful filtering capabilities give organizations control over what content found in S3 should be indexed.	Amazon S3 Connector for Search 
Amazon S3	ServiceNow	Retrieves files from buckets in your Amazon S3 source system and makes their content and metadata searchable in AI Search applications.	Amazon S3 external content connector 
Azure Blob Storage	Accenture	Crawls content from the Azure Blob Container. Each blob is submitted with its metadata (size, location, last accessed, and so on.). Updates are discovered automatically.	Contact Accenture 
Azure Data Lake	Accenture	Crawls content from the Azure Data Lake Storage (ADLS) cloud at either root or specified paths. Each file is submitted with its metadata (size, location, last accessed, and so on.). Updates are discovered automatically.	Contact Accenture 
Azure Event Hubs	Accenture	The Event Hubs connector fetches events from Azure streams and submits them after performing an optional transform.	Contact Accenture 


Connector name	Publisher	Description	Learn more
Box	Accenture	Box connector crawls content from a Box repository. The connector retrieves the supported elements using the RESTful API (Content API Basics 2.0 version); for authentication, it uses Box API (that uses OAuth 2). Each file is submitted with its metadata (size, location, last accessed, and so on.). Updates are discovered automatically.	Contact Accenture ↗
Box	BA Insight	BA Insight's Box connector makes it possible to surface content from Box in SharePoint and other portals, enabling users to get integrated search results from SharePoint and Box.	Box Connector for Search ↗
Box*	Box	Enables users to search for and surface their Box content from within Microsoft 365 experiences. The Box connector helps Box and Microsoft users to explore, discover, and go to the content they need when they need it. *Certified for Microsoft 365 Copilot.	Box connector ↗
Box	ServiceNow	Secure enterprise search connector for reliably indexing content from Box and intelligently searching it with Microsoft Graph. It robustly indexes files, folders, comments, users, groups, and tasks from Box in near real-time. The connector fully supports Box's built-in user and group management.	Box external content connector ↗
File Share	BA Insight	BA Insight's File Share connector makes it possible to surface content from File Shares (Windows, Server Message Block/CIFS) in a single consolidated search index, along with content from other repositories.	File Share Connector for Search ↗
File Share and Network Shares	RheinInsights	Enables the Enterprise search and Microsoft 365 Copilot connector for indexing file shares. Reliably indexes all files from the given file share. Comes with full metadata sets, advanced processing pipelines, supporting UI features, and full support for the respective file share's permission model.	File Share and Network Shares connector ↗
File System	Accenture	The File System connector crawls local file (or locally mounted) systems, traversing folders to build a complete index. It generates a signature for each item to allow incremental updates of only changed items. Each file is submitted with its metadata (size, location, last accessed, etc.).	Contact Accenture ↗


Connector name	Publisher	Description	Learn more
File Transfer Protocol (FTP)	Accenture	The Aspire File Transfer Protocol (FTP) connector provides access to files and folders on an FTP server. Each file is submitted with its metadata (size, location, last accessed, etc.). Updates are discovered automatically.	Contact Accenture ↗
Hadoop Distributed File System (HDFS)	Accenture	The Hadoop Distributed File System (HDFS) connector crawls content from any given HDFS Cluster using the WebHDFS HTTP interface. Each file is submitted with its metadata (size, location, last accessed, etc.). Updates are discovered automatically.	Contact Accenture ↗
IBM FileNet	Insight	BA Insight's IBM FileNet Content Manager connector allows SharePoint, and other portal users, to securely search for content stored in FileNet repositories. Access to content is determined by security established in FileNet, ensuring that your content is as safe when accessed through any other portal as it is directly within FileNet.	IBM FileNet Connector for Search ↗
Microsoft OneDrive	Accenture	The OneDrive connector crawls content from Microsoft OneDrive, traversing folders to find files. It generates a signature for each item to allow incremental updates of only changed items. Each file is submitted with its metadata and access control lists.	Contact Accenture ↗
Microsoft OneDrive	BA Insight	The BA Insight OneDrive connector makes it possible to index content from OneDrive into various search platforms, providing users with integrated search results from multiple sources.	OneDrive Business Connector for Search ↗
Microsoft OneDrive	ServiceNow	Retrieves files from individual drives in your Microsoft OneDrive source system and makes their content and metadata searchable in AI Search applications.	Microsoft OneDrive external content connector ↗
Nasuni File Share	Nasuni	Integrates external file share data into Microsoft 365, enhancing search, AI-driven content discovery, and advanced analytics. This connector allows seamless indexing of Nasuni data, enabling organizations to unlock the full potential of their distributed content through a unified search experience and personalized, AI-powered insights. It supports scalability with up to 20 paths per connector and optimizes performance for large datasets.	Nasuni File Share connector ↗
NetApp	NetApp	The NetApp connector for Microsoft 365 Copilot lets organizations connect their NetApp ONTAP files and data to Copilot without moving or changing the original data.	NetApp connector ↗

Connector name	Publisher	Description	Learn more
		This works for on-premises, cloud-based (Azure, AWS, and GCP), and virtual NetApp solutions. It allows users to easily access non-Microsoft 365 data for their Copilot and Copilot Studio needs.	
OData via Rest	RheinInsights	Enables the Enterprise search and Microsoft 365 Copilot connector for flexibly indexing custom data via OData over REST. Easily provide your own data via SAP API Management, Google Apigee Management, or Azure API Management. It comes with full metadata sets of the provided documents, advanced processing pipelines, and support for custom permission models, also provided via an API endpoint.	OData via Rest 
Server Message Block (SMB) File Share	Accenture	The SMB connector crawls files and directories across shared drives. It generates a signature for each item to allow incremental updates of only changed items. Each file is submitted with its metadata and access control lists.	Contact Accenture 
Simple Mail Transfer Protocol (SMTP)	Accenture	The Simple Mail Transfer Protocol (SMTP) connector processes e-mails sent to it. The email and attachments are submitted with metadata such as to, from, and subject.	Contact Accenture 

Human resources and recruiting








The following table lists the human resources and recruiting connectors that are available. For more information, see [Microsoft 365 Copilot connectors for people data](#).

 Expand table

Connector name	Publisher	Description	Learn more
Microsoft Viva Engage	ServiceNow	Retrieves messages and attachments from conversations in your Microsoft Viva Engage source system and makes their content and metadata searchable in AI Search applications.	Microsoft Viva Engage external content connector 


IT service management tools



The following table lists the available IT service management tools connectors.

Connector name	Publisher	Description	Learn more
Git	RheinInsights	Enables the Enterprise search and Microsoft 365 Copilot connector for indexing Git repositories. Reliably indexes branches from remote GIT repositories, versioned files and commit messages. Comes with full metadata sets, and advanced processing pipelines.	Git connector 
GitLab	ServiceNow	Secure enterprise search connector for reliably indexing content from GitLab and intelligently searching it with Microsoft Graph. It robustly indexes projects, files, folders, commit messages, issues, and wiki pages from GitLab in near real-time.	GitLab external content connector 
LDAP	BA Insight	Enables organizations to connect to any LDAP-compliant directory and index any record from it. Organizations can filter to specific subsets of the directory and retrieve only specific fields, making it simple to search for users, contracts, or groups stored anywhere in your directory.	LDAP Connector for Search 
ITSM connector	ServiceNow	Secure enterprise search connector for reliably indexing content from directory services compatible with the Lightweight Directory Access Protocol (LDAP) and intelligently searching it with Microsoft Graph. It robustly indexes LDAP objects from Microsoft Entra ID, Novell E-Directory, and other LDAP-compatible directory services in near real-time. The connector can be used for ingesting principals into Google Cloud Search for use cases like expert, equipment, and location searches or for implementing security trimming for custom data sources. The connector supports LDAP over SSL.	ITSM connector 
ServiceNow	Accenture	Crawls content from ServiceNow.	Contact Accenture 
ServiceNow Cloud	BA Insight	Honors the security of the source system and provides both full and incremental crawls so users have the latest information available all the time.	ServiceNow Cloud Connector for Search 
Veeva Vault	BA Insight	Securely indexes both the full text and metadata of Veeva Vault objects into Microsoft Search. It enables users to retrieve a single result set for content within Veeva Vault and Microsoft 365.	Veeva Vault Connector for Search 

Learning


The following table lists the learning connectors that are available.




 Expand table

Connector name	Publisher	Description	Learn more
getAbstract*	getAbstract	<p>The getAbstract Copilot connector enhances your Microsoft Copilot with verified business knowledge from leading experts. The connector delivers fully indexed and licensed knowledge from domains like leadership and strategy, sales, marketing, corporate finance, digital transformation, and many more, helping your employees solve business issues right in the flow of work.</p> <p>*Certified for Microsoft 365 Copilot.</p>	getAbstract connector 
Go1	Go1	<p>Go1 integration with Microsoft Search allows your employees to find and access learning from Microsoft Search, in places like the Microsoft 365 app or SharePoint. Your employees can learn directly from Microsoft Search in their normal day-to-day routine.</p>	Go1 connector 

Social networks


The following table lists the social network connectors that are available.






 Expand table

Connector name	Publisher	Description	Learn more
Twitter	Accenture	<p>Crawls content from Twitter feeds. It collects tweet text and metadata including URL links, geo-location, and hashtags.</p>	Contact Accenture 
Yammer	Accenture	<p>Crawls content from Yammer messages and metadata including sender, group, and thread details. It runs from any machine with access to the AEM server and optionally supports content fetching and connection throttling.</p>	Contact Accenture 
Yammer	BA Insight	<p>Establishes a secure connection to the Yammer application and maps the content including metadata and attachments from the Yammer schema to the search engine schema. It then extracts content and feeds it to the search engine in a process called crawling.</p>	Yammer Connector for Search 

Website

The following table lists the website connectors that are available.

 [Expand table](#)

Connector name	Publisher	Description	Learn more
Aspider Web Crawler	Accenture	Crawls content from one or more websites. The content is submitted along with any metadata provided by the server.	Contact Accenture 
RSS	Accenture	Allows you to retrieve feed information and trigger flows when new items are published in an RSS feed.	Contact Accenture 
Selenium	Accenture	Crawls content from websites using an internet browser to retrieve the pages.	Contact Accenture 
Web Pages	RheinInsights	Reliably and easily indexes web pages from a given site. Comes with full metadata sets, advanced processing pipelines, flexible metadata extraction, and support for custom permission models.	Web Pages connector 
Website Crawler	BA Insight	Resurfaces content from any website in a single consolidated search index, along with content from other repositories.	Website Crawler Connector for Search 

Related content

- [Microsoft-built connectors gallery](#)

Last updated on 04/17/2026

Deploy connectors in the Microsoft 365 admin center

This article describes how to set up Microsoft 365 Copilot connectors in the Microsoft 365 admin center. The setup process is streamlined and requires minimal input, making it easy to create connections. You can also choose a custom setup to fine-tune specific settings.

! Note

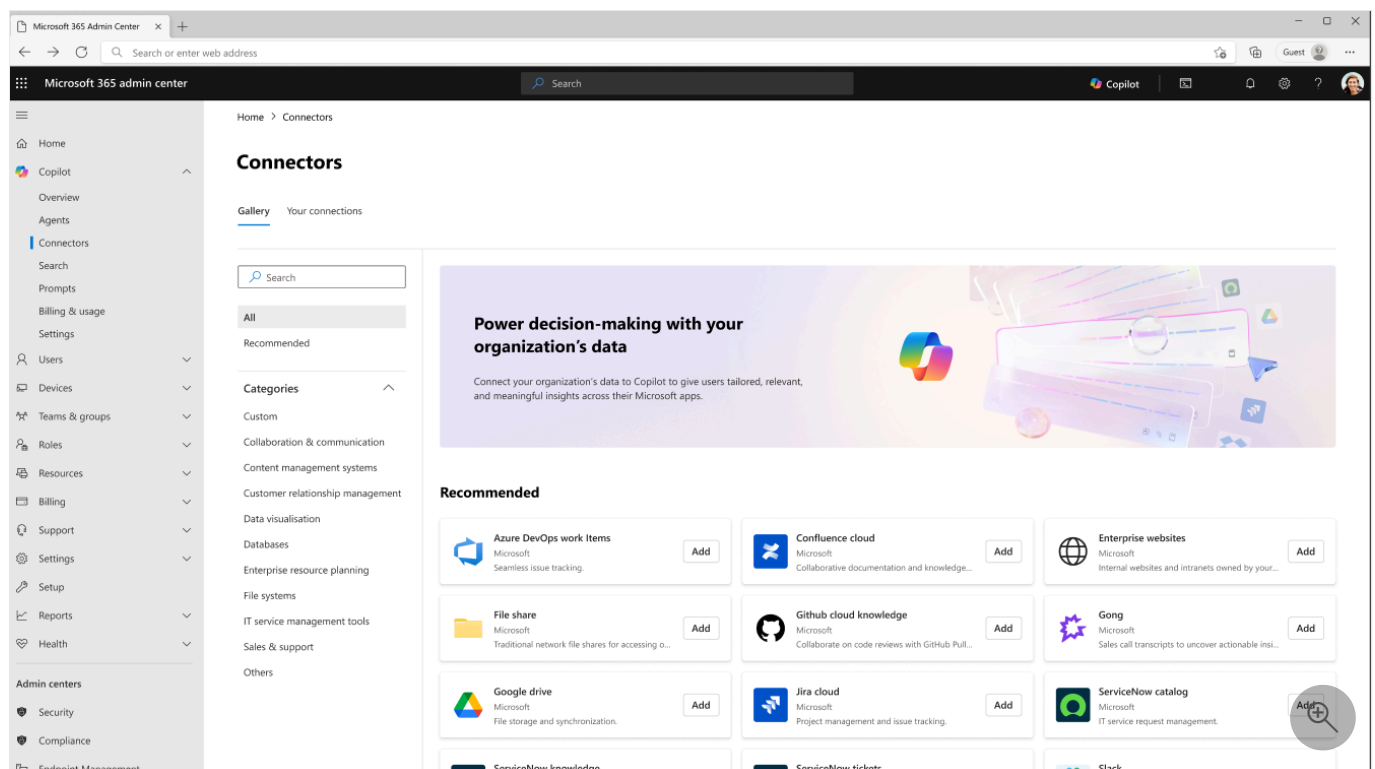
The setup process is similar for all Copilot connectors, with some differences. Be sure to review the deployment guide for your specific data source.

Prerequisites

Before you begin, make sure you have the following prerequisites:

- **Admin access:** You must be an AI administrator in the Microsoft 365 admin center.
- **Data source credentials:** Gather the required credentials and permissions for the data source.
- **Service account (if applicable):** Make sure that the service account has the necessary roles or permissions.

Deploy a connector



Use the following steps to deploy a connector:

1. Sign in to the [Microsoft 365 admin center](#).

2. In the left pane, choose **Copilot > Connectors**.
3. On the **Connectors** tab, in the left pane, choose **Gallery**, and select the data source you want to connect (for example, ServiceNow Knowledge or Salesforce).
4. Enter a name to help users recognize the source in Copilot and search results. You can customize the default name.
5. Provide the URL of your data source. For example: `https://your-organization-name.service-now.com`.
6. Choose an authentication method to access the data source.
7. Deploy the connector to a subset of users for validation before a broader rollout.
8. Choose **Create** to deploy the connection. The connector begins indexing content using default settings.

The screenshot shows the Microsoft 365 admin center interface for configuring the Aha! Features connector. The left navigation pane includes options like Home, Copilot, Connectors, Search, Billing & usage, Settings, Agents, Users, Teams & groups, Billing, Setup, and Customize navigation. The main content area is titled 'Aha! Features' and includes a 'Custom setup' link. It contains four numbered steps:

- 1 Provide a unique name that will be displayed to users in results.** The 'Display name' field is set to 'Aha! Features'.
- 2 Provide basic information about your URL.** The 'Instance URL' field has the example 'https://contoso.aha.io'.
- 3 Authenticate your Aha! Features instance.** The 'Authentication type' dropdown is set to 'Select a method'.
- 4 Rollout to limited audience.** This option is currently disabled (toggle is off).

Below the steps is a 'Notice' section with a warning icon and text: 'By enabling this connection, you authorize Microsoft to create an index of third-party data in your Microsoft 365 tenant subject to your configurations. All data that is indexed by this connection is your Customer Data. Learn more in the Product Terms and Microsoft Privacy Statement. The length of the crawl frequency that you set may impact your data controller's compliance responsibilities, please follow this link to [learn more](#).' At the bottom of the form are 'Create' and 'Cancel' buttons.

The right-hand help panel, titled 'Power your Copilot with Aha!', includes a 'Help panel' toggle, a 'Built by Microsoft' section, a description of Aha! integration, a list of features (Access Aha! features, Retain ACLs, Customize crawl frequency, Create workflows), a 'Requires' section (Aha! instance URL, Service Account, Redirect URL), and expandable sections for 'Setup Guide' and 'Troubleshooting'.

ⓘ Note

Most connectors use optimized default settings for access permissions, schema, and sync frequency. To customize the default settings, see [Customize connector settings](#).

On the success screen, add a description that answers the following questions:

- What kind of content does this connection include?
- How do users refer to this content source?

- When do users access this content in their workflow?
- What are key characteristics of the content?

For guidance, see [Enhance Copilot discovery of connector content](#).

Customize connector settings (optional)

You can customize the default values for connector settings. On the connector page in the admin center, select **Custom setup**. This option includes three tabs:

- **Users**
- **Content**
- **Sync**

Users tab

The screenshot displays the 'Salesforce CRM' custom setup interface. At the top, there's a navigation bar with 'Setup', 'Users' (selected), 'Content', and 'Sync'. Below this, the 'Access Permissions' section is visible, with a description: 'On this screen you can select who can see the data source content in the search page.' Two radio buttons are present: 'Only people with access to this data source' (marked 'RECOMMENDED') and 'Everyone'. The 'Map Identities' section follows, explaining that Microsoft Entra IDs are used for mapping. It features a dropdown menu set to 'ME-ID' and a section titled '1. Form an expression' where a property 'User Principal Name' is selected from a dropdown. Below this, there's a text input field for a custom mapping formula containing '[0]'. On the right side, a help panel is open, showing 'Users' and 'Access Permissions' sections with detailed instructions. At the bottom, there are 'Create', 'Save and close', and 'Cancel' buttons.

On the **Users** tab, under **Access Permissions**, choose whether indexed data is visible to:

- Only users with access to the content
- Everyone in the organization

By default, the system maps users by matching their email to `UserPrincipalName` or `Mail` in Microsoft Entra ID. In the **Map Identities** section, you can provide a custom mapping formula.

Content tab

Salesforce CRM
Custom setup ⓘ

Setup Users **Content** Sync

Include data which you want to index

Manage Properties

Content Property
Description

29 items

Properties	Semantic Label ⓘ	Alias ⓘ	Schema ⓘ
AccountId			Query, Retrieve, Search
AccountName			Query, Retrieve, Search
AccountOwner			Query, Retrieve
AccountOwnerUrl			Retrieve

Create Save and close Cancel

Content

You may choose to filter the Salesforce content that are indexed in two ways:

Specify the item modified time period. This option will only index the Salesforce content that are created or modified in the time period selected on a rolling basis based on current crawl.

Enter the Salesforce query (SOQL) specifying what you want to index using the WHERE clause.

You may leave the WHERE clause empty if you want to index all the content of the particular entity

On the **Content** tab, under **Manage properties**, you can:

- Configure properties to be searchable, queryable, or refinable.
- Assign semantic labels and aliases to improve search relevance.
- Customize values for properties for certain connectors, like **URL**.

Content property

Select a **Content property** from the dropdown or use the default. This property supports full-text indexing, snippet generation, language detection, and relevance ranking.

Use the system-generated **ResultSnippet** property in your result type to display dynamic snippets.

Aliases

In the **Alias** column, add aliases to normalize property names across multiple connections. This alias enables unified filters and queries.

Semantic labels

Assign semantic labels to source properties to integrate connector data into Microsoft 365 experiences. The following table lists the supported labels.

[Expand table](#)

Label	Description
title	Title shown in search and other experiences

Label	Description
url	Target URL of the item
Created By	Creator of the item
Last modified by	Most recent editor
Authors	Collaborators
Created date time	Creation timestamp
Last modified date time	Last edit timestamp
File name	Name of the file
File extension	File type (PDF, DOC, etc.)

Assign a property to the **title** label.

Incorrect mapping labels can affect search experiences. Not all labels need to have a property assigned.

Search schema attributes

Set the search schema attributes to control the search functionality of each source property. A search schema helps determine what results are displayed on the search results page and what information end users can view and access.

Search schema attributes include options to **Query**, **Search**, **Retrieve**, and **Refine**. The following table lists the supported attributes.

Note

Properties with the `int` datatype can't be refined, even if marked as refinable.

