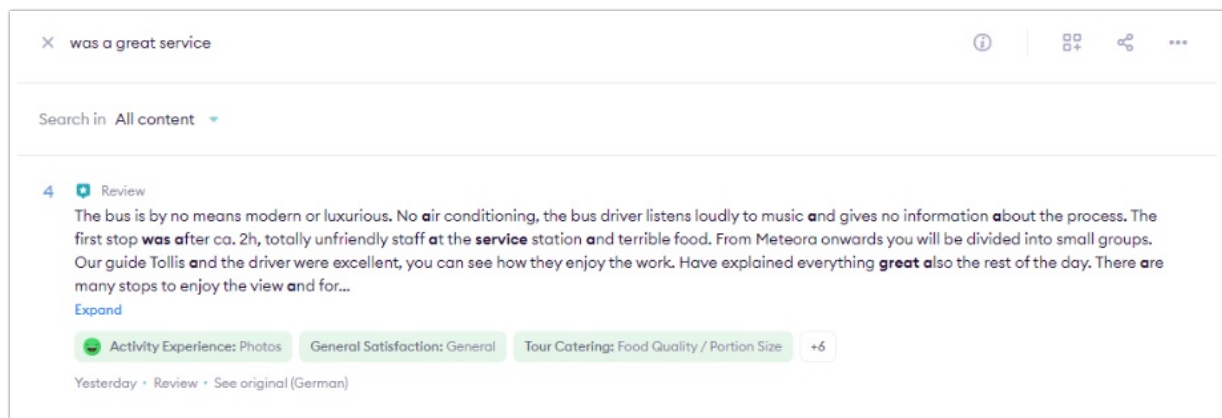


Advanced Feedback Search Techniques for Alchemer Pulse

Basic Queries

Any word typed in the search bar will be considered a sequence of symbols, and the engine will return any comment with this exact sequence (regardless of spaces and adjacent characters). For two or more words the order in which these words appear in the query does not matter.



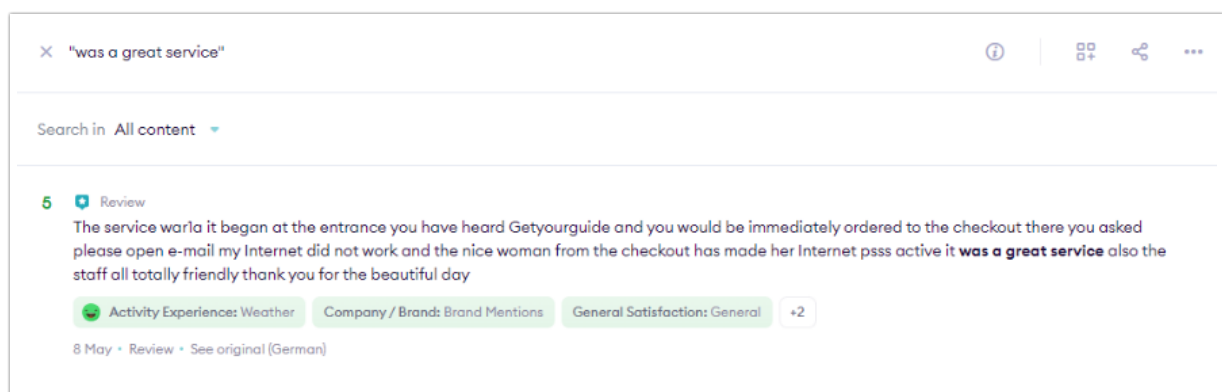
The screenshot shows a search interface with the query "was a great service" in the search bar. Below the search bar, there is a dropdown menu for "Search in All content". The search results show a review with a rating of 4. The review text is: "The bus is by no means modern or luxurious. No air conditioning, the bus driver listens loudly to music and gives no information about the process. The first stop was after ca. 2h, totally unfriendly staff at the service station and terrible food. From Meteora onwards you will be divided into small groups. Our guide Tollis and the driver were excellent, you can see how they enjoy the work. Have explained everything great also the rest of the day. There are many stops to enjoy the view and for...". Below the review text, there are several filters: "Activity Experience: Photos", "General Satisfaction: General", "Tour Catering: Food Quality / Portion Size", and "+6". At the bottom, there is a link to "Yesterday · Review · See original (German)".

Operators

There are several operators to modify the query and make the search more targeted:

Exact search with " " (aka quote marks)

Quotation marks allow us to find the exact phrase within the quotes. This search is not case-sensitive.



