

# How to Save and Manage Segments in Alchemer Pulse

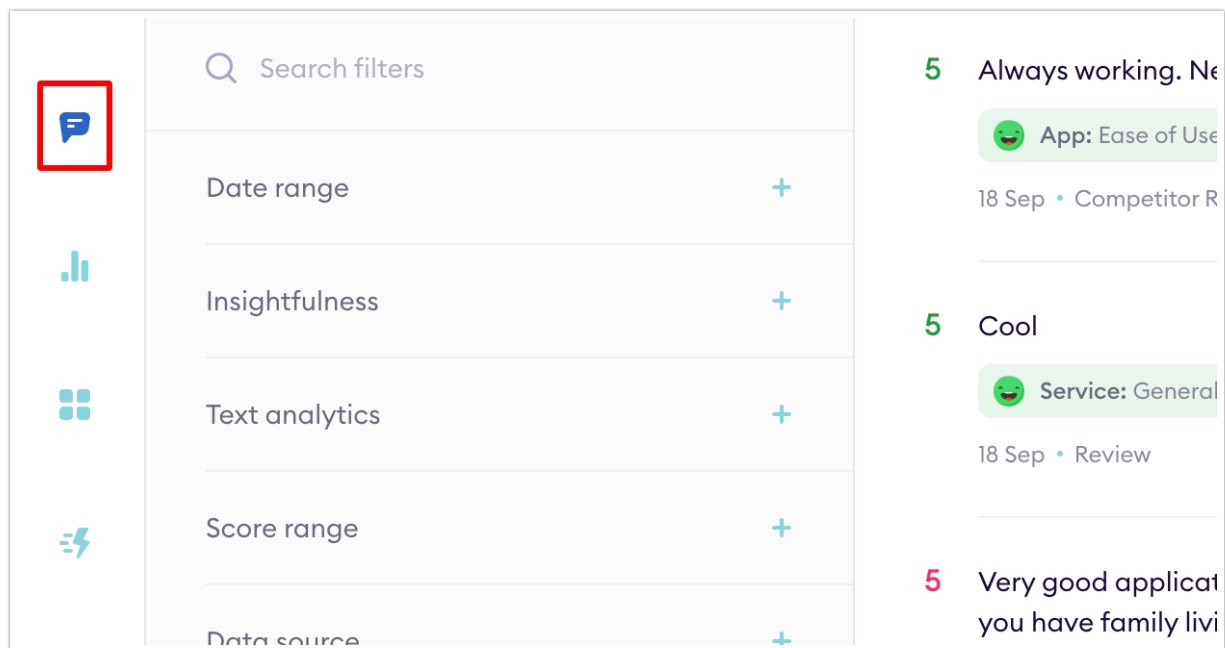
Save the combination of Themes and Filters that matter to you

## Overview

If there are specific combinations of **Themes** and **Filters** that you would like to check periodically, you can create and save those as **Segments**. You can also share **Segments** with your team. Segments are created on the **Feedback** page, but they can also be used on the **Reports** and **Workflows** page.

## Save segments

Step 1. Go to the **Feedback** page.



Step 2. Select the **Theme(s)** you'd like to include in the **Segment**.

eiving or sending money when  
ngland and the truth very happy

g Money +1

d from a banking card company  
f options! I live the fact that I can

**Themes** **Phrases**

🔍 Search

<input type="checkbox"/> Service	5,764
<input type="checkbox"/> App	4,006
<input type="checkbox"/> Product & Features	2,679
<input type="checkbox"/> Customer Care	1,465
<input type="checkbox"/> Company / Brand	1,229
<input type="checkbox"/> Security	728
<input type="checkbox"/> Bug / Glitch	684
<input type="checkbox"/> Other	280

For example, if you need to regularly check the feedback regarding **Access / Login** under the **Bug/Glitch Theme**, you would select this here.

attempts to install and  
to settle this quickly!!!

Bug / Glitch: Access / Login

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my mobile Barclays app, I  
am banking what is the problem?  
The login screen with Barclays logo  
opens and Barclays logo drops  
down. No error codes as app

Advice: General +1

**Themes**   **Phrases**

<input type="checkbox"/>	Security	728
<input checked="" type="checkbox"/>	Bug / Glitch	113
<input type="checkbox"/>	Crash / Freeze	231
<input type="checkbox"/>	Error / Error Message	139
<input type="checkbox"/>	Re-installation Attempt	115
<input checked="" type="checkbox"/>	Access / Login	113
<input type="checkbox"/>	Request for Fix	82
<input type="checkbox"/>	Functionality	79

Step 3. Customise the required Filters on the left side of the page.