 Expand table

Attribute	Function
SEARCH	Makes property content searchable
QUERY	Enables property-specific queries
RETRIEVE	Allows property to appear in search results
REFINE	Enables filtering on the search results page

Only string properties can be marked as searchable.

Sync tab

Salesforce CRM
Custom setup ⓘ

Setup Users Content **Sync**

Refresh settings

Incremental crawl settings will apply only to the content crawl. Identity crawl will follow the full crawl schedule.

Time zone
(UTC) Coordinated Universal Time

Incremental Crawl

On

Recurrence
Every Day

Run once in a day

Frequency (optional)
Every 15 minutes

Full Crawl

Recurrence
Every Day

[Add Starting Time](#)

Refresh Schedule

You can configure full and incremental crawls based on the scheduling options present here. By default, incremental crawl is set for every 15 minutes, and full crawl is set for every day [Learn more](#).

Create Save and close Cancel

On the **Sync** tab, you can configure how often data syncs between the source and the connector index.

- **Full crawl:** Syncs all data at scheduled intervals.
- **Incremental crawl:** Syncs only new or changed data.

ⓘ **Note**

Incremental crawls don't support permission updates. Run full crawls periodically to maintain sync accuracy.

Crawl scheduling


Configure crawl frequency and timing:

- **Recurrence:** Daily, weekly, biweekly, or monthly
- **Days:** Specific days of the week
- **Frequency:** Repeat interval (15 minutes to 12 hours)
- **Start time:** When the crawl begins
- **Reset:** Revert to default schedule

If you leave fields blank, the system sets the optimal crawl times by default.

IP firewall rules

To secure access, configure your firewall to allow Copilot connector service IP ranges.

 Expand table

Region	Microsoft 365 Enterprise	Microsoft 365 Government
NAM	52.250.92.252/30, 52.224.250.216/30	52.245.230.216/30, 20.141.117.64/30
EUR	20.54.41.208/30, 51.105.159.88/30	NA
APC	52.139.188.212/30, 20.43.146.44/30	NA

Connector setting guidelines

Content property

Select a **Content property** from the drop-down list, or keep the default selection if one is provided. The content property is used for full-text indexing and supports scenarios such as search result snippet generation, [result cluster](#) participation, language detection, HTML and text processing, ranking and relevance, and query formulation.

When you select a content property, you can use the system-generated **ResultSnippet** property when you [create your result type](#). **ResultSnippet** acts as a placeholder for dynamic snippets that are generated at query time from the content property. When you include this property in a result type, snippets appear in search results automatically.

Aliases for source properties

Add aliases to properties by using the **Alias** column. Aliases are friendly names that you can use in queries and when creating filters. They also help normalize properties from multiple connections by mapping different source properties to a single, common name. This approach allows you to create a single filter for a vertical that spans multiple connections. For more information, see [Customize the search results page](#).

Semantic labels for source properties

You can assign semantic labels to source properties. Microsoft provides semantic labels that add meaning to your data and enable integration across Microsoft 365 experiences, including Copilot, enhanced search, people cards, intelligent discovery, and more.

The following table lists the supported semantic labels and their descriptions.

 Expand table

Label	Description
title	The title of the item shown in search and other Microsoft 365 experiences
url	The target URL of the item in the source system
Created By	The name of the person who created the item
Last modified by	The name of the person who most recently edited the item
Authors	The names of people who contributed to or collaborated on the item
Created date time	The date and time when the item was created

Label	Description
Last modified date time	The date and time when the item was most recently edited
File name	The name of the file
File extension	The file type, such as PDF or DOC

The properties on this page are preselected based on your data source, but you can change the selection if a different property is better suited for a specific label.

The **title** label is the most important semantic label. Map a property to this label so that your connection can participate in the [result cluster experience](#).

Incorrect label mappings can degrade the search experience. Not all labels require a property assignment.

Search schema attributes

ⓘ Note

You can't refine properties with the **int** data type, even if they're marked as refinable.

Search schema attributes control how each source property behaves in search. The search schema determines which results appear on the search results page and what information users can view and access.

Copilot connectors support the following search schema attributes.

[Expand table](#)

Search schema attribute	Function	Example
SEARCH	Makes the text content of a property searchable and includes it in the full-text index.	If the title property is searchable, a query for Enterprise returns items that contain Enterprise in the title or body text.
QUERY	Allows querying against a specific property by name, either programmatically or by using query syntax.	If the Title property is queryable, the query <code>Title:Enterprise</code> is supported.
RETRIEVE	Allows a property to be displayed in search results and used in result types.	Only retrievable properties can appear in search results.
REFINE	Enables a property to be used as a filter on the Microsoft Search results page.	Users can filter by URL if the property is marked as refinable.

For all connectors except the File share Copilot connector, you must manually configure custom types. To enable search capabilities, map the search schema to a set of properties. The connection configuration assistant selects a default schema based on the source properties you choose, but you can modify it by selecting the appropriate attributes for each property on the search schema page.

Source properties	Alias	Type	Labels	Query	Search	Retrieve	Refine
Authors		StringCollecti...	authors	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Categories		String		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Content (Content)		String		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Contributors		String		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Title		String		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
URL		String		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Restrictions and recommendations for search schema settings

- The **content** property supports **search** only. You can't mark it as **retrieve** or **query**.
- Rendering search results by using the **content** property can cause performance problems. For example, using the **Text** field for a [ServiceNow](#) knowledge base article can significantly affect performance.
- Only properties marked as **retrievable** can appear in search results and be used to create modern result types (MRTs).
- Only string properties can be marked as **searchable**.
- All properties mapped to semantic labels must be **retrievable**.
- You can't refine properties with the **int** data type.
- A refinable property should also be **queryable** and **retrievable**.
- You can't remove the **retrievable** attribute from a property.
- You can't add or remove the **refinable** attribute from a property after setup.

ⓘ Note

To update the schema after creating a connection, see [Manage search schema](#).

Customize values for certain schema properties

Some connectors, such as ServiceNow, allow you to customize the values of specific schema properties, such as **AccessURL**, to meet organizational requirements. For example, if your organization uses a custom URL for ServiceNow knowledge articles instead of the default ServiceNow URL, you can configure the **AccessURL** property to point to the correct location. This customized URL is then used in Microsoft Search and Copilot responses.

ⓘ Note

To customize schema property values, you must create a new Copilot connector connection. Editing an existing connection to change schema property values isn't currently supported.

To customize the value of a schema property:

1. During connection setup, select **Custom setup** and authenticate your credentials.
2. Before publishing the connection, open the **Content** tab and go to **Manage properties**.
3. In the **Properties** table, select the property you want to customize (for example, **URL**).
4. In the side panel, locate the **Default expression** section.
5. Enter the expression in the **New default expression** box.
 - Reference variable components by using the exact property name enclosed in `{}`.
6. Select **Save changes** at the bottom of the side panel.
7. Select **Preview data** at the top of the **Content** tab and scroll to the customized property to validate the expression.

Example

Assume that a ServiceNow knowledge article URL in your organization looks like this:

```
https://instancedomain.service-now.com/sp?id=kb_article&sys_id=1A2bcd3e45f6ghij17890k11mn2345678o
```

Replace the variable component (`sys_id`) with the indexed property name (for example, `SysId`):

```
https://instancedomain.service-now.com/sp?id=kb_article&sys_id=${SysId}
```

The following table shows more examples.

[Expand table](#)

Connector	URL in your organization	Default expression
ServiceNow Knowledge	<code>https://contosos.service-now.com/serviceportal?id=kb_article_view&sysparm_article=KB0102362</code>	<code>https://contosos.service-now.com/serviceportal?id=kb_article_view&sysparm_article=\${Number}</code>
ServiceNow Knowledge	<code>https://custom.contoso.com/knowp?id=kb_article&table=kb_knowledge&sys_id=a3f66636838e9a90</code>	<code>https://custom.contoso.com/knowp?id=kb_article&table=kb_knowledge&sys_id=\${SysId}</code>
ServiceNow Catalog	<code>https://custom.contoso.com/sp?id=sc_cat_item&sys_id=bf21d3a54731465c34</code>	<code>https://custom.contoso.com/sp?id=sc_cat_item&sys_id=\${SysId}</code>
ServiceNow Catalog	<code>https://contoso.service-now.com/1M_PorTAL?id=sc_cat_item&table=sc_cat_item&sys_id=4df777541b37ab4000</code>	<code>https://contoso.service-now.com/1M_PorTAL?id=sc_cat_item&table=sc_cat_item&sys_id=\${SysId}</code>
ServiceNow Ticket	<code>https://contoso.service-now.com/esc?id=ticket&table=sc_req_item&sys_id=113851de1b7894&view=sp</code>	<code>https://contoso.service-now.com/esc?id=ticket&table=\${EntityType}&sys_id=\${SysId}&view=sp</code>
ServiceNow Ticket	<code>https://contoso.service-now.com/esc?id=ticket&sys_id=a3f66636838e9a9a&table=incident</code>	<code>https://contoso.service-now.com/esc?id=ticket&sys_id=\${SysId}&table=\${EntityType}</code>

Add rules to customization for schema properties

For some connectors, you can override the default expression for specific items by adding rules based on property filters. Examples include:

- **Knowledge Base** for ServiceNow Knowledge
- **Category** for ServiceNow Catalog
- **Entity type** (such as `incident` or `change_request`) for ServiceNow Tickets

To add rules:

1. Complete steps 1–4 in [Customize values for certain schema properties](#).
2. In the **Set additional rules to configure expressions** section, select **Add new rule**.
3. In the side panel:
 - Select the **Filter property** (for example, **KbKnowledgeBase** or **Category**).
 - Enter the **Value** using the exact case from your schema. Separate multiple values with commas.
 - Define the **Expression** to apply.
4. Select **Save changes**.
5. Save changes again at the bottom of the side panel.
6. Use **Preview data** on the **Content** tab to validate the customized expression.

ⓘ Note

- If an item matches multiple rules, the first rule in the list is applied.
- URL changes take effect in Copilot results after the next scheduled full crawl.

Example

To apply a different URL expression for ServiceNow knowledge articles in the **IT** and **HR Policy** knowledge bases, set **KbKnowledgeBase** as the filter, specify `IT, HR Policy` as the value, and use an expression such as:

```
https://instancedomain.service-now.com/esc?id=kb_article_view&sysparm_article=${Number}
```

Guidelines for crawl settings

The refresh interval controls how often data is synchronized between the source system and Microsoft Search. Optimal schedules vary by data source and depend on how frequently content and metadata change.

Two refresh types are supported: **Full refresh** and **Incremental refresh**. Incremental refresh isn't available for all data sources.

A full refresh processes and indexes all changed items, regardless of previous crawls. Use a full refresh in scenarios such as:

- Detecting deleted items.
- Recovering from incremental crawl failures.
- Updating ACLs.
- Modifying crawl rules.
- Updating the connection schema.

An incremental refresh processes only items that were created or modified since the last successful crawl. This approach is faster and is best suited for frequent content or metadata updates.

📌 Note

Incremental crawls don't currently process updates to **permissions**.

Even when using incremental refreshes, you should run full refreshes periodically to ensure data consistency between the source system and the search index.

Crawl scheduling

You can configure full and incremental crawls by using the advanced scheduling options on the **Refresh settings** page. Some connectors don't support incremental crawls. For others, incremental crawling is optional and enabled by default.

A default crawl schedule is selected based on the connector type, but you can change it during connection creation or by editing the connection after publishing.

Available options include:

- **Recurrence:** Daily, weekly, biweekly, or every four weeks.
- **Day:** Run crawls on specific days of the week.
- **Run once a day:** Run a single crawl at a specified start time.
- **Frequency:** Repeat crawls within a day. Intervals range from 15 minutes to 12 hours.
- **Starting time:** The time when the crawl begins.
- **Reset:** Restore the default schedule for the connector.

Incremental Crawl ⤴

On

Recurrence

Every ⌵

Day(s) (optional)

⌵

Run once in a day

Frequency (optional)

Every ⌵

Starting Time (optional)

⊕


[Reset](#)

Also consider the following:

- If fields are left blank, Copilot connectors automatically select an optimal start time.
- System load can delay crawl start times by up to an hour.
- If a crawl overlaps with the next scheduled crawl, the next crawl runs only if it's a different type (full or incremental).

IP firewall rules

If your data source uses IP firewall rules, allow access to the Copilot connectors service by permitting the following IP ranges.

 Expand table

Region	Microsoft 365 Enterprise	Microsoft 365 Government
NAM	52.250.92.252/30, 52.224.250.216/30	52.245.230.216/30, 20.141.117.64/30
EUR	20.54.41.208/30, 51.105.159.88/30	N/A
APC	52.139.188.212/30, 20.43.146.44/30	N/A

Related content

- [Prerequisites](#)
- [Connectors gallery](#)

Last updated on 04/07/2026

Prebuilt Microsoft 365 Copilot connectors

Microsoft 365 Copilot connectors offer a streamlined way to integrate content from external services into Microsoft Graph. You can then use this data to enhance intelligent experiences such as Microsoft 365 Copilot and Microsoft Search. Microsoft Graph acts as the data fabric that supports these advanced capabilities.

Microsoft provides prebuilt connectors that facilitate integration between third-party services and Microsoft products, enabling data integration and functionality within the Microsoft ecosystem. The articles in this section provide information about how to deploy connectors published by Microsoft in the Microsoft 365 admin center.

For information about prebuilt connectors published by Microsoft and partner organizations, see the [Connectors gallery](#).

Benefits of prebuilt connectors

Prebuilt Copilot connectors provide the following benefits:

- **Availability** - Over 100 connectors developed by Microsoft and its partners are available. These connectors enable integration with widely used services, including Azure, Box, ServiceNow, Salesforce, Google services, and MediaWiki.
- **Functionality** - The prebuilt connectors that are available allow for the ingestion of external data into Microsoft 365 Copilot, search experiences, and other Microsoft 365 applications. For example, you can use Copilot connectors to integrate data from Salesforce and Jira into Microsoft 365 Copilot, create declarative agents, and make data searchable within Microsoft Search.
- **Configuration** - Some connectors, such as the Enterprise Websites Copilot connector, can be configured to crawl dynamic content. Depending on the authentication requirements of the external service, you might need to include specific headers or user agents during the configuration process.

Related content

- [Microsoft 365 Copilot connectors gallery](#)
- [Deploy connectors in the admin center](#)

Semantic indexing for Microsoft 365 Copilot

Article • 03/06/2025

Microsoft 365 Copilot maps your organization's data into an advanced lexical and semantic index to power search relevance and accuracy. Copilot can access the context and relationships within your data by utilizing Microsoft Graph, enabling more contextually precise information retrieval. The index enhances interactions with your data, offering users a richer and more seamless experience. Built with a comprehensive approach to security, compliance, and privacy, Copilot ensures that all organizational boundaries within your tenant are respected. With Microsoft 365 Copilot, users can trust that their searches are relevant, accurate, and secure.

What is an index?

Microsoft 365 Copilot enhances search with an advanced lexical and semantic understanding of your organization's data.

The concept of indexing data is well established in Microsoft 365. Indexing is one of the important ways that Microsoft 365 services access the tremendous amount of data in Microsoft Graph, where your Microsoft 365 tenant resides. With indexing, users see search results from Microsoft Graph, including content and signals from most Microsoft 365 applications in your tenant. This ensures that search results are personalized and elevated based on your connections between content and people in your network.

The semantic index is generated from content in [Microsoft Graph](#). It's used to aid in the production of contextually relevant responses to user queries. It allows organizations to search through billions of vectors (mathematical representations of features or attributes) and return related results. Combined with enhancements across Microsoft Graph, the semantic index connects you with relevant information in your organization. It's built on Microsoft's comprehensive approach to [security, compliance, and privacy](#), and respects all organizational boundaries within your tenant.

Interactions with data in Microsoft Graph are based on keyword matching, personalization, and social matching. Keyword search queries against an index in the Microsoft Graph, which maps to locations in documents or a set of documents. Microsoft 365 uses the Microsoft Graph to rank the most relevant content based on its knowledge of additional signals for users and their close network. This is known as personalization and social matching in Microsoft 365, which drives relevance for queries against the content in your organization. Access to tenant data in Microsoft Graph is

gated by role-based access control. Organizations are always in control of Microsoft Search capabilities via the Search and Intelligence portal in the Microsoft 365 admin center.

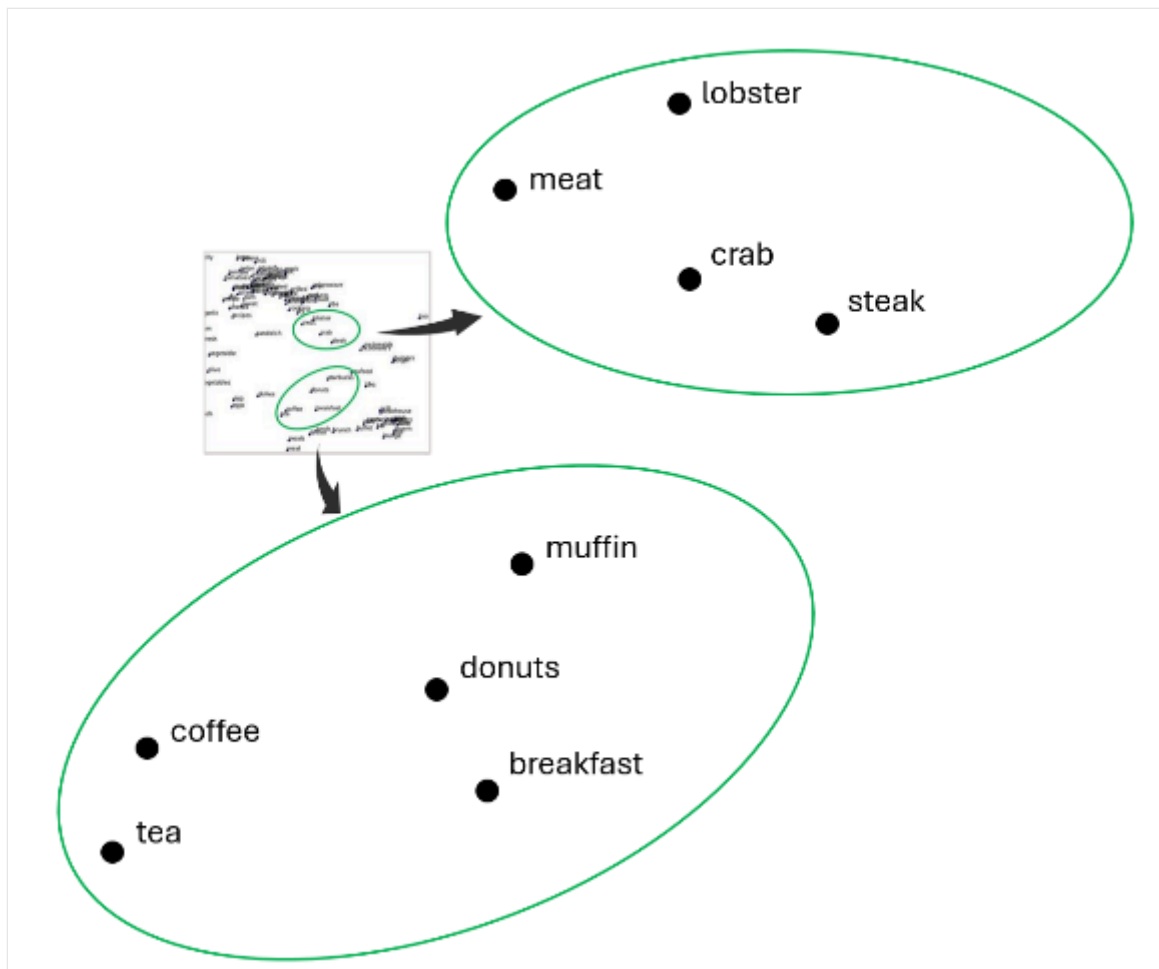
How semantic indexing helps manage your data

Semantic indexing of your data enhances the Microsoft 365 Copilot experience in both Business Chat and in Microsoft 365 apps. It supports an enhanced content grounding and conceptual understanding of your online data that is automatically enabled by Microsoft. It does this by creating vectorized indices. A vector is a numerical representation of a word, image pixel, or other data point. The vector is arranged or mapped with close numbers placed in proximity to one another to represent similarity. Vectors are stored in multi-dimensional spaces where semantically similar data points are clustered together in the vector space, enabling Microsoft 365 to handle a broader set of search queries beyond "exact match."

In practical terms, this means that Microsoft 365 services such as Microsoft 365 Copilot can:

- Understand relationships between different forms of words (for example, tech, technology, technologies; USA, U.S.A, United States, United States of America; dog, cat, pet).
- Capture synonyms to expand the amount of searchable information, including the intent of sentences, snippets, documents, and meetings.
- Identify related assets to your query or sample content.

