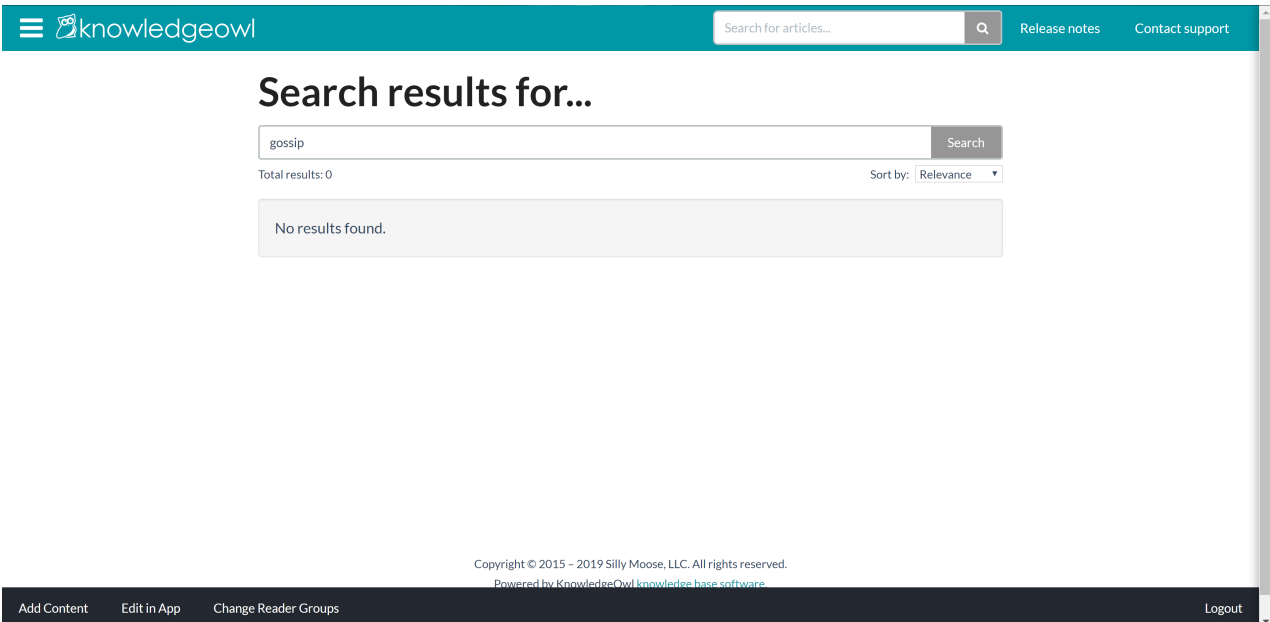


Customize the search "No Results" message

Last Modified on 09/12/2019 1:23 am MDT

By default, searches that return no results display the text, "No results found":



The screenshot shows the KnowledgeOwl search interface. At the top, there is a teal header with the KnowledgeOwl logo, a search bar containing "gossip", and links for "Release notes" and "Contact support". Below the header, the search results area is titled "Search results for...". It features a search input field with "gossip" and a "Search" button. Below the input, it says "Total results: 0" and "Sort by: Relevance". A light gray box contains the text "No results found." At the bottom of the page, there is a footer with copyright information: "Copyright © 2015 - 2019 Silly Moose, LLC. All rights reserved. Powered by KnowledgeOwl knowledge base software." and navigation links: "Add Content", "Edit in App", "Change Reader Groups", and "Logout".

You can customize the text in that message using this script.

Script

Go to **Settings > Style**, click on **Custom HTML** and select **Body**.

Copy the script text below and paste it into the Body window.

This script will replace the "No results found" text in the screenshot above with the text between the

tags. Update the text by editing the highlighted text above.

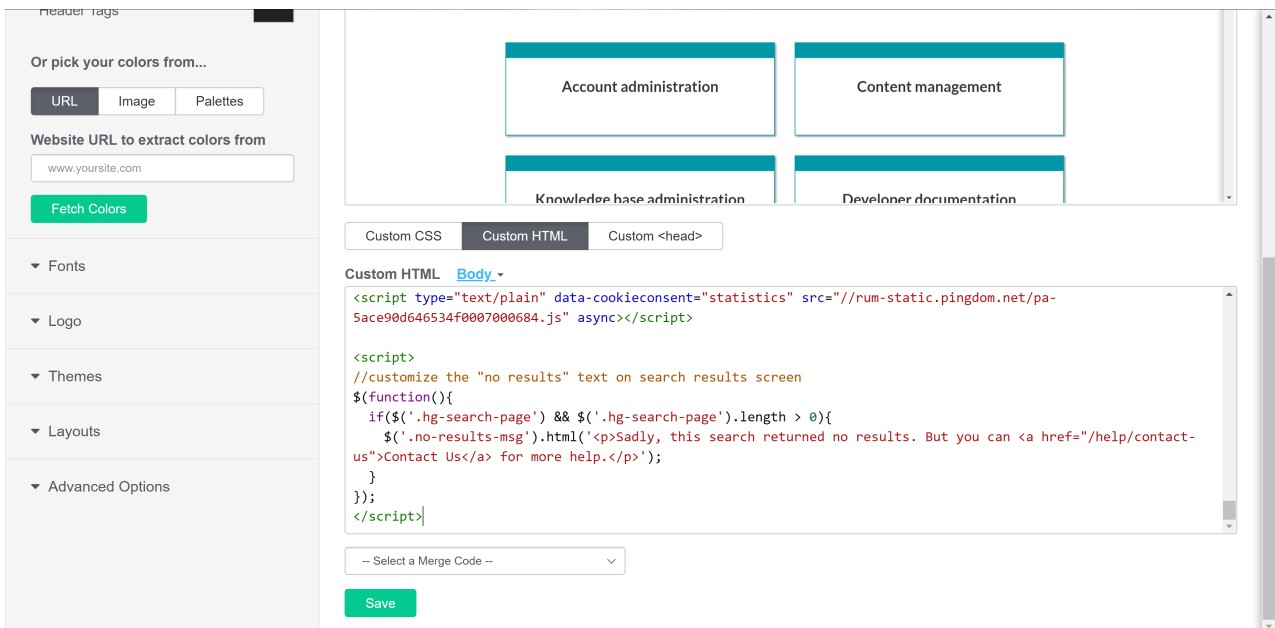
You can style the text in the script using html.

Sample

Not sure what to include? Some ideas include:

- A link to your contact form
- The email address of your support team
- If you have a guide on how to use the knowledge base or specific guided search instructions, include a link to those

Here's a sample script:



The screenshot shows a web editor interface. On the left is a sidebar with various options like 'Header tags', 'Colors', 'Fonts', 'Logo', 'Themes', 'Layouts', and 'Advanced Options'. The main area is split into two parts: a preview and a code editor. The preview shows a grid of four buttons: 'Account administration', 'Content management', 'Knowledge base administration', and 'Developer documentation'. The code editor is titled 'Custom HTML Body' and contains the following script:

```
<script type="text/plain" data-cookieconsent="statistics" src="//rum-static.pingdom.net/pa-5ace90d646534f0007000684.js" async></script>

<script>
//customize the "no results" text on search results screen
$(function(){
  if($('.hg-search-page') && $('.hg-search-page').length > 0){
    $('.no-results-msg').html('<p>Sadly, this search returned no results. But you can <a href="/help/contact-us">Contact Us</a> for more help.</p>');
  }
});
</script>
```

And the output it produces:

Search results for...

Total results: 0

Sort by: Relevance

Sadly, this search returned no results. But you can [Contact Us](#) for more help.