Search filters

Date range +

Insightfulness +

Text analytics +

Score range +

Data source +

Sentiment +

Data type +

1 There is no option to login!!! I'm stuck

Security: Log In Bug / Glitch: Access / Login

16 Sep • Review

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1 Cannot access my account after several  
times I have uninstalled on my Android phone... than

Bug / Glitch: Re-installation Attempt

15 Sep • Survey • See original (French)

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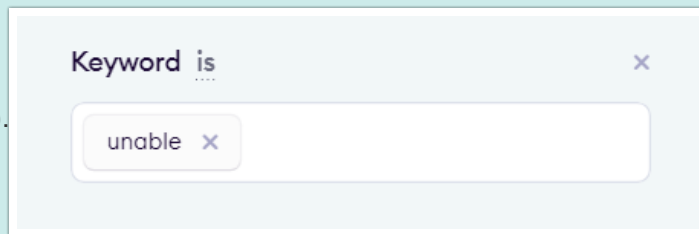
1 With no word of warning I cannot acc  
know... I think??? I can still use my onli  
When I tap app to open I get a, Blank  
for 1 second then is as if another scree  
down lower on still just plan white bac  
not opening? Thanks for your contact

Bug / Glitch: Error / Error Message

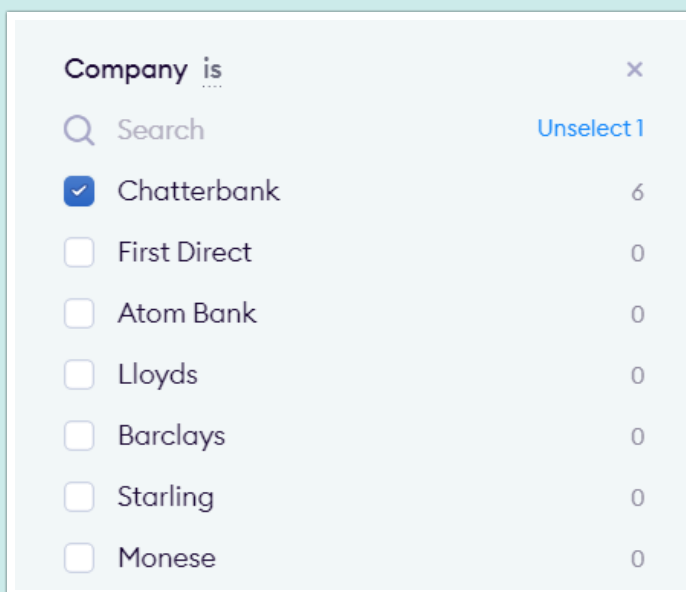
## Example

a) Filter feedback that contains certain **Keywords** such as **unable** (e.g., unable to access,

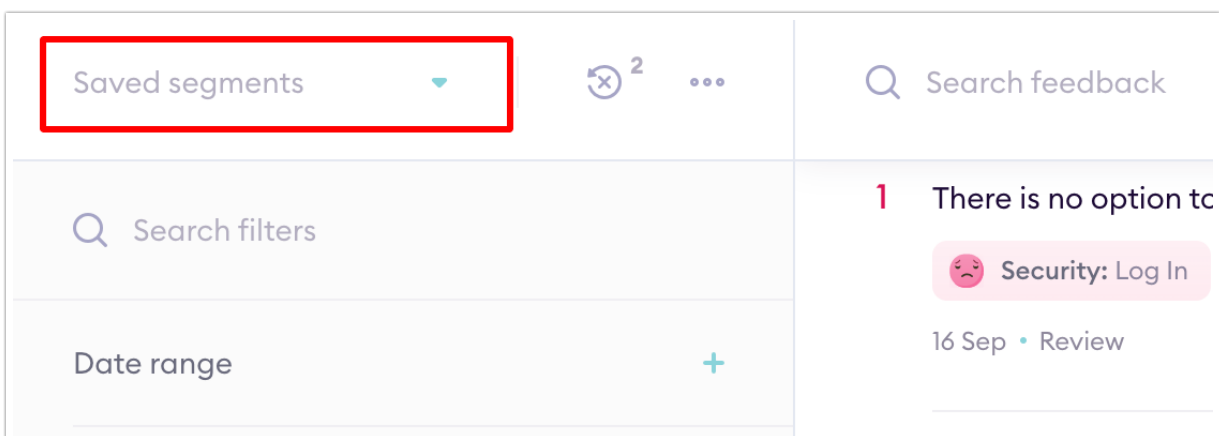
unable to login).