The screenshot shows a search interface with the query ""was a great service"" in the search bar. Below the search bar, there is a dropdown menu for "Search in All content". The search results show a review with a rating of 5. The review text is: "The service warla it began at the entrance you have heard Getyourguide and you would be immediately ordered to the checkout there you asked please open e-mail my Internet did not work and the nice woman from the checkout has made her Internet psss active it was a great service also the staff all totally friendly thank you for the beautiful day". Below the review text, there are several filters: "Activity Experience: Weather", "Company / Brand: Brand Mentions", "General Satisfaction: General", and "+2". At the bottom, there is a link to "8 May · Review · See original (German)".

Fuzzy search with `~x` (aka tilda operator)

Used with a quoted phrase, `~x` (where `x` is a number, eg. `~2` or `~3`) defines the number of changes that need to be made to one string to make it the same as another. In practice, this means finding similar phrases to the quoted phrase. The higher the number `x` the more different the phrases that will be returned.

The screenshot displays a search interface with three results for fuzzy queries. Each result includes a search query, a search scope, a review snippet, and associated tags.

- Search 1:** Query: `"would repeat" -1`. Scope: Comment. Review: "A very nice activity I **would** definitely **repeat** the cenote the beach everything is fine we buy organic product but it's not necessary to buy it since they explain it to you, there are street vendors on the beach but it's normal the only thing I don't like are the children on the road asking for that the agency doesn't control it then everything was good 100% Recommended". Tags: Activity Experience: Quality of Activity / Location, General Satisfaction: General, Recommend: General, +3. Date: 19 May.
- Search 2:** Query: `"was a great service" -2`. Scope: All content. Review: "It **was a great** experience, great **service**, no queue, everything very well organized.". Tags: Activity Experience: People at Activity / Location, Activity Experience: Scheduling and Organization, General Satisfaction: General. Date: 15 May.
- Search 3:** Query: `"nice day" -3`. Scope: Comment. Review: "Pleasant and exclusive, **nice** rest after a **day** of walking. Cons are too quiet recordings about the objects viewed, I did not find out anything due to the noise, the other is hardly sympathetic service, unfortunately (this applies to one person so it does not have to be standard)". Tags: General Satisfaction: General, Activity Experience: Technology, Tour Guide and Other Staff: Knowledge. Date: 29 Nov, 2022.

OR Operator

Allows to search for either of the words/phrases in the query. This operator (`|`) is also accepted) is already applied by default but can be useful if combined with other operators in complex queries.

X "was a great service" -2 OR "was a good service" -2

Search in All content

5 Review
Overall it **was a good service**. We have communicated very well before the tour and they have been efficient and nice. Our guide was Lisa and she was just wonderful! Lisa brought us to the forbidden city and she was very helpful, likable, resourceful.

General Satisfaction: General Tour Guide and Other Staff: Quality Tour Guide and Other Staff: Communication

18 May · Review

5 Review
It **was a great** experience, **great service**, no queue, everything very well organized.

Activity Experience: People at Activity / Location Activity Experience: Scheduling and Organization General Satisfaction: General

15 May · Review · See original (Portuguese)

AND Operator

Requires the search to match all the words/phrases in the query.

X "was a great service" -2 AND "was a good service" -2

Search in All content

5 Review
Sulaiman, **was a great waiter!** **Good service**

General Satisfaction: General Tour Guide and Other Staff: Other Staff

11 May · Review

5 Review
Loved this experience. Whats not to love about all you can eat pancakes. It **was a good** journey, **great service** and when families kids needed distracting, the play area beneath the stairs was open and everyone was happy. Great team on board and they took care of everyone.

Activity Experience: Accessibility General Satisfaction: General Tour Catering: Food Quality / Portion Size +1

3 Dec, 2023 · Review

NOT Operator

Allows to exclude words or phrases from the query, so the comment should not include this word or phrase.

× "was a great service" -2 AND NOT "was a good service" -2

Search in All content

5 Review

We got more than we bargained for. Tom (the guide) was not only informative, but hilarious as well. Tom showed us around Bath, areas that we probably wouldn't have known to explore or look for. The driver organised for the A/C to be fixed as it **was a warm day - great service** and safe. Highly recommend!

Recommend: General Tour Guide and Other Staff: Knowledge Tour Guide and Other Staff: Quality +5

Yesterday · Review

Brackets ()

Allows to combine OR, AND and NOT Operators and sets their order of application.

× (((("good" OR "great" OR "amazing") AND ("service" OR "experience"))) AND NOT "not")

Search in All content

5 Review

Excellent, it was an unforgettable **experience**, the attention and follow-up to the reservation was very **good**, the guide showed a lot of interest in us enjoying the trip, he is very knowledgeable and enriched the **experience**, the pilot also demonstrated a lot of capacity and desire to serve with **excellence**.

General Satisfaction: General Tour Guide and Other Staff: Attitude Tour Guide and Other Staff: Knowledge

Yesterday · Review · See original (Spanish)

Related Articles