The following graphic uses text (instead of numbers used by vectorized indices) to show an example of similarity between data points:



Semantic indexing provides for fast and accurate similarity search and retrieval of data based on their vector distance or similarity. This means that in addition to using traditional lexical methods for querying based on exact matches or predefined criteria, semantic indexing can find the most similar or relevant data based on the semantic or contextual meaning.

Features

The following semantic indexing features do more than enhance search results; they work together to help you understand your data, find information more quickly, and improve your productivity. Users can interact with the semantic index initially through Microsoft 365 Copilot integration. We generate a semantic index for users with a paid Microsoft 365 Copilot license. Here are the details of how each feature works.

Microsoft 365 Copilot with Microsoft Graph

Semantic indexing provides the grounding data for knowledge retrieval via Microsoft Copilot by understanding the intent of your query and appending additional information to your Microsoft Copilot prompt.

Relevant information is obtained in the Microsoft Graph and the semantic index to provide the large language model (LLM) with more information to reason over. As an example, suppose you want Microsoft Copilot to locate an email where a colleague praised the design work of a vendor. Semantic indexing includes nearby words (for example, elated, excited, amazed) into the search to broaden the search area and give the best result. All of this work takes place behind the scenes to add relevance to results that you search for with Microsoft Copilot, without adding complexity.

How semantic indexing works

Semantic indexing powers Microsoft 365 Copilot's search results by enabling a conceptual understanding of your online data to complement the lexical understanding we also have. Indexing is automatically enabled by Microsoft.

Today, a semantic index is created for every subscription at the tenant and user level. It's an organization-wide index generated from text-based SharePoint Online files. However, it only surfaces the results to a user if the user already has access to the content controlled by role-based access control. Additionally, the SharePoint Online site must remain searchable. In time, we'll also generate user-level index content. This adds personalized index of a working set of data that is accessible for users performing everyday tasks. This includes any text-based content you make or interact with, such as emails, documents that mention you, or that you comment on or share.

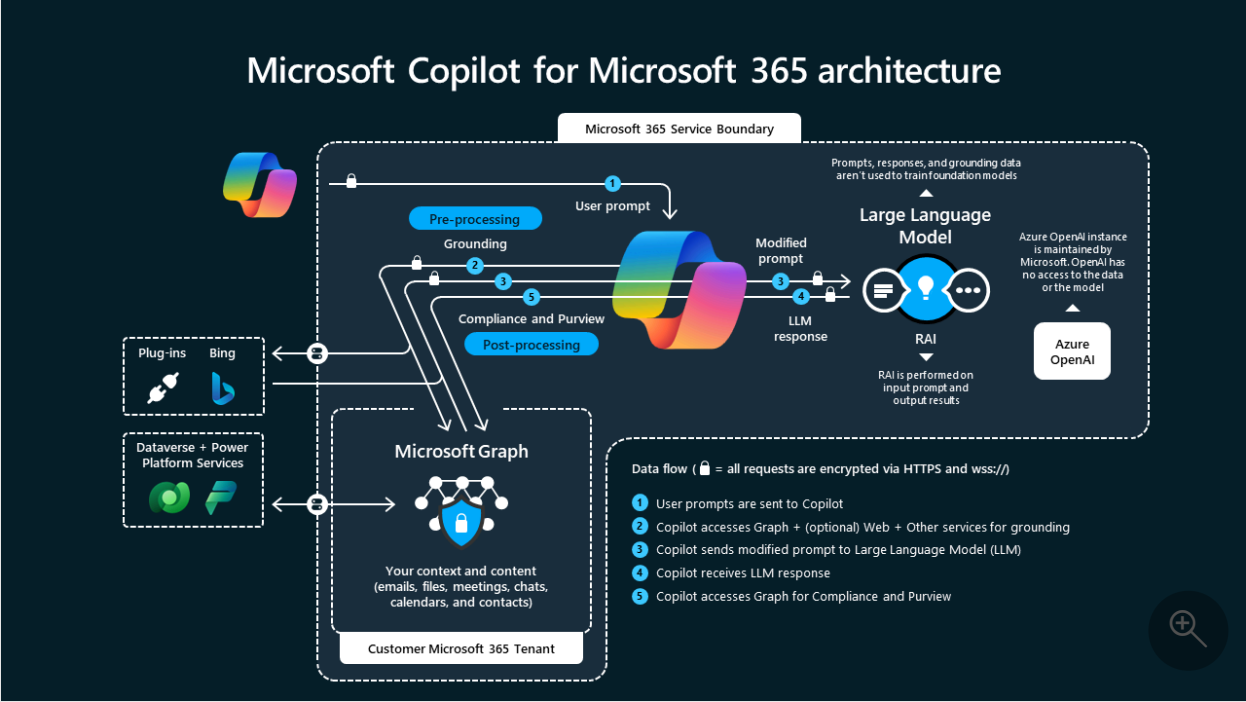
The following section explains how to enable each index, how the data flow in Microsoft 365 Copilot uses semantic indexing, what file types each index can handle, and how each index deals with updates.

Enablement

Every Microsoft 365 Copilot customer now has a tenant-level index. The indexing process requires no administrative involvement.

Data flows

Microsoft 365 Copilot boosts search precision by utilizing advanced lexical and semantic insights from Microsoft Graph data. The following diagram shows how the flow of data works for a request using Microsoft 365 Copilot.



User prompts from Microsoft 365 apps are sent to Copilot (1), and Copilot accesses the Microsoft Graph and semantic index for processing (2). Copilot sends the modified prompt to the Large Language Model (3), receives the LLM response (4), and then accesses the Microsoft Graph and semantic index for post-processing (5). Copilot then sends the response and app command back to Microsoft 365 apps. All requests are encrypted by HTTPS and customer data remains encrypted at rest.

Supported content types

Microsoft Graph grounded responses can utilize semantic understanding of user mailbox and file types listed in the following table, with more file types supported over time. A list of supported file types for the user-level index and tenant-level index is included in the table.

[Expand table](#)

Content/file type	User level	Tenant level
User Mailbox	Supported	Not applicable
Delegated Mailbox	Not supported	Not applicable
Shared Mailbox	Not supported	Not applicable
Archived Mailbox Data	Not supported	Not applicable
Archived SharePoint Data	Not supported	Not supported
Word documents (doc/docx)	Supported	Supported

Content/file type	User level	Tenant level
PowerPoint (pptx)	Supported	Supported
PDF files	Supported	Supported
Web pages (aspx)	Supported	Supported
OneNote files (one)	Supported	Supported
Graph Connector data	Not applicable	Supported

ⓘ Note

Files up to 512 MB are now supported for PDF, PPTX, and DOCX extensions. This enhancement allows Copilot users to effectively analyze, summarize, and generate insights from these large files.

Index updates

When Microsoft Graph data is indexed for a customer for the first time, documents created by users are indexed in near real-time in the user's mailbox. New documents that are added to SharePoint Online sites that are accessible, via site inheritance, by two or more users are indexed daily. When an indexed user and tenant level document is updated, the changes are immediately indexed.

Administration

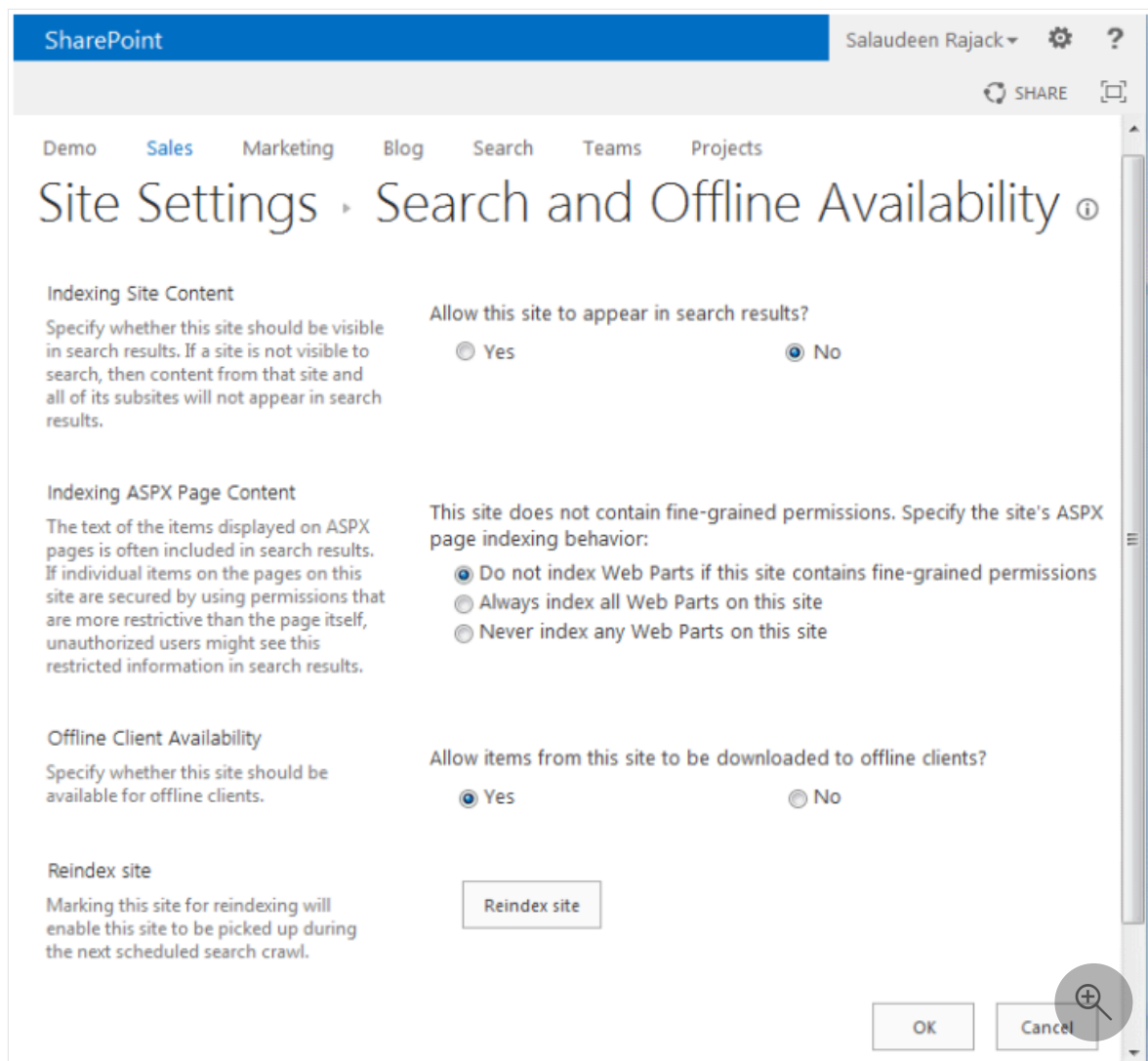
We provide administrators with optional activities to prepare and manage semantic indexing via the Microsoft 365 admin center. There's no administrative involvement required to enable semantic indexing, as the service is automatically enabled by Microsoft. Semantic indexing is an improvement to Microsoft 365 Search and can't be disabled.

Administrators can choose to prepare and manage semantic indexing by reviewing the considerations for [planning and deploying a file collaboration in SharePoint](#) and [sharing permissions in the SharePoint modern experience](#). Administrators can choose to exclude files from semantic indexing by reviewing the considerations for excluding data with Microsoft Purview Data Loss Prevention (DLP). If a DLP solution isn't present, administrators can exclude SharePoint Online sites from the tenant level index.

Excluding SharePoint Online Sites

There are times when organizations without Microsoft Purview Data Loss Prevention might want to exclude a SharePoint Online site from having its data indexed by Microsoft Search. These steps should only be considered for sensitive data, such as payroll, HR, or financial information. To exclude a SharePoint Online site, follow these steps:

1. Browse to the site with appropriate administrator permissions.
2. Select **Settings** then **Site information** from the drop-down menu.
3. Select **View all site settings** to bring up the Site Settings page.
4. Select **Search and offline availability** under the **Search** category and select **No** for **Allow this site to appear in search results** to exclude it from both Microsoft Search and the semantic index search. This can also be performed with PowerShell for multiple sites.



Microsoft Search and semantic indexing support the exclusion of SharePoint online content from the tenant-level index only. There's no option to exclude results from Microsoft Search only or semantic indexing only; actions apply to both at the same time.

Configuring item insights

On the Search and Intelligence page in the Microsoft 365 admin center, Item insights are enabled by default. Turning off people or item insights reduces the Microsoft Search and semantic index experience, as results won't include relevant people that would have been derived from distribution groups or from the organizational chart.

- **People insights** provide a list of relevant people to a user based on their public collaborative work in Microsoft 365. Public collaboration includes members of a public distribution group and individuals connected in the organizational chart.
- **Item insights** allow recommendations for people in your organization based on their collaborative work in Microsoft 365. These recommendations might include but aren't limited to documents or other types of content and show up in people cards (contacts), Delve, The [Microsoft 365 app](#), Microsoft Copilot results, and other locations.

Both Item insights and People insights don't cover personalization features based on a user's own data.

Incorporating third party information

Using Copilot Connectors, organizations can bring organizational data or content from external sources into Microsoft Graph. Once in Microsoft Graph, that content is indexed so that Copilot may access it - while maintaining access controls for content. This expands the types of content sources that are searchable in your Microsoft 365 productivity apps and the broader Microsoft ecosystem. Note that this process works best when connector content is text rich. The third-party data can be hosted on-premises or in a public or private cloud. Learn more about graph connector licensing requirements for Microsoft 365 Enterprise and Microsoft 365 Copilot at [License requirements and pricing](#).

Privacy, compliance, and security

The permissions model within your Microsoft 365 tenant can help ensure that data won't unintentionally leak between users, groups, and tenants. Microsoft 365 Copilot presents only data that each individual can access using the same underlying controls

for data access used in other Microsoft 365 services. When data is indexed, we continue to honor the user identity-based access boundary so that the grounding process only accesses content that the current user is authorized to access. For more information, see [Microsoft's privacy policy and service documentation](#) [↗].

Microsoft 365 Copilot is compliant with our existing privacy, security, and compliance commitments to Microsoft 365 commercial customers, including the General Data Protection Regulation (GDPR) and European Union (EU) Data Boundary. Prompts, responses, and data accessed through semantic indexing aren't used to train foundation LLMs, including those used by Microsoft 365 Copilot. For more information, see [Data, Privacy, and Security for Microsoft 365 Copilot](#).

Storage and processing

Data generated by indexing remains within your company's tenant, and complies with your security, compliance, identity, and privacy policies and processes. Semantic indexing works only with content to which your users already have permission and doesn't affect storage quotas.

User-level index information is stored where the user's mailbox is located. Tenant-level index information, on the other hand, is stored in an isolated and protected customer's tenant container. This container is located in the region where the SharePoint site is located, which can be the Home region or another region specified by the tenant admin. For customers within the European Union Data Boundary (EUDB), the index is stored in an EU/EFTA based datacenter. Processing other customers can take place either in a tenant region or in the United States. For multi-geo organizations, all geographical boundaries are respected. In-region data is stored and processed in each region.

Microsoft Purview Customer Key (BYOK) support

Microsoft provides bring your own key (BYOK) support for enterprises that have enabled BYOK in their environment. Microsoft automatically enables semantic indexing for BYOK enabled customers without any administrative involvement.

Information protection

In the context of search, there are no other ways to exclude data from semantic indexing using information protection capabilities. Semantic indexing inherits security and privacy settings from Microsoft Search, and data brought in from third party connectors are

provided the same storage and protections as other Microsoft 365 data. For organizations that are investigating additional information protection options, Microsoft 365 provides built-in capabilities in Microsoft 365 apps. Add-on products are also available to help Administrators protect organizational data through data minimization and reducing oversharing. The following sections outline the options available for organizations for reference only.

Data minimization

Data minimization reduces the amount of available data your organization might access. Retaining and deleting content is often needed for compliance and regulatory requirements, but deleting content that no longer has business value also helps you manage risk and liability. [Microsoft Purview Data Lifecycle Management](#), which is [licensed separately](#), can be used to delete content that is no longer needed with retention policies for management at scale, and retention labels for exceptions and granular control.

Reduce oversharing

Organizations have long been able to take action to reduce oversharing in Microsoft 365 using existing controls in the Microsoft 365 admin center and SharePoint Online. It's important to note that indexing data doesn't change access permissions to content and doesn't change the principles of how users should share information with colleagues. For example, sharing content with a link that works with everyone in my organization doesn't make the information part of the tenant level index. Only users that select a link that they have access to will have the information added to their user index. It's recommended that organizations consider the following when exploring information protection options:

- **Plan secure file collaboration** – Review [Plan and deploy a file collaboration](#) to understand more about recommended practices to operate a secure and productive file collaboration environment for your users.
- **Right size user access to data to reduce the list** – reduce oversharing by inheriting exclusion lists for SharePoint Online sites and performing access control checks in real time. Organizations can consider using the [Syntex SharePoint Advanced Management add-on](#) to manage and govern these permissions.
- **Use sensitivity labels** - Another way to reduce content oversharing is to use [Microsoft Purview Information Protection](#) to apply sensitivity labels, which allow you to classify data based on its sensitivity, and apply protections like encryption

and content marketing. Sensitivity labels are also included in search trimming (that is, supported for filtering and application-side rules used for visual marking and access restrictions).

- **Limit access** – [Microsoft Purview Data Loss Prevention](#) is available in Microsoft 365 E5 and could be used to retroactively and temporarily limit access to documents that have been reported as overshared. Organizations that you do not have Microsoft 365 E5 licenses can use the 90-day Microsoft Purview solutions trial to explore how additional Purview capabilities can help manage your data security and compliance needs.

For customers interested in exploring how to deploy advanced information protection solutions, review the following article that explains how to [deploy an information protection solution with Microsoft Purview](#). For more information about how Microsoft Purview can help you strengthen your data security and compliance requirements for Microsoft 365 Copilot, see [Protect and manage Microsoft 365 Copilot interactions with Microsoft Purview](#).

Additional resources

To learn more about Microsoft 365 Copilot, check out these resources:

- [Get started with Microsoft 365 Copilot](#)
- [Data, Privacy, and Security for Microsoft 365 Copilot](#)
- [Microsoft 365 Copilot adoption site](#) [↗](#)

Manage search verticals

Search verticals are tabs on the search result page that show results of a specific type or from select sources. For example, the Files vertical shows results classified as files and makes it easy for users who are looking to find documents. You can customize verticals in Microsoft Search to meet the needs of your organization or individual departments. Microsoft Search has two types of verticals, out-of-the-box or default and custom verticals. The default verticals, such as All, Files, and People, create easy access to the most commonly used search results.

You can manage verticals at two levels:

- **Organization level** – A vertical at the organization level appears on the search results page when users search from their [SharePoint](#) start page, and [Microsoft Office](#).
- **Site level** – A vertical at the site level appears on the search results page when users search on a SharePoint site. For example, you might want to enable your customer service employees to search for Severity 1 incidents directly from their department's SharePoint site.


ⓘ Note

Guest users invited to SharePoint see the same vertical modifications and custom verticals as native tenant users.

Default verticals

Default verticals are present at the organization level in experiences like [SharePoint](#), [Microsoft Office](#), or at the SharePoint site level in each site's search result page.

Here's a summary of customization capabilities on out-of-the-box verticals.

 Expand table

Customization type	Organization level	Site level
Rename vertical	Yes	Yes
Disable vertical	Partial	Yes
Adding a query	Partial	Yes

Custom verticals

You can add search verticals in the search experience at an organization or site level and search for content from Microsoft 365 Copilot connectors or SharePoint. Custom verticals for SharePoint content show results from the respective scope, similar to the other verticals at that scope. For example, a custom vertical at the organization scope shows all results, while a custom vertical with SharePoint content in the Marketing site shows data from that site. The same occurs for hub sites where the same hub scope is applied.

Create or modify search verticals

The vertical management experience is wizard-driven, you're guided through steps to define the vertical's name, content source, and scope of the content to search. You can use a limited set of [Keyword Query Language \(KQL\)](#) to define the scope of the vertical search for a given content source. Filters can also be added to out-of-box and custom verticals at the organization and site level. For more information about filters, see [Manage filters](#).

Manage organization-level verticals

1. In the [Microsoft 365 admin center](#), go to the [Verticals](#) page in the **Customization** section.
2. Select an existing vertical and click **edit** or click **add** to create a new vertical.
3. After completing the configuration steps, you can review and save the vertical.

