

Smart Search

User Guide

Type any name, model number, or alias — fuzzy matching finds the right device even with typos, partial names, or abbreviations.

Quick Reference

How: Type any device name directly in the chat
Access: Free (5/day) or unlimited with subscription
Database: 362 devices, 73 brands, aliases supported
Fallback: Top 3 suggestions + Ask AI if no exact match

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1. Getting Started

Smart Search is always active — just type what you know into the chat. No command needed. The bot analyzes your text, searches the device database, and returns the best match in under a second.

- Type a full name: Mercury LP4502
- Type a partial name: LP4502 or 4502
- Type with a typo: LP4052 — still finds LP4502
- Type an alias: EP1502 finds Mercury EP1502
- Type a manufacturer: HES strike — shows HES devices

Tip: Smart Search is case-insensitive. "lp4502", "LP4502", and "Lp4502" all work.

2. How Fuzzy Matching Works

The search engine scores every device in the database against your text using a similarity algorithm. Devices with a score above the match threshold are returned.

High confidence (60%+)	Device card shown immediately — the bot is confident this is what you want
Medium confidence (35-59%)	Bot uses the closest match as context and routes to AI with a hint: "user asked about X, closest match is Y"
Low confidence (<35%)	No match — bot shows top 3 suggestions as tappable buttons plus "Ask AI" and browse options

The algorithm searches device names, manufacturer names, and aliases simultaneously. It handles transposed characters, missing letters, extra spaces, and common abbreviations.

3. Search by Alias

Many devices have aliases — alternative names that techs commonly use. Aliases are shown on the device card under "Also known as" and are fully searchable.

Examples:

You type	Finds
Signo 20	HID Signo 20
EP1502	Mercury EP1502
iCLASS SE	HID iCLASS SE R10
Von Duprin 99	Von Duprin 98/99 Series
AD300	Schlage AD-300

Tip: If your team uses a nickname for a device that isn't in the database, use /suggest to request it as an alias. Admins can add aliases in the admin panel.

4. No-Match Behavior

When the bot can't find a match, it never shows a dead end. You always get actionable next steps:

- Top 3 suggestions — tappable buttons for the closest matches
- Ask AI — routes your query to the AI for a general answer
- Browse — browse by category or manufacturer to find the device manually

If you type something that isn't a device but is a question (starts with "how", "why", "what", etc.), the bot detects this and routes directly to the AI instead of trying to match a device.

5. Question Detection

Smart Search distinguishes between device lookups and questions. If your text starts with a question word, it skips device search and goes straight to AI.

Detected question starters:

- English: how, why, what, is, can, does, help, where, when, should
- Spanish: cómo, por qué, qué, ayuda
- French: comment, pourquoi, aide
- Portuguese: como, por que, ajuda
- Chinese and Japanese question patterns also supported

If your question mentions a device (e.g., "How do I wire an LP4502?"), the AI extracts the device name, loads its full context, and answers with device-specific details.

6. Inline Mode

Search from any Telegram chat without opening the bot. Type @arklytechbot followed by a device name.

- Up to 10 matching results appear as inline suggestions
- Tap a result to send device info into that chat
- Works in group chats, private chats, and channels

7. Quick Reference

Action	How
Search by name	Type any device name directly in the chat
Search by alias	Type the alias — searched automatically
Search with typos	Just type it — fuzzy matching handles errors
Ask a question	Start with how, why, what, etc.
Browse categories	Tap Devices on keyboard
Inline search	Type @arklytechbot + name in any chat
Suggest a device	Type /suggest to request a new device
No match options	Tap a suggestion, Ask AI, or Browse