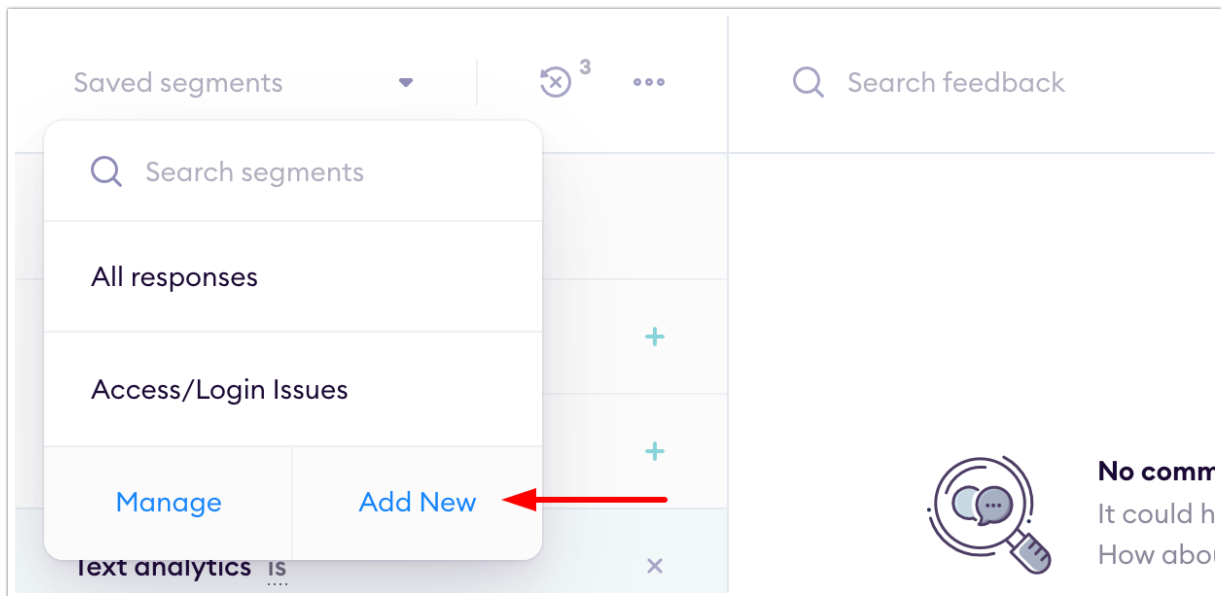
b) Filter feedback that includes a specific **Company** name.



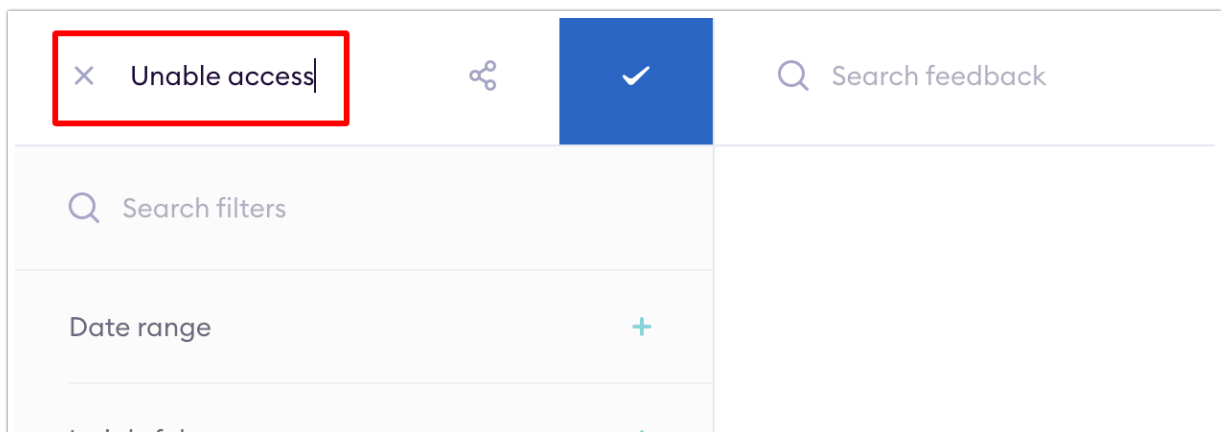
**Step 4.** Click **Saved segments** above the list of **Filters**.