Manage site-level verticals

1. In the SharePoint site where you want to manage verticals, open the settings panel by clicking the gear.
2. Select **Site information**, and then select **View all site settings**.
3. Look for the Microsoft Search section, and then select **Configure search settings**.
4. In the navigation pane, go to **Custom experience** and then select **Verticals**.
5. Select an existing vertical and click **edit** or click **add** to create a new vertical.
6. After the configuration setup, you can review and save the vertical.

View the vertical in the search result page

A [search result layout](#) is needed for Microsoft 365 Copilot connector results to render on the search vertical page. To ensure that the appropriate result layout is present, you can enable the search vertical. After you enable or update a vertical, there's a delay of a few hours before you can view the changes on the search page. You can append `cacheClear=true` to the URL in SharePoint and Office to view the changes. The change may take up to 30 minutes to appear.

ⓘ Note

Added verticals aren't visible on [SharePoint](#) and [Office](#) when viewed from mobile web browsers.

Advanced configuration options

Multiple connections in a vertical

A search vertical can surface results from multiple connector sources. This option provides flexibility in designing your search result page. The vertical setup process enables admins to select multiple connections in the "Content source" step.

If you accurately appoint as many *semantic labels* as possible, this experience is enhanced. You add semantic labels at the point of schema definition and ingestion. [See more about how to create and manage semantic labels](#). [Here](#) is additional information on how to create and manage semantic labels.

ⓘ Note

- A connection can be added as a content source under a single vertical. You can't use connections under multiple verticals.

To set up a query for a search vertical where multiple connection sources have been added, use common source properties to create the query.

Keyword Query Language (KQL)

A query can be added to a vertical to narrow down results shown on the search vertical using [Keyword Query Language \(KQL\)](#) (limited support). This page lists the available properties. We recommend that you use free-text keywords and property restrictions with boolean operators for creating the KQL. Dynamic ranking operators like XRANK, proximity operators, and words aren't supported.

Here are some example queries.

 Expand table

Scenario	Query
Excluding results from archive sites	NOT (path:http://contoso.sharepoint.com/archive OR path:http://contoso.sharepoint.com/CompanyArchive)
Excluding results based on file type property	NOT(FileType:htm)

Use variables in the KQL query section of a vertical to provide dynamic data as input to the query of a vertical. "Profile" and "query string" are the types of query variables that can be used.

Profile query variables

You can use profile query variables to contextualize the search results to the signed-in user. Profile query variables fetch values from the signed-in user's [profile](#). For example, to create a "Tickets" vertical for the user to find support tickets assigned to them, you can specify the following query in the "Query" section during the vertical creation on the administration page.

```
AssignedTo:{Profile.accounts.userPrincipalName}
```

This will trim the search results to show only items that are assigned to the person doing the search.

[Profile resource](#) exposes properties as collections. For example, information related to email addresses is exposed through email collection, work positions as positions collection, and so on. All properties available in the user profile are exposed as Query variables.

Consider a user who has three email addresses available in the email collection, as shown here:

JSON

```
"emails": [{
  "address": "Megan.Bowen@contoso.com",
  "id": "xyz",
  "source": {
    "CreatedBy": "xyz",
    "CreatedOn": "2222",
    "Type": "official"
  },
  "type": "main"
}, {
  "address": "meganb@hotmail.com",
  "id": "abc",
  "source": {
    "CreatedBy": "abc",
    "CreatedOn": "3333",
```


```

        "Type": "non-official",
    },
    "type": "work"
}, {
  "address": "meganb@outlook.com",
  "id": "pqr",
  "source": {
    "CreatedBy": "pqr",
    "CreatedOn": "4444",
    "Type": "personal"
  },
  "type": "personal"
}
]

```

- The query `MyProperty: {Profile.emails.address}` will resolve to `MyProperty: "Megan.Bowen@contoso.com"`.
- To resolve all the values of the address attribute, use the multi-value expansion syntax. The query `{|MyProperty:{Profile.emails.address}}` will resolve to `((MyProperty:"Megan.Bowen@contoso.com") OR (MyProperty: "meganb@hotmail.com") OR (MyProperty:"meganb@outlook.com"))`.

Use the "|" operator to resolve multi-value variables. See the following table for more examples of profile expansion.

 Expand table

#	Syntax	Value returned
1	<code>MyProperty: {Profile.emails.address}</code>	<code>"Megan.Bowen@contoso.com"</code>
2	<code>MyProperty:{Profile.emails}</code>	<code>{Profile.emails}</code> This won't resolve because <i>emails</i> is an object.
3	<code>{?MyProperty:{Profile.emails}}</code>	This won't resolve because <i>emails</i> is an object. The "?" operator ignores query variables that don't resolve. This variable will be removed when passed further down the query stack.
4	<code>{ MyProperty: {Profile.emails.source.Type}}</code>	<code>((MyProperty:"official") OR (MyProperty:"nonofficial") OR (MyProperty:"personal"))</code>

Query String variables

Query String variables enable you to personalize search results based on how users interact with SharePoint sites. This is done by adding key-value pairs to the search URL. For example, suppose you have a SharePoint site that provides information on a project with a simple web

part that shows in-progress tasks. Clicking on the "In-progress" web part links users to the "Work items" search vertical, where the results are refined to show only items tagged as **InProgress**.

This can be done by specifying the following query in the "Query" section during vertical creation on the administration page.

```
Status:{QueryString.state}
```

The URL on the SharePoint site button web part needs to be updated to pass the following key-value pair `https://{your-domain}.sharepoint.com/sites/{site-name}/_layouts/15/search.aspx/{vertical-ID}?state=InProgress`

The query `status:{QueryString.state}` will resolve to `status:InProgress`.

Here are more examples of query string expansion.

 Expand table

#	Query Syntax	URL Syntax	Value returned
1	MyProperty: {QueryString.state}	https://{your-domain}.sharepoint.com/sites/{site-name}/_layouts/15/search.aspx/{vertical-ID}?state=InProgress	MyProperty:InProgress
2	MyProperty: {QueryString.state} OR MyProperty: {QueryString.priority}	https://{your-domain}.sharepoint.com/sites/{site-name}/_layouts/15/search.aspx/{vertical-ID}?state=InProgress&priority=1	MyProperty:InProgress OR MyProperty:1
3	{?MyProperty: {QueryString.state}}	https://{your-domain}.sharepoint.com/sites/{site-name}/_layouts/15/search.aspx/{vertical-ID}?State=InProgress	Here state won't resolve because QueryStrings are case sensitive. The "?" operator ignores query variables that don't resolve. This variable will be removed when passed further down the query stack.
4	{ MyProperty: {QueryString.state}}	https://{your-domain}.sharepoint.com/sites/{site-name}/_layouts/15/search.aspx/{vertical-ID}?state=InProgress,Closed	(MyProperty:InProgress) OR (MyProperty:Closed) The operator is used to resolve multi-value variables. The values for the variables should be passed using the comma separator as shown in the URL syntax.

#	Query Syntax	URL Syntax	Value returned
5	{MyProperty: {QueryString.state}}	https://{your- domain}.sharepoint.com/sites/{site- name}/_layouts/15/search.aspx/{vertical- ID}?state=InProgress,Closed	MyProperty:InProgress Here only the first value of state gets picked up from the URL since the query syntax doesn't define it as a multi- value variable.

Limitations

- Language localization doesn't apply to names of out-of-box verticals once modified.
- Custom verticals don't appear on the mobile view of Microsoft Search.
- Adding query isn't supported on the People vertical.
- Vertical re-ordering isn't supported.
- Query string variables can only be used in SharePoint sites.

Troubleshooting

Here's a list of common problems you might encounter and actions to fix them.

 Expand table

Problem	Action
I see a "Something went wrong" error message on the vertical.	Both the vertical and result types are needed to complete the setup. Make sure both are set up for the content source.
I don't see any content sources on the vertical page.	Make sure you have configured connectors and indexed data.

Last updated on 12/19/2025

Manage result types

06/26/2025

Microsoft search provides a default search result layout experience for the different types of content shown in the search results page. For some content, you can override this default search layout and change the search result experience by [designing the layout](#) using result types. Customization of layouts allows richer experiences with useful information in the search results so users can quickly find the information they need.

Result types can be used for select SharePoint content and [Graph Connectors](#) content. Search results for SharePoint list items, SharePoint sites, SharePoint pages and Portable document format(PDFs) can be changed using result types. Content types like files(non-PDF) and people have a standard layout that can't be modified.

For Graph connector search results, when you configure a connector with property mappings, Microsoft Search uses a default search result layout for the connector search results. The label *title* is the most important; you should always have a property assigned to this label to use the default result layout. However, creating a custom result type for your connector content can make those results more impactful for your users. When using verticals and connector content, you must create a result type and do the mappings for a default layout. By omitting these steps the vertical won't display any search results.

Understanding result types

A result type is a configuration that causes search result layout to be changed as per the design in configuration. It consists of the following parameters:

- **One or more conditions** to compare and match each search result with the configuration. Examples of conditions are content source and rules.
- A **result layout** to use for search results that meet the conditions. The result layout controls how the results that meet the conditions appear on the search results page.

You can use multiple result types for content displayed in a vertical. These result types may be important when you combine multiple content sources into a single vertical. It can also be used for a more impactful layout even when there is only one content type. For example, in a vertical that displays incident details, you can customize "high severity" incidents to have more prominent colors than "low severity" incidents by defining conditions on the 'severity' property in the **Rules** section.

Each result type has a priority that determines the order of match evaluation. If multiple matching result types are found for a given search result, the result type with higher priority is

applied to the search result. When defining multiple result type for the same content source, assign lower priority to a generic result type and higher to result type with multiple conditions.

Create or update result types

The result type management experience is wizard driven, you're guided through steps to define the name, content source, rules, and layout. Result types can be customized at both the organization-level and SharePoint site level. A result type created at SharePoint site honors the search scope defined for site. If the search scope in a SharePoint site is set to hub or Organization scope, the result type created at the respective hub or Organization scope is applied to search results.

ⓘ Note

Result types for "SharePoint and OneDrive" content source is available in Microsoft Search in SharePoint home, sites and Office.com.

Manage organization-level result types

1. In [Microsoft 365 admin center](#), go to the [Result types](#) page in the **Customization** section.
2. To create a new result type, click **Add** or select an existing one to edit it.
3. After configuring your result type, you can review and save it.

Manage site-level result types


1. In the SharePoint site where you want to manage result types, open the settings panel by clicking the gear.
2. Select **Site information**, and then select **View all site settings**.
3. Look for the Microsoft Search section, and then select **Configure search settings**.
4. In the navigation pane, go to Custom experience, and select the **Result type**.
5. To add a result type, click **Add**. Or, to edit a result type, select the result type in the list.
6. After modifying a result type, you can review and save the result type.

Limitations

1. Custom SharePoint managed properties can't be used in the 'Rules' section of result type

Troubleshooting

Here's a list of common problems you might see and actions to fix them.

 Expand table

Problem	Action
I don't see my result layout on the search page, although I created one.	There may be a delay of a few minutes because these settings are cached. Wait a few minutes and try again.
I don't see any content sources on the result type page.	Make sure you configure connectors and indexed data.
StringCollection properties do not bind to the result type and render as "\${propertyName}"	Ensure properties of type StringCollection are wrapped in a join method as: <code>join(propertyName, ',')</code> . If you want to show a single value (say, the <i>i</i> th item) from a StringCollection, you can specify it as follows: <code>propertyName[i]</code> (Note: indexing in StringCollection types start from 0)

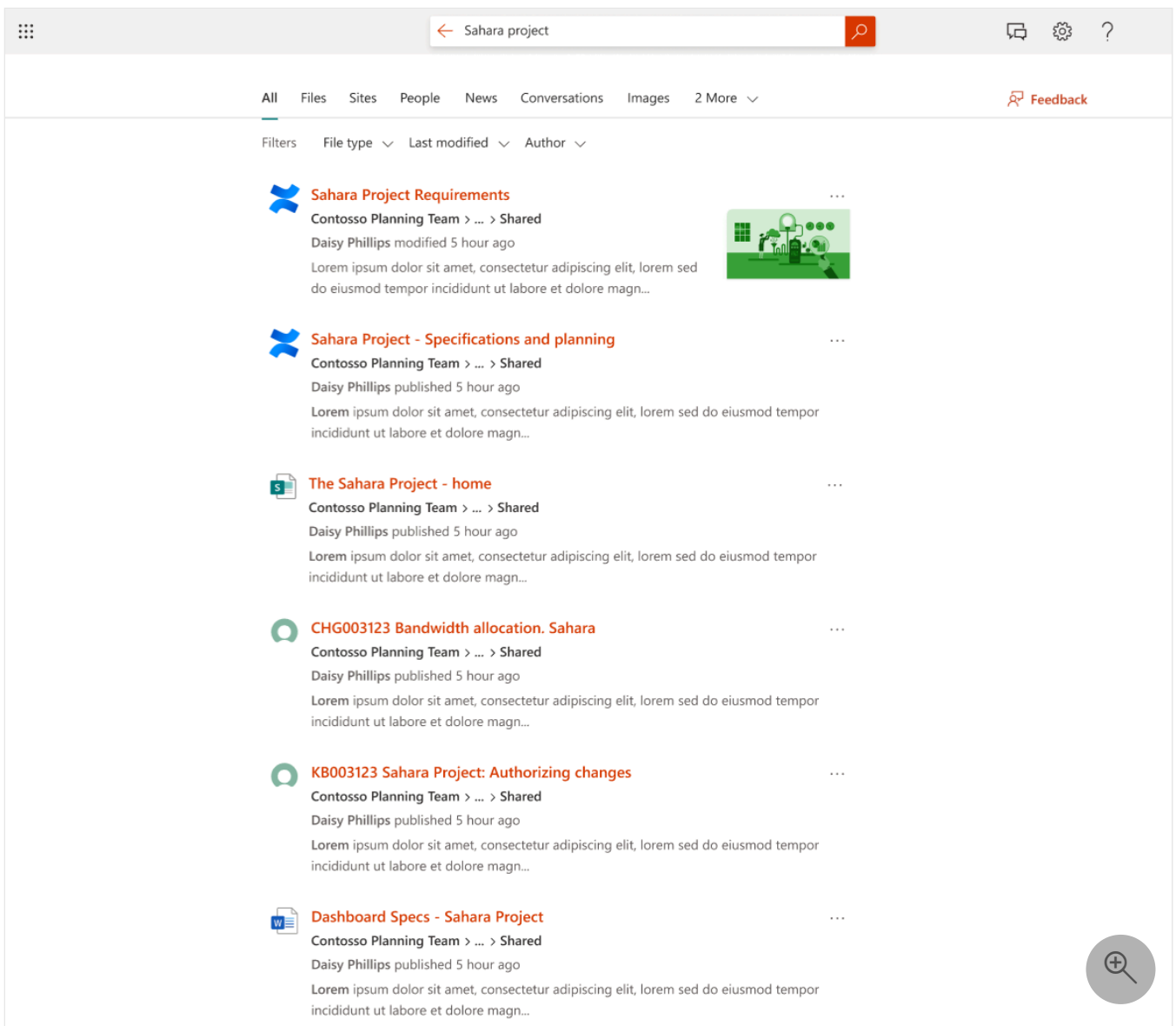
Manage connector results in All vertical

Article • 05/20/2025

When you use the Microsoft 365 Copilot connectors to add data sources, your users are able to search for them in the All vertical by default. They can see the results from Microsoft 365 Copilot connector data sources merged inline with all the other results from Microsoft apps (for example, SharePoint, OneDrive for Business, or Power BI) in SharePoint, Office.com, and Microsoft Search in Bing.

Results in a result cluster are grouped together based on the search vertical configuration. Each result cluster only contains results from a single custom search vertical. To ensure the discovery of content in a result cluster, the system expects meaningful titles on your items.

In this example, you can see how Microsoft 365 Copilot connectors have merged results from Confluence and ServiceNow data sources, inline with SharePoint results:



Inline merging allows users to find relevant content in the search results page from all relevant sources. Microsoft 365 Copilot connectors' results are seamlessly integrated into the search

page and are ranked by their relevance to the search query. See the table below for a comparison of Microsoft 365 Copilot connectors in Result cluster versus Inline mode.

Result clusters vs. Inline results

 Expand table

Feature	Result cluster	Inline results
No. of results in All vertical	Max 2	No cap on number of results
Availability of connector results on Pages 2 and beyond	No	Yes
Default filter application (last modified, file type)	No result cluster is shown on filter application	Connector results can appear on filter application
Requirement of custom vertical	Yes	No custom vertical required – a connection can be enabled for All vertical participation directly
Deselecting a Microsoft 365 Copilot connector source from being shown in All vertical	No	Yes

Limitations

- The connector inline results experience isn't available at SharePoint site search scope.
- The admin setting for Manage connection results can only be used to enable/disable Search Admin added connections. Microsoft-managed sources (such as Power BI and Viva Learning) can't be disabled from here and are included by default in Search. Only Fabric administrators can turn off Power BI from Search. For more information, see [How to turn sharing with Microsoft 365 services on and off](#).
- All vertical KQL configurations don't apply to connector content. Example: The All-tab keyword query language filter (KQL) "FileType:xlsx" can be used to filter out Excel files from SharePoint and OneDrive, but will not prevent connector content from showing.
- All vertical sorting by date doesn't apply to connector results. Sorting by date instead of relevance will exclude connector results.

How to view Microsoft 365 Copilot connector results in All vertical

Step 1: Check All vertical setting

1. Inline results for Microsoft 365 Copilot connector data sources are enabled by default.
2. To verify the setting, open the Admin Center, go to **Search & Intelligence > Customizations > Verticals** and select the **All vertical**.
3. In the **Manage Connection results** panel, ensure that the option **Show results inline** is selected and that the connections that you want to enable for the All vertical are checked.

Manage connection results

To show results from connections in the All vertical, turn on the toggle and select how they should appear. [Learn more](#)

Include connection results On

Show results inline
Connection results appear with file and site results.

Name

FileShareTest

Confluence

ServiceNow

Show results in a cluster
Connection results from a single vertical are grouped together and include links to the vertical.

Step 2: Check connection schema property settings

Ensure that the connected content meets the following criteria, to show up in All vertical:

- One of the source properties must be mapped to the semantic label "title".
- We recommend assigning a property label of 'lastModifiedDateTime' for this connection where applicable. This ensures that you're able to filter the content for this connection with the 'Last Modified' filter in the All vertical.

