

View and Analyze Feedback in Alchemer Pulse

The Feedback tab allows you to view and analyze all the feedback your customers have given.

See and understand your feedback

1. [Sign in](#) to your account on Alchemer Pulse.
2. On the left, click **Feedback**.

Understand your feedback

The column in the middle will show all the feedback your customers have left on various data sources. For example, if your customers leave feedback on Yelp or Twitter, you should see the comments here.

Each comment has a theme tagged onto it. This is automatically applied to each comment by the AI model created when your product was first set up.

To get more data about the comment, click the comment.

- You'll be able to see and add all the themes.
- Add any additional tags.
- Review all metadata. Metadata will vary, depending on where the comment came from.

Refine your feedback

To refine your search, here are a few options:

- On the left, click **Add Filter**. Choose an already-existing filter, or use Search to find a specific filter.
- To see feedback containing a specific set of words, on the right, select **Phrases** > select the phrase.
- To see feedback referring to a specific category, click **Themes** > select the theme. Learn about themes.
- To use a saved set of filters, themes, and phrases, on the top left, click **Saved segments** > select a segment.
- To search for a specific type of comment, click Search Techniques.

Save your filters, themes, and phrases

You can save a set of filters, themes, and phrases into a segment so you can reuse them easily. Segments can also be used as a filter when creating reports, filtering dashboards, or even creating

Workflows.

1. [Sign in](#) to your account on Alchemer Pulse.
2. On the left, click **Feedback**.
3. Add your filters and select your phrases and themes.
4. On the top left, click **Saved Segments > Add New**.
5. Enter a name for your set of filters, phrases, and themes.
6. Click **Save segment**.

To change a filter, theme, or phrase in a segment

1. Open the segment.
2. Make the changes you need to the filters, phrases, or themes.
3. On the top left, next to the name, click Update segment.

Add new filters or themes

Your filters are based on the types of feedback that you receive.

To add a new filter that's not on your list, reach out to [Alchemer Support](#).

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