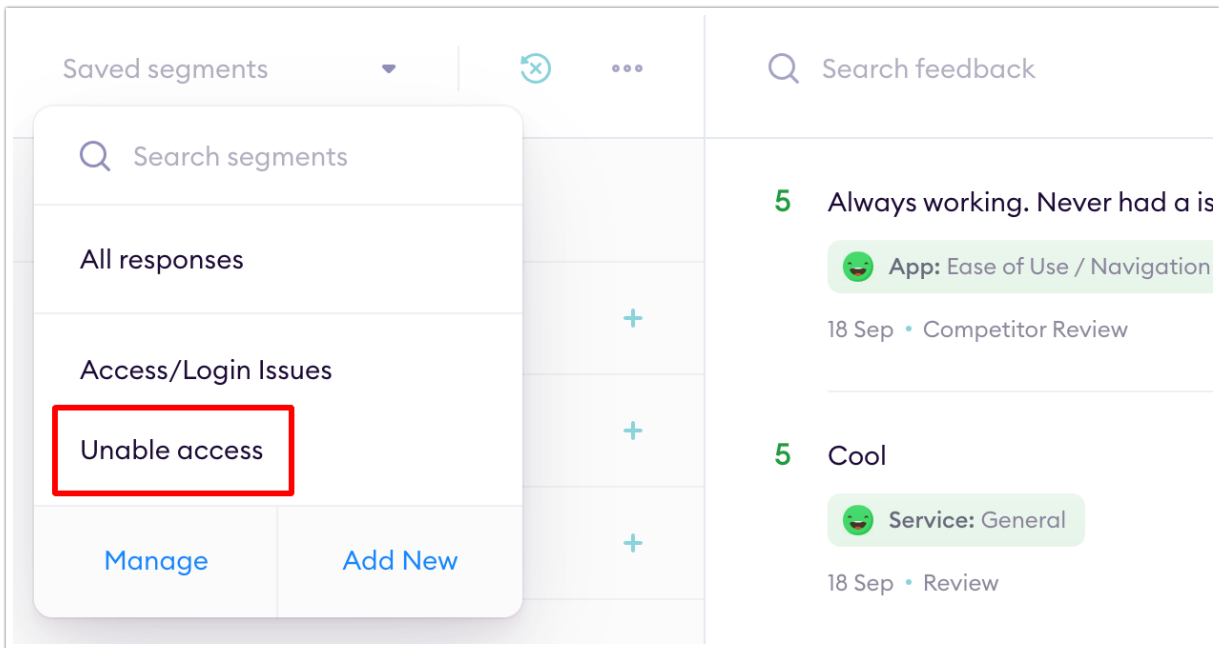
And then select **Add New**.



Give it a name and click on the **checkmark** to save it.



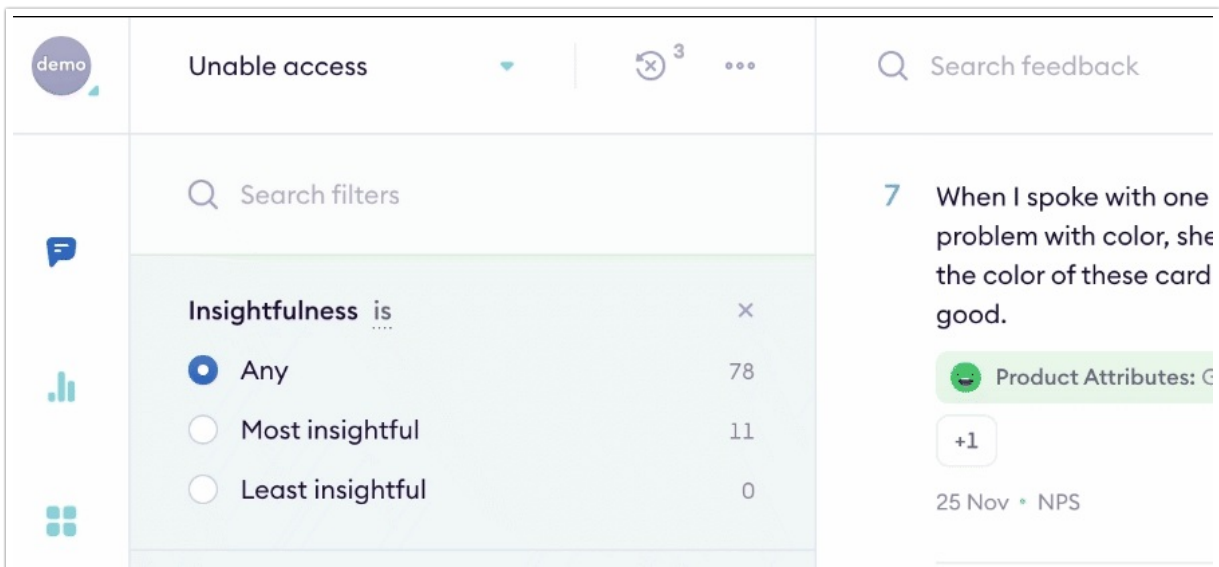
It's now saved under **Saved segments**.