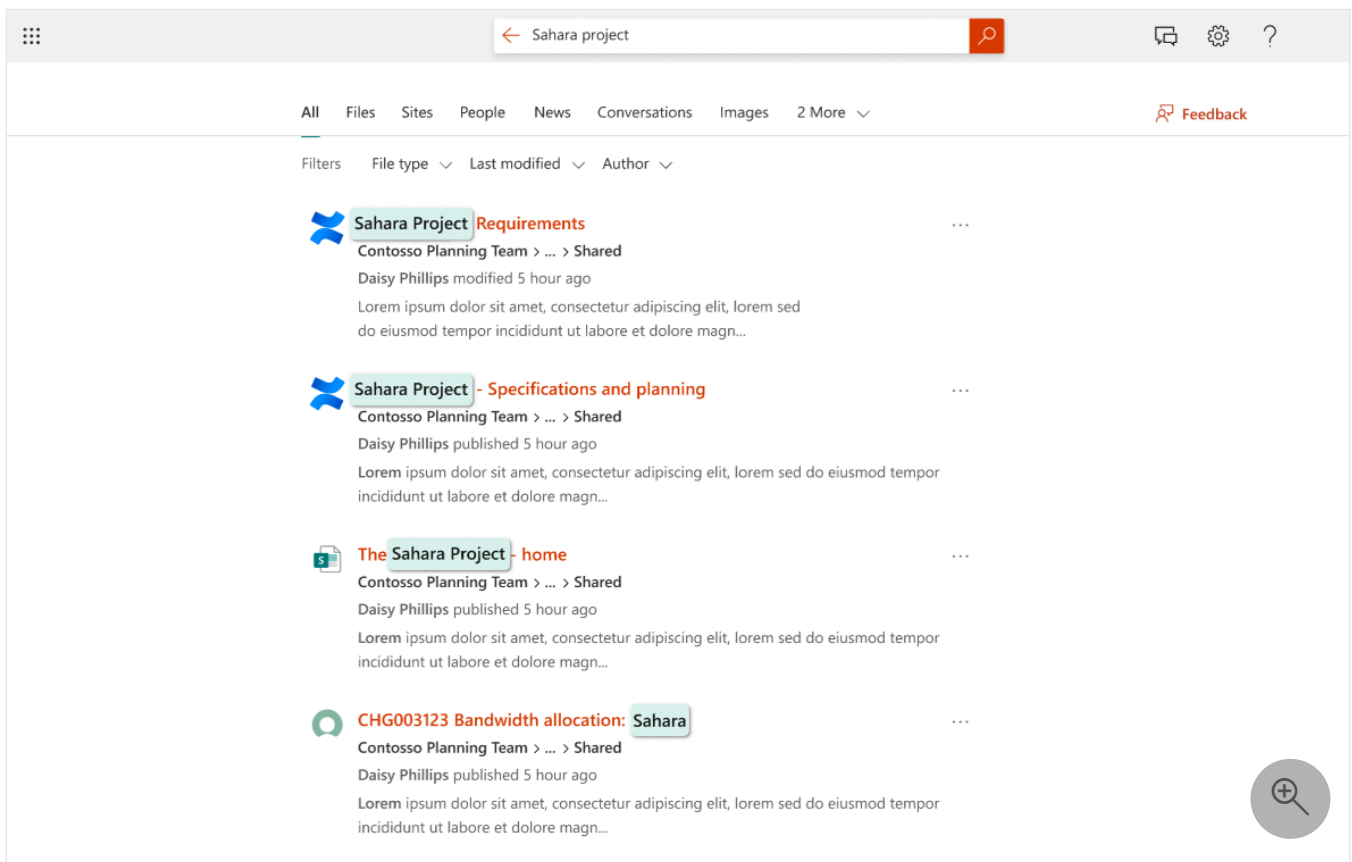
How it works

When a user issues a search query, the system returns items from all data sources that are enabled for the All vertical. The system ranks and merges these items to return a single list of

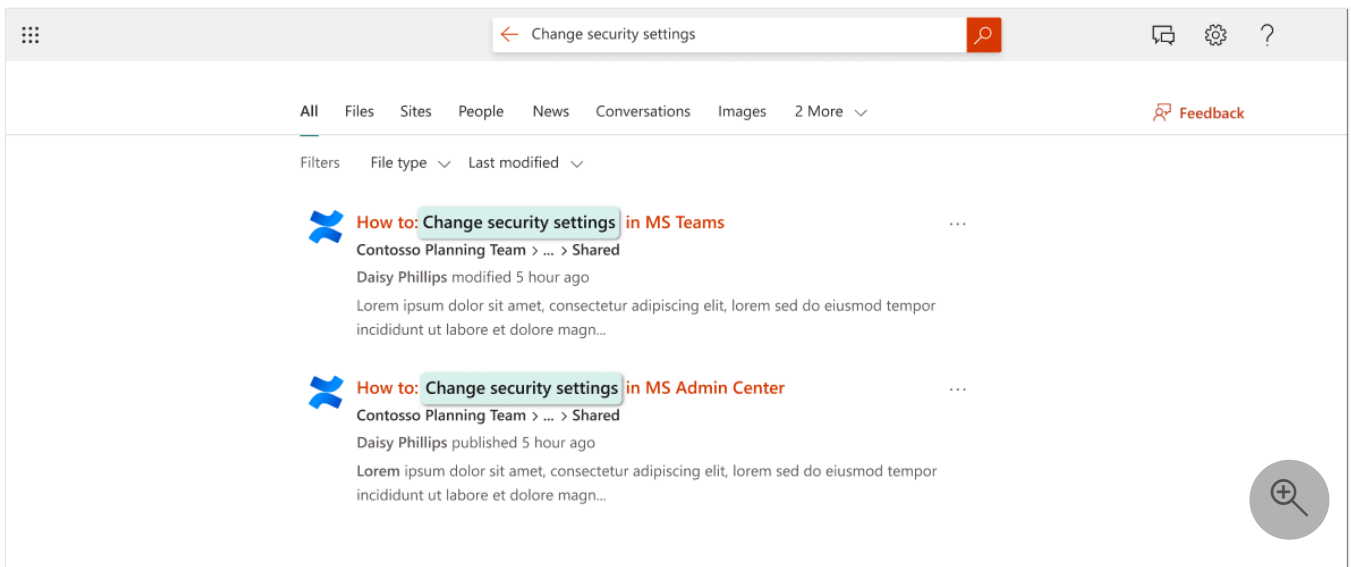
relevance-ordered results, which are shown to the user in a paginated list. Note that inline results are powered by an AI model, that is non-deterministic. This means, the AI model pays attention to the user query, previous interactions of users in a company with a specific source, and many more features to decide which results are most relevant for the query. The model is continuously adapted based on user interactions, for example, by selecting specific results.

As a result, a user may see none or many connector results based on the AI models assessment of whether specific items are relevant for each individual query term.

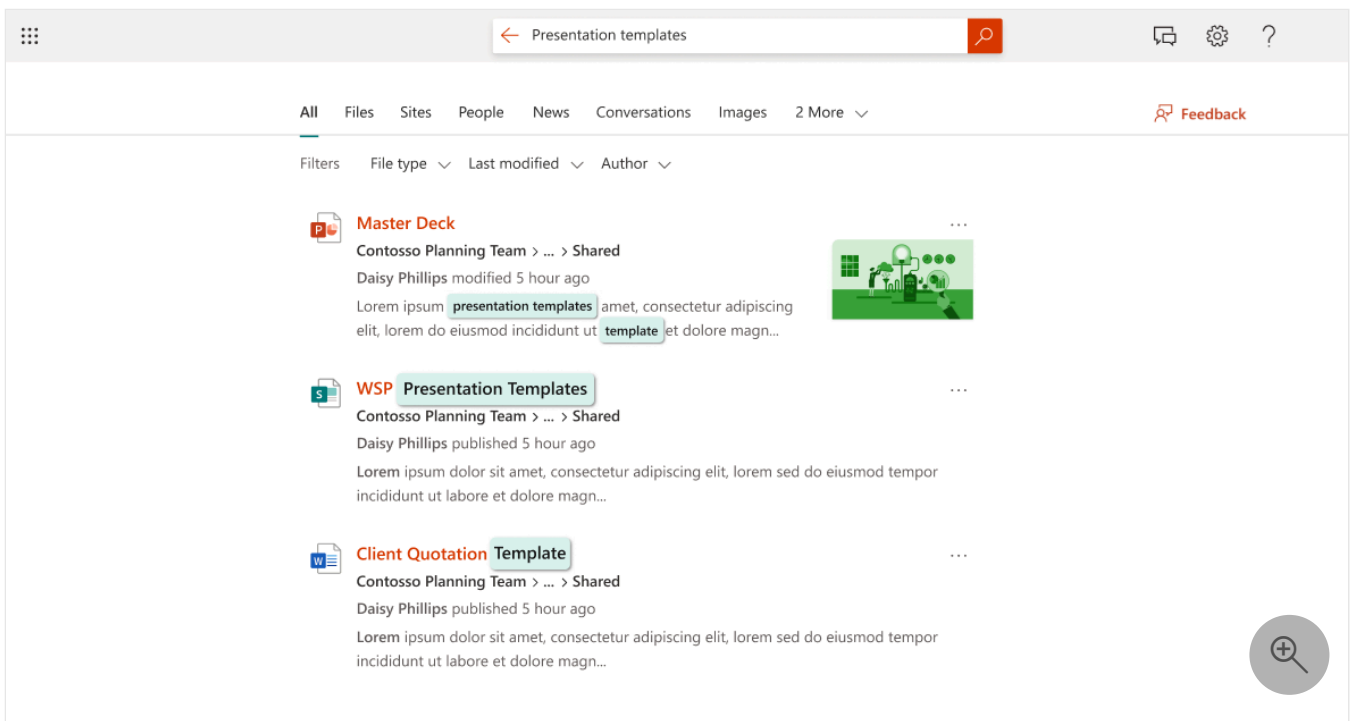
In this example, the query "Sahara project" shows results from Confluence, SharePoint, and ServiceNow to the user, as there are relevant items with matching titles from these sources:



In this example, the query "Change security settings" shows results only from Confluence to the user, as there are relevant matching items only in that source:








In this example, the query "Presentation templates" shows results only from SharePoint, as there are no relevant matching items from any connector data source:



Recommendations

- You can contribute to ensure discovery of connector content by attributing the appropriate semantic labels for every connection. Semantic labels help the system identify shared properties (such as title, last modified datetime, created by, and more) across different connections and use these features in ranking items for a given query.
- You should ensure that Microsoft 365 Copilot connector search results don't interrupt the users' habitual scanning patterns. Review the adaptive cards to help determine the appearance and experience of the results in the search result list. For example,

- Add an icon to your custom result types – it makes the source of the content transparent to users.
- Verify that all results are correctly indented and are vertically aligned.

Without Icon	With Icon
<p>2023 Device Sales Report https://contosso.power.com/report/ikajdfiojr-sdlfkjojfr-dslkjfi832847 Report - Owned by Analytics team</p> <p>Sales Projections Q4 Contosso Planning Team → Shared Daisy Phillips published 5 hour ago Lorem ipsum dolor sit amet, consectetur adipiscing elit, lorem sed do eiusmod tempor incididunt ut labore et dolore magn...</p> <p>How To: Create an Analytics Dashboard Contosso Guides > → Analytics Tools Lorem ipsum dolor sit amet, consectetur adipiscing elit, lorem sed do eiusmod tempor incididunt ut. Created by: Maria Reyes Created on: 21/12/2023 Daisy Phillips modified 5 hours ago</p> <p>2021 Sales Analytics Contosso Planning Team → Shared Daisy Phillips published 5 hour ago Lorem ipsum dolor sit amet, consectetur adipiscing elit, lorem sed do eiusmod tempor incididunt ut labore et dolore magn...</p>	<p> 2023 Device Sales Report https://contosso.power.com/report/ikajdfiojr-sdlfkjojfr-dslkjfi832847 Report - Owned by Analytics team</p> <p> Sales Projections Q4 Contosso Planning Team → Shared Daisy Phillips published 5 hour ago Lorem ipsum dolor sit amet, consectetur adipiscing elit, lorem sed do eiusmod tempor incididunt ut labore et dolore magn...</p> <p> How To: Create an Analytics Dashboard Contosso Guides > → Analytics Tools Lorem ipsum dolor sit amet, consectetur adipiscing elit, lorem sed do eiusmod tempor incididunt ut. Created by: Maria Reyes Created on: 21/12/2023 Daisy Phillips modified 5 hours ago</p> <p> 2021 Sales Analytics Contosso Planning Team → Shared Daisy Phillips published 5 hour ago Lorem ipsum dolor sit amet, consectetur adipiscing elit, lorem sed do eiusmod tempor incididunt ut labore et dolore magn...</p> 

Default setting

Inline results for Microsoft 365 Copilot connector content in All vertical is turned on by default.

If you would like to continue using the previous result cluster experience, follow these steps at the organization level:

1. In the Microsoft 365 admin center, go to Verticals.
2. Select the All vertical, then in the **Manage connection results** panel, select **Show results in a cluster**.

If you would like to disable connector results from All vertical completely, follow these steps at the organization level:

1. In the Microsoft 365 admin center, go to Verticals.
2. Select the All vertical, then in the **Manage connection results** panel, turn the **Include results** toggle off.

Create a layout to customize search results

Article • 02/21/2023

You can design the result layout for a custom vertical using the search layout designer. You can start designing the layout by choosing templates offered in the layout designer and using them if they fit your requirements. Or you can choose to edit these templates in various ways to fit your requirements. For example, add/remove images, add/remove text, and modify text. If none of the templates meet your requirements, you can choose to start designing your layout using a blank template.

After the layout is ready, use the [Adaptive Cards Template language](#) to create a result layout JSON that's used to define a result type. You map the result properties to the layout using the Mapping step in the layout designer.

Create a layout on your own

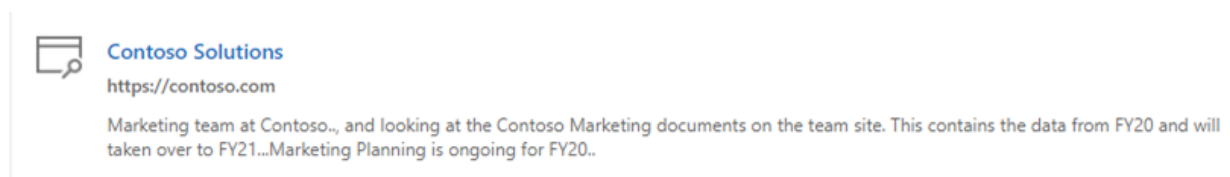
Creating a layout on your own requires knowledge of [adaptive cards](#) and their [schema](#) [↗]. Search result layout uses a subset of the elements offered by adaptive cards, and you can use the layout designer to learn about the supported set of elements.

While creating your own layout, create the adaptive card layout using data from your connector, and then finalize the layout. There are two main steps in creating your own layout:

- Design the layout.
- Separate the data from the template.

Design the layout

In this example, we show a layout with a header, logo, link, and descriptive text.



And here's the layout's associated JSON file:

```
JSON
```

```

{
  "type": "AdaptiveCard",
  "version": "1.3",
  "body": [
    {
      "type": "ColumnSet",
      "columns": [
        {
          "type": "Column",
          "width": "auto",
          "items": [
            {
              "type": "Image",
              "url": "https://searchuxcdn.blob.core.windows.net/designerapp/images/OOTBLayouts/search.png",
              "altText": "Thumbnail image",
              "horizontalAlignment": "center",
              "size": "small"
            }
          ],
          "horizontalAlignment": "center"
        },
        {
          "type": "Column",
          "width": 10,
          "items": [
            {
              "type": "TextBlock",
              "text": "[Contoso Solutions]
(https://contoso.com)",
              "weight": "bolder",
              "color": "accent",
              "size": "medium",
              "maxLines": 3
            },
            {
              "type": "TextBlock",
              "text": "[https://contoso.com]
(https://contoso.com)",
              "weight": "bolder",
              "spacing": "small",
              "maxLines": 3
            },
            {
              "type": "TextBlock",
              "text": "Marketing team at Contoso.., and looking at the
Contoso Marketing documents on the team site. This contains the data from FY
20 and will taken over to FY21...Marketing Planning is ongoing for FY20..",
              "maxLines": 3,
              "wrap": true
            }
          ],
          "spacing": "medium"
        }
      ]
    }
  ]
}

```

```

    }
  ]
}
},
"$schema": "http://adaptivecards.io/schemas/adaptive-card.json"
}

```

Separate the data from the layout

You can separate the data from the layout and bind the data.

Here's Layout JSON after binding the data:

JSON

```

{
  "type": "AdaptiveCard",
  "version": "1.3",
  "body": [
    {
      "type": "ColumnSet",
      "columns": [
        {
          "type": "Column",
          "width": "auto",
          "items": [
            {
              "type": "Image",
              "url": "https://searchuxcdn.blob.core.windows.net/designerapp/images/OOTBLayouts/search.png",
              "altText": "Thumbnail image",
              "horizontalAlignment": "center",
              "size": "small"
            }
          ],
          "horizontalAlignment": "center"
        },
        {
          "type": "Column",
          "width": 10,
          "items": [
            {
              "type": "TextBlock",
              "text": "[${title}](${titleLink})",
              "weight": "bolder",
              "color": "accent",
              "size": "medium",
              "maxLines": 3
            },
            {
              "type": "TextBlock",
              "text": "[${titleLink}](${titleLink})",

```

```

        "weight": "bolder",
        "spacing": "small",
        "maxLines": 3
      },
      {
        "type": "TextBlock",
        "text": "${description}",
        "maxLines": 3,
        "wrap": true
      }
    ],
    "spacing": "medium"
  }
]
}
"$schema": "http://adaptivecards.io/schemas/adaptive-card.json"
}

```

Sample data: Specify sample data in the **Sample Data Editor** to view the data-bound card when in **Preview Mode**.

JSON

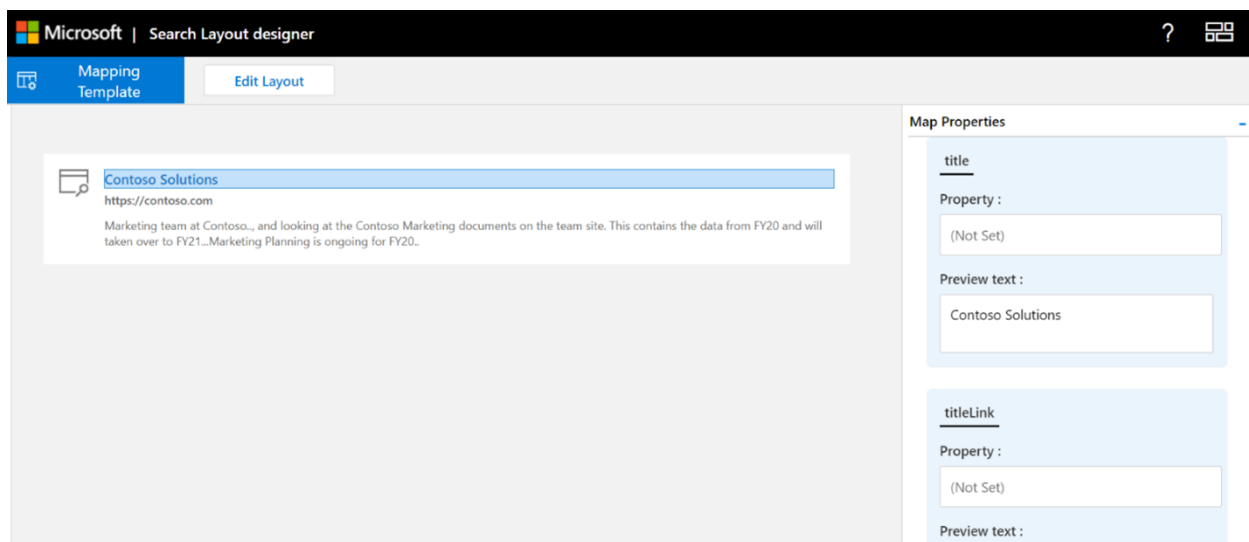
```

{
  "title": "Contoso Solutions",
  "titleLink": "https://contoso.com",
  "description": "Marketing team at Contoso.., and looking at the Contoso Marketing documents on the team site. This contains the data from FY20 and will taken over to FY21...Marketing Planning is ongoing for FY20.."
}

```

Map the layout to the result properties

You must map each field of the layout to a result property or a connector property to generate the result layout JSON.



Select a field in the layout to highlight the variables that need to be mapped. You can use multiple variables for a single field, and all fields must be mapped to the result properties.

Show snippet on search result

Dynamic snippets generated on the **content** property of the connector result can be shown on the search result. **ResultSnippet** is the system property that acts as a placeholder property for the snippets generated for each Connector result. To show the snippets on the result layout, the **ResultSnippet** system property must be mapped to an appropriate field, for example Description, in the search result layout. Snippets generated on each result also highlight the matches in the Snippet with the query term entered by the user.

Things to consider

Before you get started, there are a few things that you should do and a few things you should avoid to ensure that your layouts will be successful.

Do

- While designing the layouts think of the layout structure as row and column and create those by adding column set elements
- Provide a logo/icon for every result layout as this maintains consistency and easy scanning with other results. Edit a template to provide the logo link in the layout if you're using static links for logos and not result properties.
- It is recommended to use a square logo to ensure proper alignment of results. To avoid pixelation, use a logo with a minimum size of 32px by 32px.

- Think of theme requirements when designing a result layout, your result icon should be visible in dark theme as well.
- Validate the result layout for scenarios where no data is returned for a result property used in the result JSON. Use the `$when` condition to hide an element if the property doesn't contain data.
- Make sure that data types of the `$when` condition and the result property match. For example, don't compare `Number` with `Text` in the `$when` condition.
- Make sure that the `Textblock` element can handle dynamic content. You can use the `wrap` and `maxLines` element properties for this purpose.
- Properly format the date when using `{DATE()}` in Markdown.
- Ensure properties of type `StringCollection` are wrapped in a join method as: `json ${propertyName} -> ${join(propertyName, ',')}`. If you want to show a single value (say, the *i*th item) from a `StringCollection`, you can specify it as follows: `json ${propertyName} -> ${propertyName[i]}` (Note: indexing in `StringCollection` types start from 0)

Don't

- Don't define invalid data types when binding values. For more information about data types, see [Manage the Search schema](#).
- Avoid cropping the result on the result page by following the maximum height of the result layout JSON. If you exceed the maximum height of the result layout, the result will be cropped on the result page.
- Don't use `px` values in element properties.
- Don't use markdown with the `ResultSnippet` property in the result layout to highlight query match in the search result.

