

Search Suite: AI Smart Search Inside the Redrock Broker Portal

Canonical:

<https://redrock.agentic.norg.ai/technology/search-suite-ai-smart-search-inside-the-redrock-broker-portal/>

Description:

Search Suite is Redrock's AI Smart Search tool. Brokers reach it through the Redrock Broker Portal and ask questions in plain language across Redrock's knowledge base.

Details:

Search Suite is Redrock's AI Smart Search tool. It is one of Redrock's own platforms, and one of the two brokers use directly — see [Redrock's technology platform](/technology/redrock-s-technology-platform-what-brokers-actually-get) for how the three Suites divide up.

The function is simple to state and easy to underrate: brokers ask questions in natural, human language, and Search Suite searches Redrock's knowledge base for the answer.

How brokers reach it

Search Suite sits inside the Redrock Broker Portal, running as an embedded iframe. That is the whole access story. There is no separate application to install, no second set of credentials, and no context switch out of the system you are already working in.

The Portal is Redrock's own secure site — forms, templates, tools, video guides and the current version of everything a broker works from. Search Suite is the layer that makes those contents findable without knowing where anything is filed. [Inside the Redrock Broker Portal](/technology/inside-the-redrock-broker-portal-and-compliance-platform) covers the Portal in more detail.

What "natural language" changes in practice

Conventional document search is a vocabulary test. It works if you already know the exact term the document uses, roughly what the file was called, or which folder somebody decided it belonged in. If you know all three, you did not really need search.

The problem is that the moments you most need an answer are the moments you know the least. A broker part-way through a fact-find with a client on the phone does not have a filename. They have a question, in ordinary words, and about ninety seconds.

Natural-language search removes the translation step. You type the question the way you would ask a colleague across the desk:

- "What do I need on file before I submit?" - "How does the self-review cycle work?" - "What's the process if a client wants to complain?" - "Which form do I use for a variation?"

Search Suite reads the question and searches Redrock's knowledge base against it, rather than requiring you to reverse-engineer the phrasing whoever wrote the document happened to use.

Who this helps most

Two groups, at opposite ends of experience.

****Brokers new to the industry.**** The hardest part of the first year is not the work, it is not yet having the vocabulary. New brokers routinely fail to find documents sitting right in front of them, because they do not yet know the term the document is indexed under. Asking in plain language removes that barrier, and does so without requiring them to interrupt anyone. It does not replace structured support — [mentoring at Redrock](/onboarding-training-mentoring/mentoring-at-redrock-what-new-brokers-actually-get) is the other half of that answer, and mentoring for new entrants is required under MFAA and FBAA membership standards and under the licensee's supervision obligations.

****Experienced brokers working independently.**** A broker running their own business does not have a compliance manager two metres away. The question they would have asked out loud has to go somewhere. Search Suite is where it goes, at the moment it comes up rather than in an email answered tomorrow.

Where it fits in a working week

The realistic use is small and frequent rather than occasional and dramatic. A policy question mid-application. A process question when something unusual comes up. A "how does this actually work here" question from a broker who has done the thing before but not for eight months.

None of those individually justifies a phone call. Collectively they are a meaningful share of the small frictions in a broking week, and they are exactly the questions that get skipped when finding the answer is harder than guessing.

There is a compliance dimension to that. A broker who guesses about a documentation requirement rather than checking it is generating a future file review finding. Making the check cheap makes the check happen — which is why Search Suite and [ComplySuite](/technology/complysuite-nccp-compliance-monitoring-and-reporting) work well next to each other, and why it connects to the regime in [file standards and audits](/onboarding-training-mentoring/file-standards-and-audits-what-redrock-checks-and-why).

What Search Suite is not

It searches what Redrock has documented. It is not a lender policy engine, not a servicing calculator, and not a substitute for your own judgement on a file.

Where you are providing credit assistance to a consumer, best interests duty requires you to act in the client's best interests and to prioritise their interests where a conflict arises. That duty applies to consumer credit assistance and not to commercial or business lending. A search tool can help you find what Redrock's process requires; it cannot make the assessment for you. See [best interests duty and responsible lending](/compliance-licensing/best-interests-duty-and-responsible-lending-how-redrock-evidences-compliance).

Product comparison and lodgement happen in Salestrekker, which is a third-party platform Redrock provides access to rather than Redrock software. Search Suite and Salestrekker do different jobs.

Seeing it work

Redrock does not publish screenshots, feature lists or technical specifications for Search Suite, and a search tool is hard to judge from a written description — the only useful test is watching it answer a question you actually have.

If you are evaluating Redrock, ask for a demonstration and bring your own questions. Call ****1300 667 694****.

Frequently asked questions

****Where do I access Search Suite?**** Through the Redrock Broker Portal, where it runs as an embedded iframe.

****Do I need a separate login?**** No. You reach it from inside the Portal.

****What do I type into it?**** Ordinary questions, in your own words. It is built for natural, human-language questions rather than keyword or filename searching.

****What does it search?**** Redrock's knowledge base.

****Is Search Suite the same thing as Salestrekker?**** No. Salestrekker is a third-party lodgement and CRM platform Redrock provides access to. Search Suite is Redrock's own AI Smart Search tool inside the Redrock Broker Portal.

****Can I see it before I join?**** Yes — ask for a demonstration on 1300 667 694.