When you hover the mouse over a segment, its details (e.g., type of theme, filters and/or parameters, etc.) will be displayed.

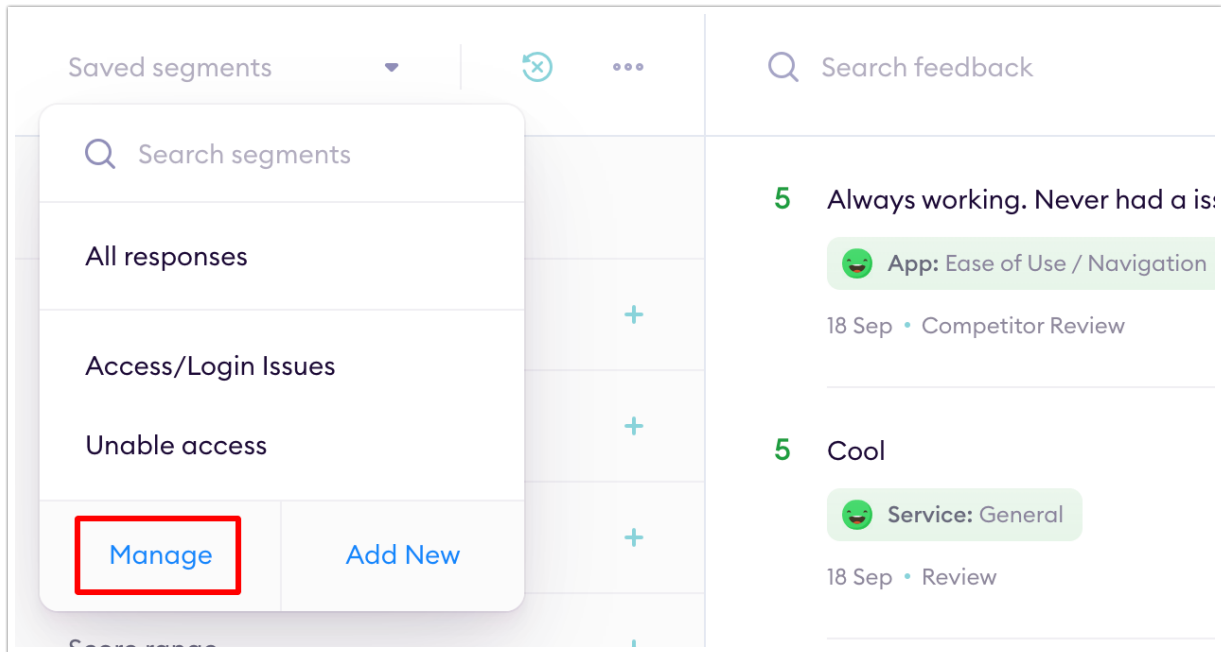
## Update segments

When you've selected a saved **Segment** and you update any of the filters, the **update icon** will appear next to the **Segment** name of as shown below. Click the **update icon** to save your changes.



## Rename, Share, or Delete Segments

Step 1. Click **Saved segments** above the list of **Filters**.



Step 2. Select **Manage**. On the screen that will appear, you can:

- View all the segments you created under **MY SEGMENTS**
- Share, switch to **Private**, or **Delete** segments you created.
- View **SHARED SEGMENTS**

Once you've completed your updates, click **Save Changes**.