Resources

[Customize search result page](#)

[Adaptive cards](#)

[Adaptive Cards Template language](#)

[Adaptive card schema](#) [↗](#)

Manage result clusters

08/06/2025

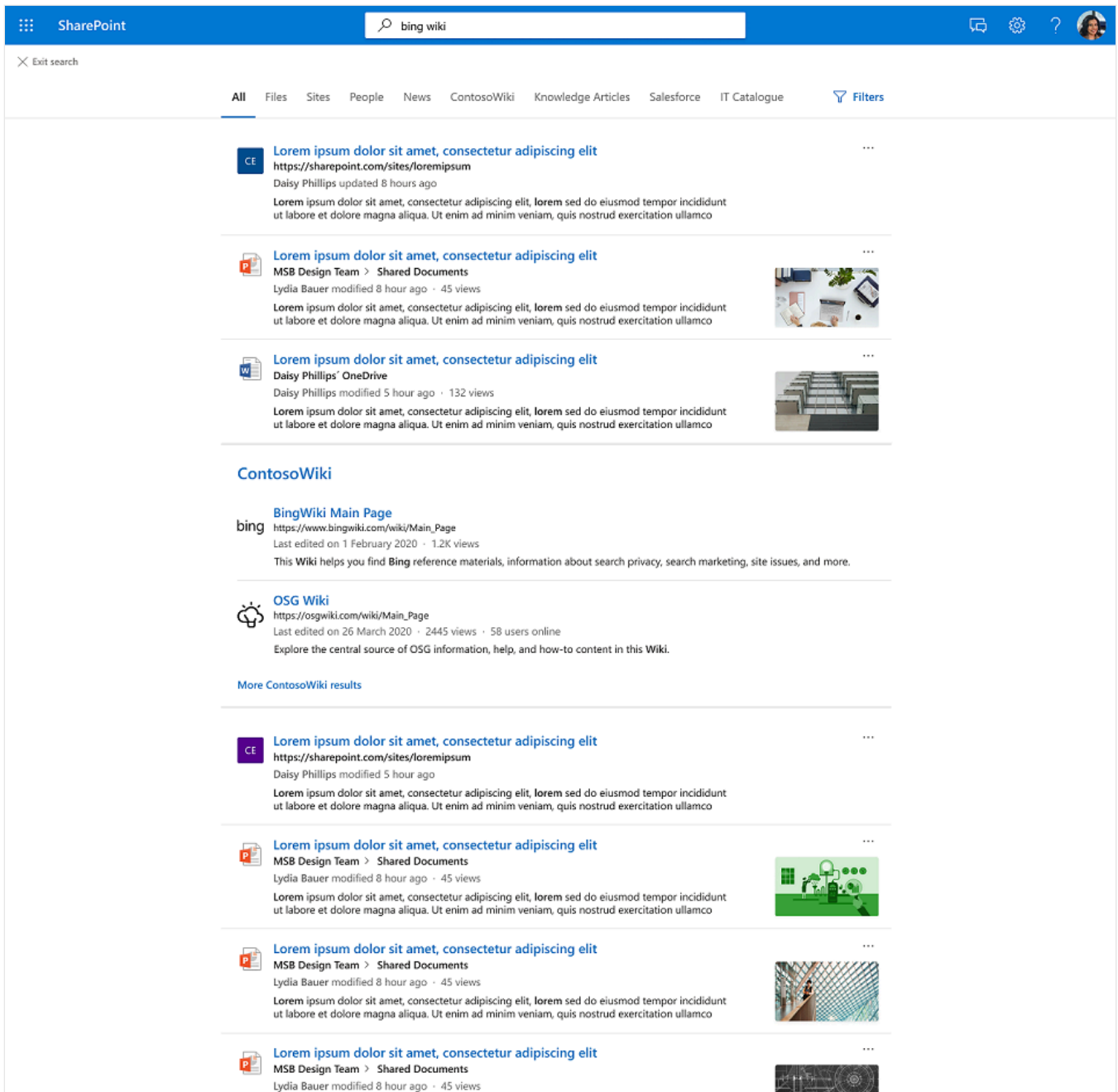
Tip

Inline results for Graph Connector content in **All** vertical now replace result clusters as the default experience ([Learn more about inline results](#)).

With Graph connectors result clusters, you can search for content from third-party data sources in the All tab, in SharePoint, and Office.com.

Results in a result cluster are grouped together based on the search vertical configuration. Each result cluster only contains results from a single custom search vertical. To ensure discovery of content in a result cluster, the system expects meaningful titles on your items.

Result clusters are displayed on the All vertical and can include a maximum of two results from a custom vertical. These SharePoint results for the query "bing wiki" include a result cluster from the ContosoWiki vertical with two relevant results, titled 'BingWiki Main page' and 'OSG Wiki'.



Check list for result clusters

Step 1: Check connection schema property settings

Ensure that the connected content meets the following two criteria, to show up in a result cluster:

1. The external connection and its items must have the (body) "content" property populated with textual content. The content property should be a meaningful and plain-text representation of the item.
2. One of the source properties must be mapped to the semantic label "title".

Step 2: To adjust the user experience, check result type definition

You control how the results appear in the result cluster by defining a [result type](#). If no result type is configured, a system generated layout is used.

Step 3: Verify a result cluster appears on the All results page

Each result cluster includes a heading with the name of the custom vertical and a link to the custom vertical ('more *CustomVerticalName* results').

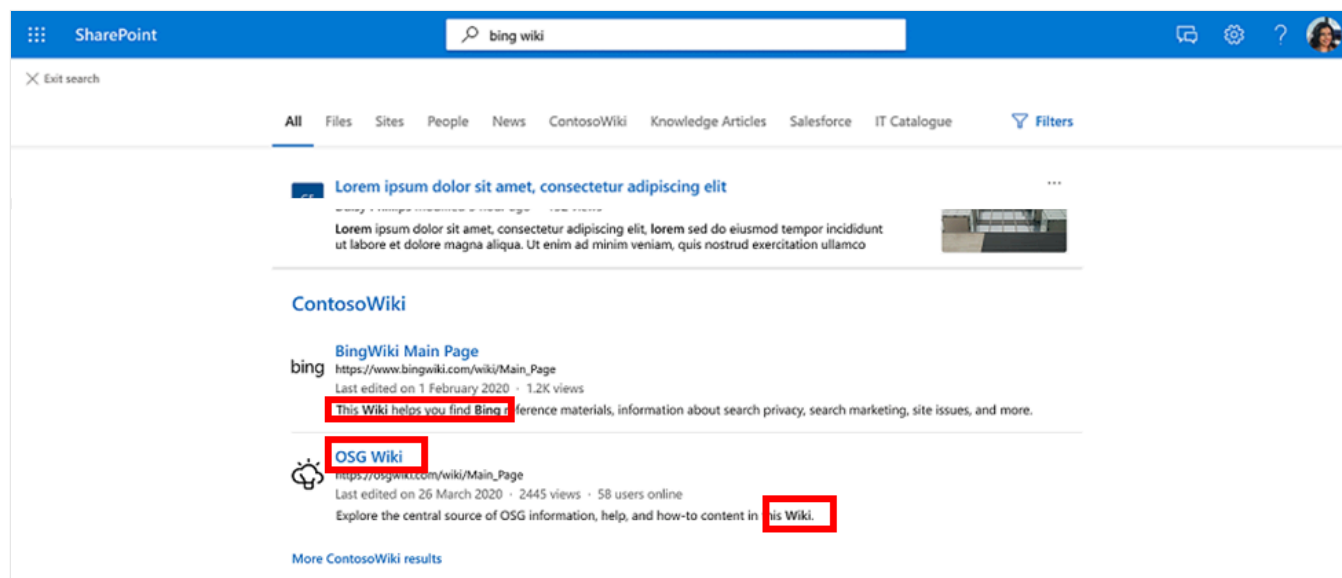
! Note

You can see updates related to result clusters, for example, schema updates or experience modifications via result cluster, after some time (~10 minutes).

How connector results are selected and displayed

When you search, the system identifies which custom vertical has the most relevant content results for the query. For each item in the custom vertical, the system looks at the title, the displayed content property, and extent of query overlap with them. Based on the overlap, the top two ranked results from the custom vertical appear in a result cluster.

In this example, the query term 'bing wiki' occurs in both titles and the displayed body content of the results. Because of the overlap, they're included in a result cluster.



The screenshot shows a SharePoint search results page for the query 'bing wiki'. The page features a blue header with the SharePoint logo and a search bar containing 'bing wiki'. Below the header, there are navigation tabs for 'All', 'Files', 'Sites', 'People', 'News', 'ContosoWiki', 'Knowledge Articles', 'Salesforce', and 'IT Catalogue'. A 'Filters' button is also visible. The main content area displays a result cluster for 'ContosoWiki'. The cluster includes a heading 'ContosoWiki' and two search results. The first result is 'BingWiki Main Page' with a URL 'https://www.bingwiki.com/wiki/Main_Page' and a snippet: 'This Wiki helps you find Bing d...'. The second result is 'OSG Wiki' with a URL 'https://osgwiki.com/wiki/Main_Page' and a snippet: 'Explore the central source of OSG information, help, and how-to content in his Wiki.' Red boxes highlight the overlapping terms 'Bing d...' and 'his Wiki.' in the snippets. A 'More ContosoWiki results' link is at the bottom of the cluster.

! Note

For single term-queries, the likelihood is low that a result cluster is shown with an item whose title or body content doesn't contain the single query term. For longer queries where only one query term matches the item's title or body content, the likelihood that a result cluster is shown is higher.

In some cases an overlap in just the title or only the content, triggers a result cluster because there are no higher relevant results on other verticals.

Even if there was an overlap in both title and content, a result cluster might not be shown for a specific custom vertical because other custom verticals have results with higher overlap in title and content properties.

Recommendations

To ensure discovery of content from the search verticals, we recommend attributing the semantic label "title" to a property that describes the item and functions as the "title" of an item. The "content" property should also represent the item. For example, it could be the description of the items of a connection. Choosing both the title and content properties provides the best experience for your users through accurate triggering of the result cluster and most relevant results in the result cluster.

Tip

Ensure meaningful titles are provided for the items that summarize the item well. This increases the likelihood of the desired content showing up in a result cluster. For example, avoid the use of IDs as values for the property "title" unless your users are using IDs to look for content.

If the content doesn't have meaningful titles, a custom field can be created that describes the content better and can function as "title."

Ensure that the body "content" of the items is also a meaningful, representative summary or description of the item. Concatenating disjointed pieces of text in content can have an inverse effect on the result cluster triggering.

Result clusters default settings

The result cluster experience is turned **off** by default. Inline results for Graph Connector content in All vertical is turned **on** by default.

If you would like to continue using the previous result cluster experience, follow these steps at the organization level:

1. In the Microsoft 365 admin center, go to **Verticals**.
2. Select the All vertical, then in the "Manage connection results" panel, select "Show results in a cluster."

If you would like to disable connector results from All vertical completely, follow these steps at the organization level:

1. In the Microsoft 365 admin center, go to **Verticals**.
2. Select the All vertical, then in the "Manage connection results" panel, turn the "Include connector results" toggle off.

Manage filters

06/26/2025

Filters allow users to refine the results of their queries and display the refined results. You can customize the filters available to your users in the Microsoft Search experience.

There are three types of filters available on the search page.

- Out-of-the-box filters
- Content source filters
- Custom filters

Out-of-the-box filters

Out-of-the-box filters are available by default in search verticals such as All, Files, Images, and News. On the 'All' and 'File' verticals, you can see the "File type" filter on the FileType property and the "Last modified" filter on the LastModifiedTime property. These filters are available in SharePoint Home, the Microsoft 365 app, and SharePoint Sites.

Content source filters

If you have multiple content sources enabled in Microsoft Search, you can also see the content source filter in the "All" vertical. These sources can be SharePoint-OneDrive, Power BI, Viva Learning, or sources added using Microsoft 365 Copilot connectors. You can customize how Microsoft 365 Copilot connector content sources are shown in the filter experience. To customize the name and icon shown to users for a connection in content source filters:

- In the Microsoft 365 admin center, go to Search and Intelligence > Data sources > select the connection you want to customize and then click **Edit**.
- Set your connection display name and icon. Certain keywords are reserved and can't be used in the display name (such as Microsoft brands and default search vertical names). To group together multiple connections into a single value in the filter, set the same display name for them.

Custom filters

ⓘ Note

The "int" datatype properties cannot be refined, even if marked as refinable.

Filters can be added to custom search verticals at the organization and site level. Refinable managed properties are used to configure filters in the vertical administration wizard. Then, a custom filter can be created inside a vertical based on a connection property. For example, you can create a published-on filter for a ServiceNow connection inside a vertical.

Filters configured for verticals in the organization scope will be available at the organization scope. Filters can be configured in the site's scope as well.

Create organization-level filters

1. In [Microsoft 365 admin center](#), go to [Verticals](#).
2. Select your preferred vertical where you want to create a filter and click **Edit**.
3. Navigate to the Filters step in the vertical wizard.
4. Click **Add a filter** to configure filters on refinable managed properties.
5. After adding filters, you can review and save the vertical.

Create SharePoint site-level filters

1. In the SharePoint site where you want to manage verticals, open the settings panel by clicking the gear.
2. Select **Site information**, and then select **View all site settings**.
3. Look for the Microsoft Search section, and then select **Configure search settings**.
4. In the navigation pane, go to custom experience under Microsoft Search and then select **Verticals**.
5. Select your preferred vertical to create the filter and click **Edit**.
6. Navigate to the filters step in the vertical wizard.
7. Click **Add a Filter** to configure filters on refinable managed properties.
8. After adding filters, you can review and save the vertical.

Filter across multiple properties

Verticals may be created with one or more content sources. When a vertical is configured with multiple content sources, the refiner's properties list shows which content source each refinable property belongs to. The commonly managed properties will be merged based on the name (or alias) and data type. Filters can also be configured on these common properties. This is done by creating the filter on a common alias which aliases source properties across the different connections. For example, you can create an **Author** filter across ServiceNow and Jira connections by creating aliases as follows:

Connection	Property	Alias
Service Now	Owner	Author
Jira	Publisher	Author

Important details

- Filters are configurable on the text and dateTime properties.
- A filter shows a maximum of 50 values in the drop-down.
- The order of out-of-the-box filters cannot be adjusted.
- Filters are not supported for OneDrive content. Filter values corresponding to search results from OneDrive content don't appear on filters.
- Custom filter values show options from SharePoint content and not from OneDrive content. For example, if you create a custom filter for 'Author' and SharePoint content contains results only from an author, 'Amy,' and OneDrive content contains results only from an author called 'John,' the author custom filter shows 'Amy' as the only option.
- A filter value shown for SharePoint content is applied to OneDrive content when used.

Manage search schema (preview)

08/07/2025

The search schema determines how your content ingested via a Microsoft 365 Copilot connector is used in various Microsoft Graph experiences. The schema defines the structure of how content is collected from data sources, indexed, queried, and retrieved from the search index. By changing the search schema, you can control what users can search for, how users can search for it, and how you can present the results on Microsoft Search endpoints.

The search schema contains crawled properties, search attributes, semantic labels, and aliases. The next sections will define the various constituents of schema and management capabilities provided.

ⓘ Note

Read the [Setup your Copilot connector](#) article to understand the general Microsoft 365 Copilot connectors setup instructions. Steps 6 and 7 define the schema while setting up a new connection.


ⓘ Note

If you are looking to modify the SharePoint Online search schema, read [Manage the search schema in SharePoint](#).

Crawled properties

To build up the search index, you must first crawl content. You can crawl various content sources as listed in the [connectors gallery](#). The contents and metadata of the items that you crawl are represented as crawled properties (or source properties).

For example, the following table presents sample crawled properties for a work tickets system connector.

 Expand table

Property	Type
ticketId	String
title	String

Property	Type
createdBy	String
assignedTo	String
lastEditedDate	DateTime
lastEditedBy	String
workItemType	String
priority	Int64
tags	StringCollection
status	String
url	String
resolved	Boolean

ⓘ Note

- For Microsoft built connectors, the crawled properties are selected in step 4 of [Setup your Copilot connector](#) article.

Search attributes

Content property

This property is used for full-text indexing of content, search results page snippet generation, [result cluster](#) participation, language detection, HTML/text support, ranking and relevance, and query formulation.

If you select a content property, you have the option of using the system-generated property **ResultSnippet** when you [create your result type](#). This property serves as a placeholder for the dynamic snippets that are generated from the content property at query time. If you use this property in your result type, snippets are generated in your search results.

Searchable

If a property is searchable, its value is added to the full-text index. When a user performs a search, we return results if there is a search hit in one of the searchable fields or its content.



Filter Design

Last edited by: Aaron Bjork Status: Todo Item type: Feature
Build filtering capability by airline, dates, and price
Tags: eng



Signup

Last edited by: Cecil Folk Status: Todo Item type: Feature
Build a secure signup and login process from design wireframes
Tags: eng

A search for "design" displaying results for hits against the property (title) and content.

Queryable

If a property is queryable, you can query against it using knowledge query language (KQL). KQL consists of one or more free text keywords (words or phrases) or property restrictions. The property name must be included in the query, either specified in the query itself or included in the query programmatically. You can use prefix matching with the wildcard operator(*).

Note

Suffix matching is not supported.



Search bar autocomplete

Last edited by: Carlos Slattery
Build a search bar with autocomplete capability
Tags: eng, design



Search bar overlapping with headers

Last edited by: Carole Poland
Fix placement and follow wireframes
Tags: qa, eng, design

A search for "search ba*" displaying results that match this prefix.

The screenshot shows a SharePoint search interface. At the top, there is a search bar containing the query "tags:design". Below the search bar, there are navigation tabs: "All", "Sites", "Files", "People", "News", and "Tickets". The "Tickets" tab is selected. Below the tabs, there are two search results, each with a blue checkmark icon in a square. The first result is titled "Responsiveness" and is a "Bug" type. It was last edited by Carlos Slattery and has a status of "Done". The description is "Layouts are not scaling" and the tags are "eng, design". The second result is titled "Signup" and is a "Feature" type. It was last edited by Cecil Folk and has a status of "Todo". The description is "Build a secure signup and login process from design wireframes" and the tags are "eng, design".

A search for "tags:design" scoping down results in items with "design" in the `tags` property.

Retrievable

If a property is retrievable, its value can be returned in search results. Any property that you want to add to the display template or be returned from the query and be relevant in search results must be retrievable. Marking large or too many properties as retrievable increases search latency. Be careful when choosing the right properties.

The screenshot shows a single search result card. It has a blue checkmark icon in a square on the left. The title is "Search bar autocomplete". It was last edited by Carlos Slattery, has a status of "Done", and is a "Feature" type. The description is "Build a search bar with autocomplete capability" and the tags are "eng, design".

As a result, a set of retrievable properties (`title` and `LastEditedBy`) is rendered.

Refinable

ⓘ Note

The "int" datatype properties cannot be refined, even if marked as refinable.

If a property is refinable, an admin can configure it as a custom filter on the Microsoft Search results page. A `refinable` property cannot be `searchable`.

Filters Last Edited Date Tags

	Filter Design Last edited by: Aaron Tags: eng Item type: Feature
	Checkout Last edited by: Aaron Bjork Status: Doing Item type: User Story As a user I want to view all fees before checking out so that I know what I'm paying for Tags: pm, design
	FAQ Last edited by: Aaron Bjork Status: Done Item type: Feature Build an FAQ page displaying answers to the most commonly asked questions Tags: eng, marketing

Refine results by `tags`, a refinable property.

Note

- For Microsoft built connectors, the search attributes are selected in step 7 of [Setup your Copilot connector](#) article.

Semantic labels

A semantic label is a well-known tag published by Microsoft that you can add against a property in your schema. Adding a semantic label helps various Microsoft products understand the property and provide a better experience.

Semantic labels provide a domain-independent approach to assigning properties from different content domains to a set of well-known classes. They find applications in many different content experiences and provide automated support for tasks such as:

- Data integration in heterogenous experiences
- Building common knowledge graphs (for example, Topics)
- Default templates for user experiences

Labels provide semantic meaning, and let you integrate your connector data into Microsoft 365 experiences.

Label	Description
title	The title of the item that you want to be shown in search and other experiences.
url	The target URL of the item in the data source.
createdBy	The name of the person who created the item in the data source.
lastModifiedBy	The name of the person who most recently edited the item in the data source.
authors	The names of all the people who participated/collaborated on the item in the data source.
createdDateTime	The date and time that the item was created in the data source.
lastModifiedDateTime	The date and time that the item was last modified in the data source.
fileName	In the case of a file, the name of the file in the data source.
fileExtension	In the case of a file, the extension of the file is in the data source.
iconUrl	The URL of an icon.

For example, the crawled property **lastEditedBy** has the same meaning as the Microsoft label *lastModifiedBy*.

Important

All properties that you map to labels must be retrievable.

The label **title** is the most important label. Make sure that you assign a property to this label to allow your connection to participate in the result cluster experience. Incorrectly mapping labels degrades the search experience. It's okay for some labels to not have a property assigned to them.

Note

- For Microsoft built connectors, the semantic labels are selected in step 6 of [Setup your Copilot connector](#) article.

Aliases

Aliases are friendly names for properties that you assign. These are used in queries and selections in refinable property filters.

ⓘ Note

- For Microsoft built connectors, aliases are defined in step 7 of [Setup your Copilot connector](#) article.

Schema update capabilities

This section includes information about the update capabilities for the search schema of Microsoft built connectors.

ⓘ Note

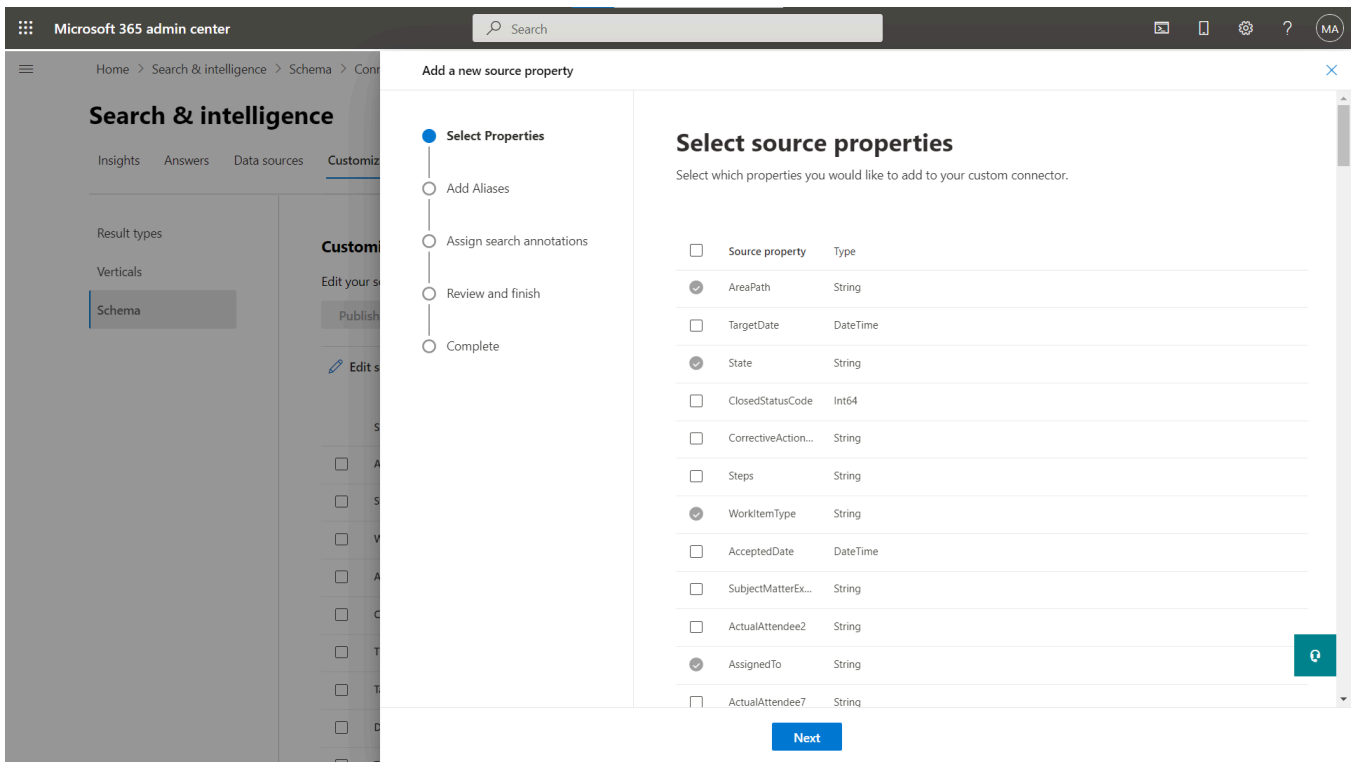
We recommend that you run a full crawl after an update to bring them to the latest schema. Without a full crawl, the behavior of the items will be inconsistent.

Manage schema

1. In the [Microsoft 365 admin center](#), go to the [Schema](#) page in the **Customization** section.
2. Click **View details** under **Copilot connectors schema**.
3. Select the connection for which you want to update the schema and click **Customize schema**.
4. After making the required schema changes, click **Publish schema changes** to publish the new schema.

Add a crawled property

You can add a property to your schema. When you add a property, you can include all the search attributes that you need.



Add a new source property from the list of supported properties by connector.

i Important

You cannot delete an existing property for a published connection. To remove a property, you must delete and recreate a connection.

Add/remove a search capability

You can add or remove specific search attributes to a property. Adding a search capability requires a full crawl.

Search & intelligence

Home > Search & intelligence > Schema > Connectors > ADOW17July

Insights Answers Data sources **Customizations** Configurations

Result types

Verticals

Schema

Customize schema for ADOW17July

Edit your schema properties for this connection

Publish schema changes Discard

Edit source properties + Add a new

Source property	Type	Query	Search	Retrieve	Refine
AreaPath	String	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
State	String	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
WorkItemType	String	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
AssignedTo	String	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
CreatedBy	String	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Title	String	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Tags	StringCollection	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Description	String	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TeamProject	String	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Priority	Int64	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Save

Update the search annotations for crawled properties

Important

- You cannot remove a retrievable search attribute from a property.
- You cannot add or remove a refinable search attribute to a property.

Add/remove a semantic label

You can add or update semantic label mapping of your crawled properties.

The screenshot shows the Microsoft 365 admin center interface. The main navigation bar includes 'Home > Search & intelligence > Schema > Connectors > ADOWI7July'. The left sidebar has 'Search & intelligence' selected, with sub-tabs for 'Insights', 'Answers', 'Data sources', 'Customizations', and 'Configurations'. The 'Customizations' tab is active, showing 'Customize schema for ADOWI7July'. Below this, there are buttons for 'Publish schema changes' and 'Discard schema changes', and links for 'Edit source properties', 'Add a new source property', and 'Update semantic labels'. A table lists source properties with checkboxes for selection:

Source property	Labels	Type
<input type="checkbox"/> AreaPath	-	String
<input type="checkbox"/> TargetDate	-	DateTime
<input type="checkbox"/> State	-	String
<input type="checkbox"/> ClosedStatusCode	-	Int64
<input type="checkbox"/> CorrectiveActio...	-	String
<input type="checkbox"/> Steps	-	String
<input type="checkbox"/> WorkitemType	-	String
<input type="checkbox"/> AssignedTo	-	String

On the right, the 'Update semantic labels' dialog is open. It contains a table for mapping source properties to labels:

Labels	Type	Source property
Title	String	Title
url	String	URL
Last modified by	String	ChangedBy
Last modified date time	DateTime	ChangedDate
File name	String	Select
File extension	String	Select
Created by	String	CreatedBy
Created date time	DateTime	CreatedDate
Authors	StringCollection	Select

A 'Save' button is located at the bottom of the dialog.

Update semantic labels for crawled properties

Add/remove an alias

You can add or remove aliases, and use them for your search queries.

The screenshot shows the Microsoft 365 admin center interface. The main navigation bar includes 'Home > Search & intelligence > Schema > Connectors > ADOWI7July'. The left sidebar has 'Search & intelligence' selected, with sub-tabs for 'Insights', 'Answers', 'Data sources', 'Customizations', and 'Configurations'. The 'Customizations' tab is active, showing 'Customize schema for ADOWI7July'. Below this, there are buttons for 'Publish schema changes' and 'Discard schema changes', and links for 'Edit source properties', 'Add a new source property', and 'Update semantic labels'. A table lists source properties with checkboxes for selection:

Source property	Labels	Type	Aliases
<input type="checkbox"/> AreaPath	-	String	-
<input type="checkbox"/> TargetDate	-	DateTime	-
<input type="checkbox"/> State	-	String	-
<input type="checkbox"/> ClosedStatusCode	-	Int64	-
<input type="checkbox"/> CorrectiveActio...	-	String	-
<input type="checkbox"/> Steps	-	String	-
<input type="checkbox"/> WorkitemType	-	String	-
<input type="checkbox"/> AssignedTo	-	String	-

On the right, the 'Update alias' dialog is open. It contains a table for mapping source properties to aliases:

Source property	Aliases
AreaPath	area x
TargetDate	Launchdate x
State	Status x
ClosedStatusCode	
CorrectiveActionActualResolution	
Steps	
WorkitemType	Type x
AssignedTo	
CreatedBy	
Title	

A 'Save' button is located at the bottom of the dialog.

Add or remove an alias for crawled properties

Get started with Microsoft Search in SharePoint

06/18/2025

Microsoft Search in SharePoint is the modern search experience in [SharePoint Online](#). SharePoint Online also offers a classic search experience. Both search experiences are on by default, so as a search administrator, you can't turn either of these on or off. Which search experience your users get depends on where they search from:

- Users get the Microsoft Search box on the [SharePoint](#) start page, hub sites, communication sites, and modern team sites.
- Users get the classic search box on publishing sites, classic team sites, and in the [SharePoint Search Center](#).

To get your organization going with Microsoft Search in SharePoint, take the steps in the following sections.

Prepare for Microsoft Search in SharePoint

Users can only find [SharePoint](#) content that is indexed. Microsoft Search and classic search share the same index for SharePoint content, which is crawled and indexed automatically.

Some organizations use both classic search and Microsoft Search in SharePoint. Classic search settings might impact Microsoft Search in SharePoint. Learn how to avoid such impact in [Differences between the classic and modern search experiences in SharePoint Online](#).

Follow the guidelines to [set up Microsoft Search](#).

Get your organization to adopt modern sites

For a better search experience, influence your organization to try modern instead of classic sites. To learn more, see [SharePoint classic and modern experiences](#).

Promote searching from the SharePoint start page

Teach your users to search from the [SharePoint](#) start page instead of from the classic [Search Center](#). Consider hiding your classic Search Center from users.

See also

[Overview of Microsoft Search](#)

[Overview of search in SharePoint Online](#)

[Search experiences in SharePoint](#)

Create a custom search results page in SharePoint Online

06/24/2025

One way to customize the search experience in SharePoint is to create a custom search results page for a site. A custom page allows you to use a page that you created, rather than the default in Microsoft Search results page. A custom page gives you more flexibility on how the search results experience looks for your users.

ⓘ Note

To make changes to the default Microsoft Search results page that's available by default, see [Customize the search results page](#).

A custom redirect URL pointing to the result page provided by Microsoft Search at `_layouts/15/search.aspx` is an unsupported scenario. SharePoint navigates to `_layouts/15/search.aspx` with the needed parameters based on search box configuration.

With a custom results page, you can create a new page that can be used to control the layout and design of search results to support your organization's needs. You can use any built-in web parts, open-source search web parts from SharePoint Patterns and Practices community, and any custom web parts that you have developed using SharePoint Framework.

Configure a results page

Follow the steps below to configure a custom results page in SharePoint:

1. Browse to the site where you would like to configure a custom results page and go to **Site Settings > Site Collection Settings > Search Settings**.
2. In Search Settings, clear selection from **Use the same results page settings as my parent**, choose **Send queries to a custom results page**, and provide a value for **Results page URL**. Then, save your changes. The URL you use here should be for the page that you created to use as your custom results page, for example `https://contoso.sharepoint.com/sites/search/SitePages/results.aspx`. See [this Microsoft Ignite session](#) [↗](#) for a demo of this feature.

ⓘ Note

The custom results page needs to be on the same domain as your site, but it doesn't have to be in the same site collection.

Alternatively, you can use the [Set-PnPSearchSettings SharePoint PnP PowerShell command](#) to set the value instead of using the Site Settings page.

Once set, the custom search results page is displayed when you search using the Microsoft Search box that appears in the navigation bar on top of the page and is used when you enter search from site pages or the home page of the site. It isn't used when you're searching within a list, library, or the site contents page. You may use the link to expand your search from search results in lists and libraries to get to the custom results page.

Change the layout of your custom results page

A page layout named **HeaderlessSearchResults** can be used to make the search results page appear closer to our out of box search results experience. This new layout can only be active for the pages that are set to be the custom search results page.

To set the page layout, you can use the [Set-PnPPage PnP PowerShell command](#) with -LayoutType HeaderlessSearchResults.

Use SharePoint Framework Query extensions

Custom search results pages can also make use of the [SharePoint Framework Query Extension](#) to modify the query before it gets sent to the search engine.

Guest user limitations

The scenario intent of inviting a guest to a SharePoint site or hub site is to share content from that scopes to the guest. A custom redirect to the organization wide search result page provided by Microsoft Search at `_layouts/15/search.aspx` without the `/siteall` parameter is an unsupported product scenario. Exposing guests to organization wide results can lead to unintended oversharing of content.

Also see [Guest user limitations for Search box settings on SharePoint sites](#).

Additional resources

For open source projects, getting started with our Microsoft Search APIs, and more customization and extensibility samples, visit [Microsoft Search on GitHub](#).

Search box settings on SharePoint sites

Article • 03/14/2025

One of the several ways Microsoft Search can be customized on SharePoint sites is to tailor how the search box in the suite navigation bar works in SharePoint sites to best fit your needs.

For other customization options, see [Changing the Microsoft Search results page to add custom verticals, result types and layouts](#), and [Creating a custom search results page](#).

To configure search box behavior you use PowerShell with SharePoint PnP PowerShell extensions. You can install and learn more about how to get started [here](#). You sign into your site or site collection using this command:

```
PowerShell
```

```
Connect-PnPOnline -Url <yoursiteurl> -UseWebLogin  
# this will prompt you to sign into your site. Use the site owner  
credentials
```

Changing the scope of search

When you create a new site in SharePoint Online today, and type into the search box, you're taken to the Microsoft Search results page. By default the result page shows results from your current site. You can expand the scope of your search to the hub that the current site is associated with, if associated to one, or to the whole organization.

The scope the search box uses, by default, depends on type of site.

- Regular sites search over the current site.
- Hub sites search over all sites in the hub.
- Home sites search over all content.

In some cases, you may want to change these defaults to always search over the whole organization, or across the hub a site is associated with, without needing an additional click.

As a site owner, you can change these defaults using the following command:

```
PowerShell
```

```
Set-PnPSearchSettings -SearchScope Tenant
```

```
# DefaultScope | Hub | Site | Tenant
```

After running this command, the site that was previously showing results from the current site by default will start to show results from the whole organization.

To go back to the default setting, run the command again with the value `DefaultScope`. To search across the Hub, use `Hub` as the `SearchScope` value.

This setting applies at the individual site level. There's no equivalent setting for site collections.

ⓘ Note

Setting the default search scope to `Tenant` combined with a custom search results page breaks the people centric search experience. Also see the note on [Create a custom search results page in SharePoint Online](#) for unsupported redirect scenarios.

Show or hide the search box

You can choose to hide the suite navigation bar search box if you want to prevent your users from searching or to use a custom search box implementation.

To change search box visibility for a given site use this command:

```
PowerShell
```

```
Set-PnPSearchSettings -Scope Web -SearchBoxInNavBar Hidden  
# Hidden | Inherit
```

Alternately, if you want to set it for all the sites in a site collection, you can use this command:

```
PowerShell
```

```
Set-PnPSearchSettings -Scope Site -SearchBoxInNavBar Hidden  
# Hidden | Inherit
```

After running these commands, the search box will no longer show up in the navigation bar on top of your page. To go back to showing the search box, run the commands again with the value provided to `SearchBoxInNavBar` parameter to `Inherit`.

There are several points to consider:

- This setting only applies to the search box in the suite navigation bar. It doesn't apply to search boxes that are in the page, or to search boxes on classic pages.
- Once you disable the search box in the navigation bar, if you want search functionality in your site, you have to provide it yourself using a custom web part or a SharePoint Framework extension.
- This solution removes the search box from lists and libraries for your site as well. Your custom search solution needs to consider contextual searches for SharePoint lists and libraries, in addition to site-wide search.
- When you hide the search box for the root site of your domain, the search box is also hidden for the SharePoint start page.

Changing the hint displayed in the search box

You can change the hint the search box shows for a given site or site collection. The hint text is the text that appears in the search box before they start typing into it. A custom hint text may help guide your users about what to expect from search if you configure a custom results page or changed behavior of search in other ways.

ⓘ Note

To be able to make this change, you need to allow running custom scripts on the site in question as a tenant administrator, which is disallowed by default. See [Allow or prevent custom script](#) for details. You can allow running custom scripts, make the change, and then revert to disallowing scripts for the site if necessary.

Change the setting for a given site with the following command:

PowerShell

```
Set-PnPSearchSettings -Scope Web -SearchBoxPlaceholderText "my placeholder"
```

Alternately, if you want to set it for all the sites in a site collection, you can use this command:

PowerShell

```
Set-PnPSearchSettings -Scope Site -SearchBoxPlaceholderText "my placeholder"
```

To go back to the default placeholder text, set the value to be blank ("").

Guest user limitations

The scenario intent of inviting a guest to a SharePoint site or hub site is to share content from that scopes to the guest. Setting the `SearchScope` to `Tenant` will be overridden for a guest user, and the experience reverts to the default behavior for the site. Exposing guests to organization wide results can lead to unintended oversharing of content.

Also see [Guest user limitations for Create a custom search results page in SharePoint Online](#).

Classic pages and Microsoft Search

Article • 01/27/2023

SharePoint sites created prior to modern sites use a classic search box and classic search results experience. We will be rolling out a feature that will default classic pages to start using the modern search experience that uses Microsoft Search, which provides personalized results with higher relevance.

Using Microsoft Search is recommended for all sites, including classic, but if your classic sites use custom master pages and/or you have customized your classic search results experience, we will auto-detect these customizations and not switch to Microsoft Search.

Classic sites that will automatically switch to Microsoft Search

Classic sites will start using Microsoft Search if all of the following are true:

- The site is based on the team site template (like STS#0 and STS#1).
- The site does not have the publishing feature turned on.
- The site does not use a custom master page (a different master page than `oslo.master` or `seattle.master`).
- There are no active query rules other than those adding promoted results for the site, site collection or tenant on the default result source.
- There are no custom result types for the site or the site collection on the default result source.
- The site or the site collection is not opted out of the switch using the `SearchBoxInNavBar` setting described below.

After the switch to Microsoft Search, classic pages in the site will start to show the search box in the suite navigation bar and remove the classic search box from the page. Then, when a user searches for a term, the results will be displayed using the modern search experience of Microsoft Search.

Staying with the classic search experience

If your site meets the criteria listed above, but you do not want it to switch to the Microsoft Search experience, you can opt out using the following commands, as the site or site collection owner.

You can use this command at any time, before or after the switch happens, so it is easy to go back to the search experience you had previously.

To run the commands below, you will use PowerShell with SharePoint PnP PowerShell extensions. You can install and learn more about how to get started [here](#). You will sign in to your site or site collection using this command:

PowerShell

```
Connect-PnPOnline -Url <yoursiteurl> -UseWebLogin  
# this will prompt you to sign in to your site. Use the site owner  
credentials.
```

To stay with classic search experience for a site, run the following command:

PowerShell

```
Set-PnPSearchSettings -Scope Web -SearchBoxInNavBar ModernOnly  
# ModernOnly | Inherit
```

Alternately, if you want to set it for all the sites in a site collection, you can use this command:

PowerShell

```
Set-PnPSearchSettings -Scope Site -SearchBoxInNavBar ModernOnly  
# ModernOnly | Inherit
```

Opting into Microsoft Search

For those sites that do not meet the criteria listed above, or for specific sites in a site collection that opted to stay in classic, you can manually enable the Microsoft Search experience.

To change this setting for a specific site, you can use this command:

PowerShell

```
Set-PnPSearchSettings -Scope Web -SearchBoxInNavBar AllPages  
# AllPages | Inherit
```

If you want to set it for all the sites in a site collection, you can use this command:

PowerShell

```
Set-PnPSearchSettings -Scope Site -SearchBoxInNavBar AllPages  
# AllPages | Inherit
```

ⓘ Note

You can manually enable Microsoft Search only for a Team Site or Publishing Site (template ids that contain "STS", "CMSPUBLISHING", "BLANKINTERNET" and "GROUP").

Guidance for retiring Microsoft Search in Bing for your organization

As of March 31, 2025, work and school search through Bing.com is retired. This change is being made as Microsoft streamlines search experiences to focus on enhancing core productivity tools.

While Microsoft Search is no longer available on Bing, the core Microsoft Search experience remains accessible through M365.cloud.microsoft (formerly Office.com and Microsoft365.com) and SharePoint Online. Users can also still find people in their organization, files, and SharePoint sites using the Edge for Business address bar and Windows search box. Each of these entry points routes them to a Microsoft Search experience.

These changes also apply to users in organizations with education service plans that use Bing's experience designed for searching school. Some school search features, including answers about classes and upcoming assignments, are discontinued.

What's changing?

Users can find work and school search results on M365.cloud.microsoft and SharePoint Online rather than on Bing.com. Likewise, the Microsoft Edge for Business address bar and the Microsoft search box send users to work and school results on M365.cloud.microsoft rather than Bing.com. Bing's dedicated pages for work results (the "Work" tab) and school results (the "School" tab) are retired, so M365.cloud.microsoft and SharePoint Online are the new homes for Microsoft Search. Search boxes that IT admins configured to point to Microsoft Search in Bing no longer provide work results. People who go directly to or have bookmarks for www.bing.com/work are sent to M365.cloud.microsoft through June 30, 2025.

Some Microsoft Search answers are no longer available, including floor plans, Q&As and location answers. Recommended bookmarks are also retired.

ⓘ Note

The Google Chrome browser extension that sets Bing as the default search engine is also retired as of March 31, 2025. Users of Google Chrome, Microsoft Edge, and other browsers can still select their default search engine in the browser settings. [Learn how to change your default search engine](#).

When and where did these changes take place?

Microsoft Search in Bing is retired in all regions worldwide as of March 31, 2025. It's retired on all devices, including mobile.

Where can users search for work and school answers?

M365.cloud.microsoft (formerly Office.com and Microsoft365.com) and SharePoint Online are the new homes for Microsoft Search. Users of Bing.com in Edge may see a banner redirecting them to M365.cloud.microsoft if their search terms indicate a high likelihood of being work-related. The address bar in Edge for Business and the Windows search box also continue to deliver work and school search results, with some adjustments detailed here:

Microsoft 365 Copilot Search for work and education

Even though Microsoft Search in Bing is retired, Microsoft 365 Copilot Search is now available to quickly find relevant results from your organization. Copilot Search is an AI-powered universal search experience optimized for your organization. It's a unified search across all applications, meaning it delivers comprehensive insights into your organization's data by interpreting content across Microsoft 365 applications as well as non-Microsoft data sources.

Copilot Search is available to users with an eligible Microsoft 365 Copilot license at no additional cost. It can be accessed through the Microsoft 365 Copilot app on desktop, web, and mobile platforms. Users without an eligible Microsoft 365 Copilot license can access Microsoft Search in the Microsoft 365 Copilot app.

Learn more about [Microsoft 365 Copilot Search](#).

Edge address bar

ⓘ Note

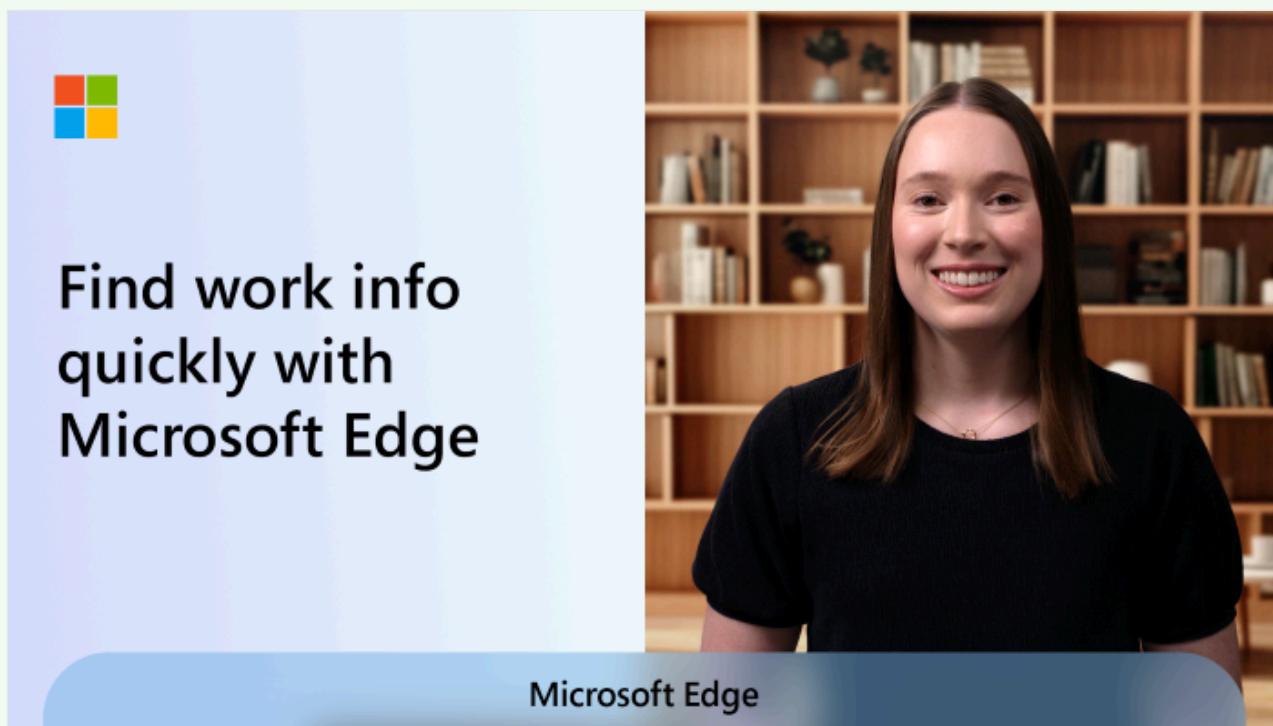
Microsoft Edge version 134.0.3124.51+ is required for the work search functionality described on this page.

After March 31, 2025, the Microsoft Edge for Business address bar sends users to work results on M365.cloud.microsoft rather than Bing.com. Users of the address bar can continue to find work-related documents, bookmarks, and people in suggested results—clicking on these suggestions takes users to work results on M365.cloud.microsoft. Users can also type "work" in

the address bar, hit the tab key, then type in their work-related query to get work results on a M365.cloud.microsoft page. Work search results continue to include documents, people, and bookmarks.

💡 Tip

Watch this video to see how it works:



Changes to the Edge address bar policy

The *AddressBarMicrosoftSearchInBingProviderEnabled* policy, used to configure Microsoft Search in Bing results in the Edge for Business address bar, is being retired in May 2025. The new policy to replace it is *AddressBarWorkSearchResultsEnabled*. This policy is now available, allowing admins to configure the display of work suggestions in the address bar.

Windows search box

The "Work" scope is being retired in the Windows search box, and there's no longer company-specific branding (the "Commercial Glean"). However, users can still find work files from both the "All" scope and the "Documents" scope. Additionally, users can find people through the "All" and "People" scopes.

What actions are required for customers?

- Help users transition to the Edge for Business address bar, the Windows search box, M365.cloud.microsoft, or SharePoint Online as entry points to Microsoft Search. Customers can add these entry points to favorites or the favorites bar in Edge for Business as a helpful alternative pathway. Admins can easily set favorites in Edge for Business for their organization—[see details here](#).
- Inform your users how to use the Edge address bar to perform work searches. [Get details here](#)

What's happening to the "Work" or "School" tab?

Users who go to Bing after March 31, and were previously logged in to Bing with their Entra ID account, may continue to see the "Work" or "School" tab. If they click on either of these tabs, they're redirected to m365.cloud.microsoft to complete their search. This experience is based on the user's cookies. So, if a user clears their cookies or gets a new browser or machine, they may no longer see these tabs. Visiting bing.com/work restores the "Work" or "School" tab.

How do these changes affect users in educational organizations?

Users in organizations with education service plans can search for school resources through m365.cloud.microsoft (formerly Office.com and Microsoft365.com) and SharePoint Online. They can also still find people in their educational institution, files, and SharePoint sites using the Edge for Business address bar and Windows search box. Each of these entry points routes them to a Microsoft Search experience. Some education search features, including answers about classes and upcoming assignments, are discontinued.

What's happening to SafeSearch?

If you set the search experience for your organization to "School search," SafeSearch was set to Strict by default. You can ensure that your users continue to have SafeSearch set to Strict after the Microsoft Search in Bing retirement—just map www.bing.com to strict.bing.com at a network level. For more information, see [Blocking adult content with SafeSearch or blocking Chat](#).

Why is this announcement important?

Daily productivity can depend on the ability to search for files, people, intranet sites, and more. We understand that the retirement of Microsoft Search in Bing may create some disruption in efficiency. However, users can continue to access Microsoft Search through

m365.cloud.microsoft (formerly Office.com and Microsoft365.com) and SharePoint Online., as well as the Edge for Business address bar and Windows search box.

Why is this happening?

Customer productivity is our mission and making work search a better experience remains a priority for Microsoft. We hope to better serve you through Microsoft Search in the core productivity experiences of M365.cloud.microsoft and SharePoint Online. We're also continuing to explore new ways to improve the experience and make work search more discoverable.

What happens if I linked my Entra ID and Managed Service Account (MSA)?

You may have linked your Entra ID account (work or school account) and your MSA account (personal account) to earn points when you search on Bing, Edge, and MSN. If you linked your accounts, they remain linked. You continue to earn points on Bing, Edge, and MSN if your accounts are linked. When you're on Bing, you need to log in with your MSA account to continue to earn.

If you no longer wish to have your accounts linked, see these [instructions for unlinking your accounts](#).

If you want to redeem your Rewards points, you can do that via the [Rewards dashboard](#).

Find answers to other questions about [Microsoft Rewards](#).

Can customers try to opt out of this change?

No, customers can't opt out of the change. Microsoft Search in Bing is retired in all regions worldwide as of March 31, 2025. It's retired on all devices, including mobile.

What's happening to bookmarks?

Editorial bookmarks (bookmarks that an IT admin has curated) continue to work on the other Microsoft Search entry points. These entry points include M365.cloud.microsoft, SharePoint Online, and the Edge for Business address bar.

Microsoft Search no longer recommends bookmarks based on an organization's SharePoint links.

Some organizations set their recommended bookmarks to automatically publish. Automatically published bookmarks, which currently only appear in Microsoft Search in Bing, are no longer visible after March 31. If your organization automatically publishes recommended bookmarks, and you'd like those bookmarks to be visible on other Microsoft Search entry points, you must manually publish them before April 30, 2025. This date is intended to give you a little extra time after the March 31 retirement of Microsoft Search in Bing. You can also export your recommended bookmarks by April 30 if you want to keep them, but don't want to publish them.

Learn more about [managing bookmarks](#).

What's happening to search query history?

Work or school search history on Bing.com is no longer available as of March 31, 2025. There's no control available for IT admins to download search terms on behalf of users.

Does this impact all tenants?

Yes, all tenants who have access to Microsoft Search in Bing are affected.

Last updated on 08/05/2025

Set Microsoft Edge as the default browser

Article • 07/18/2024

This article explains how you can set Microsoft Edge as the default browser on Windows and macOS.

ⓘ Note

This article applies to Microsoft Edge version 77 or later on Windows 8 and Windows 10/11. For Windows 7 and macOS, see the [Set Microsoft Edge as default browser](#) policy.

Introduction

You can use the **Set a default associations configuration file** Group Policy or the [DefaultAssociationsConfiguration](#) Mobile Device Management setting to set Microsoft Edge as the default browser for your organization.

To set Microsoft Edge Stable as the default browser for html files, http/https links, and PDF files use the following application association file example:

XML

```
<?xml version="1.0" encoding="UTF-8"?>
<DefaultAssociations>
  <Association ApplicationName="Microsoft Edge" ProgId="MSEdgeHTM"
  Identifier=".html"/>
  <Association ApplicationName="Microsoft Edge" ProgId="MSEdgeHTM"
  Identifier=".htm"/>
  <Association ApplicationName="Microsoft Edge" ProgId="MSEdgeHTM"
  Identifier="http"/>
  <Association ApplicationName="Microsoft Edge" ProgId="MSEdgeHTM"
  Identifier="https"/>
  <Association ApplicationName="Microsoft Edge" ProgId="MSEdgePDF"
  Identifier=".pdf"/>
</DefaultAssociations>
```

ⓘ Note

To set Microsoft Edge Beta as the default browser, set **ApplicationName** to "Microsoft Edge Beta" and **ProgId** to "MSEdgeBHTML". To set Microsoft Edge Dev as the default browser, set **ApplicationName** to "Microsoft Edge Dev" and **ProgId** to "MSEdgeDHTML".

ⓘ Note

The default file associations aren't applied if Microsoft Edge isn't installed on the target device. In this scenario, users are prompted to select their default application when they open a link or a htm/html file.

Set Microsoft Edge as the default browser on domain-joined devices

You can set Microsoft Edge as the default browser on domain-joined devices by configuring the **Set a default associations configuration file** group policy. Turning this group policy on requires you to create and store a default associations configuration file. This file is stored locally or on a network share. For more information about creating this file, see [Export or Import Default Application Associations](#).

To configure the group policy for a default file type and protocol associations configuration file:

1. Open the Group Policy editor and go to the **Computer Configuration\Administrative Templates\Windows Components\File Explorer**.
2. Select **Set a default associations configuration file**.
3. Click **policy setting**, and then click **Enabled**.
4. Under **Options**:, type the location to your default associations configuration file.
5. Click **OK** to save the policy settings.

The example in the next screenshot shows an associations file named *appassoc.xml* on a network share that is accessible from the target device.

Set a default associations configuration file

Previous Setting Next Setting

Not Configured
 Enabled
 Disabled

Comment: Associations file appassoc.xml on network share

Supported on: At least Windows Server 2012, Windows 8 or Windows RT

Options:

Default Associations Configuration File

\\APP1\Users\testadmin\Documents\Edge

Help:

This policy specifies the path to a file (e.g. either stored locally or on a network location) that contains file type and protocol default application associations. This file can be created using the DISM tool.

For example:
 Dism.exe /Online /Export-DefaultAppAssociations:C:\AppAssoc.txt

For more information, refer to the DISM documentation on TechNet.

If this group policy is enabled and the client machine is domain-joined, the file will be processed and default associations will be applied at logon time.

If the group policy is not configured, disabled, or the client machine is not domain-joined, no default associations will be applied at logon time.

If the policy is enabled, disabled, or not configured, users will still be able to override default file type and protocol associations.

OK Cancel Apply

! Note

If this setting is enabled and the user's device is domain-joined, the associations configuration file is processed the next time the user signs on.

Set Microsoft Edge as the default browser on Microsoft Entra joined devices

To set Microsoft Edge as the default browser on Microsoft Entra joined devices follow the steps in the [DefaultAssociationsConfiguration](#) Mobile Device Management setting using the following application association file as an example.

XML

```
<?xml version="1.0" encoding="UTF-8"?>
<DefaultAssociations>
  <Association ApplicationName="Microsoft Edge" ProgId="MSEdgeHTM"
  Identifier=".html"/>
  <Association ApplicationName="Microsoft Edge" ProgId="MSEdgeHTM"
  Identifier=".htm"/>
  <Association ApplicationName="Microsoft Edge" ProgId="MSEdgeHTM"
  Identifier="http"/>
  <Association ApplicationName="Microsoft Edge" ProgId="MSEdgeHTM"
```

```
Identifier="https"/>
  <Association ApplicationName="Microsoft Edge" ProgId="MSEdgePDF"
Identifier=".pdf"/>
</DefaultAssociations>
```

ⓘ Note

To set Microsoft Edge Beta as the default browser, set **ApplicationName** to "Microsoft Edge Beta" and **ProgId** to "MSEdgeBHTML". To set Microsoft Edge Dev as the default browser, set **ApplicationName** to "Microsoft Edge Dev" and **ProgId** to "MSEdgeDHTML".

Set Microsoft Edge as the default browser on macOS

Attempting to programmatically set the default browser on macOS causes a prompt to appear for the end user. This prompt is a macOS security feature that can only be automated away by using an AppleScript.

Because of this limitation, there are two main methods for setting Microsoft Edge as the default browser on a macOS. The first option is to flash the device with an image of macOS where Microsoft Edge has already been set as the default browser. The other option is to use the [Set Microsoft Edge as default browser](#) policy, which prompts the user to set Microsoft Edge as the default browser.

When using either of these methods, it is still possible for a user to change the default browser. This is because for security reasons, the default browser preference can't be blocked programmatically. For this reason, we recommend that you deploy the **Set Microsoft Edge as default browser** policy even if you create an image with Microsoft Edge as the default browser. If the policy is set and a user changes the default browser from Microsoft Edge the next time they open Microsoft Edge, they will be prompted to set it as the default.

See also

- [Plan your deployment of Microsoft Edge](#)
- [Microsoft Edge Enterprise landing page](#) [↗](#)
- [Set Microsoft Edge as default browser \(Windows 7 and macOS\)](#)
- [Windows 10 – How to configure file associations for IT Pros?](#)
- [Export or Import Default Application Associations](#)

- [DISM Overview](#)
 - [DISM - Deployment Image Servicing and Management](#)
-

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 No

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Make Bing.com the default home page

06/26/2025

This article explains how to set Bing.com as the default home page for Microsoft Edge, Google Chrome, and Internet Explorer browsers.

Microsoft Edge on Windows 10, Version 1511 or later

Users won't be able to change this once this policy is set.

1. Open the Group Policy Management Console (gpmc.msc) and switch to editing any existing policy or creating a new one.
2. Navigate to **Administrative Templates\Windows Components\Microsoft Edge**.
3. Double-click **Configure Start pages**, set it to **Enabled**, and enter `https://www.bing.com/business`
4. Enforce the resultant GPO by linking it to the appropriate domain.

Google Chrome on Windows XP SP2 or later

The Windows Support article on managing ADMX files and the latest ADMX files for different versions of Windows can be found [on Microsoft Support](#).

You'll also need the latest Google policy file, which you can find on [Google Chrome Enterprise Help](#).

If the settings described in this section can't be found inside of GPMC, download the appropriate ADMX and copy them to the [central store](#). Central store on the controller is a folder with the following naming convention:

```
%systemroot%\sysvol\\policies\PolicyDefinitions
```

Each domain your controller handles should get a separate folder. The following command can be used to copy the ADMX file from the command prompt:

```
Copy <path_to_ADMX.ADMX> %systemroot%\sysvol\\policies\PolicyDefinitions
```

1. Open the Group Policy Management Console (gpmc.msc) and switch to editing any existing policy or creating a new one.
2. Make sure the following folders appear in the **Administrative Templates** section of both *User/Computer Configuration*: Google Chrome and Google Chrome - Default Settings

(users can override).

- The settings of the first section are fixed and the local administrator won't be able to change them.
- The settings of the latter section of policies can be changed by users in their browser settings. You should decide if users can override your default setting. In the following steps, change in the setting in the folder that corresponds to your organization policy and needs. The steps below use the Google Chrome - Default Settings as the default.

3. Navigate to <Computer/User Configuration>\Administrative Templates\Google Chrome - Default Settings\Home Page.

4. Double-click **Use New Tab Page as homepage**, and set it to **Enabled**.

5. Navigate to <Computer/User Configuration>\Administrative Templates\Google Chrome - Default Settings\New Tab Page.

6. Double-click **Configure the New Tab Page URL**, set it to **Enabled**, and enter `https://www.bing.com/business?form=BFBSPR`

7. Enforce the resultant GPO by linking it to the appropriate domain.

Internet Explorer 5.0 or later

Users can still change the home page after this policy is set.

1. Open the Group Policy Management Console (gpmc.msc) and switch to editing any existing policy or creating a new one.
2. Navigate to **User Configuration\Preferences\Control Panel Settings\Internet Settings**.
3. Right-click on **Internet Settings** and select **Internet Explorer 10**.

ⓘ Note

You need to select the option of Internet Explorer 10 to apply the settings for Internet Explorer 11 as the same settings apply to Internet Explorer 11.

4. Settings which are underlined in red are not configured at the target machine, while settings underlined in green are configured at the target machine. To change the underlining, use the following function keys:

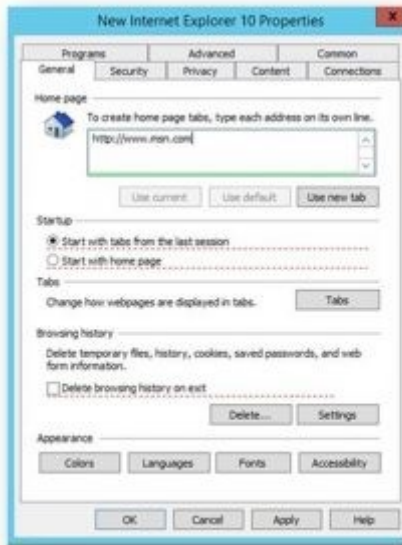
F5 - Enable all settings on the current tab

F6 - Enable the currently selected setting

F7 - Disable the currently selected setting

F8 - Disable all settings on the current tab

5. Press **F8** to disable all settings before configuring anything. The screen should look like this:



6. Press **F6** on the Home page setting and enter `https://www.bing.com/business?form=BFBSPR`

7. Enforce the resultant GPO by linking it to the appropriate domain.