Managing Digital Datasets

After you create a dataset from a Digital Survey or Prompt, you manage and refresh that **dataset** from the Datasets tab. The Survey or Prompt is the **source**, the data as it comes from Alchemer Digital, before it's prepared as a dataset in Dashboard. This article covers when a dataset needs refreshing, how fresh your data is, how much history is available, and what happens when data changes or is deleted in Alchemer Digital.

Applies to Survey and Prompt datasets only. Love Dialog and Rating Dialog data comes as pre-built models that are managed for you automatically; there's nothing to refresh. See Working with Love Dialog & Rating Dialog Data.

When do I need to refresh a dataset?

Once a dataset has been created, responses to its Survey or Prompt are pulled into Dashboard **automatically**, so you don't need to refresh to see new responses.

The one exception is when the **source** itself has been modified. You only need to refresh a dataset when its Survey or Prompt has changed, such as adding or editing a question, changing answer options, or adding question labels. Refreshing updates the dataset to match the changed source, and it will not break existing charts or dashboards.

You also need to refresh once to add Pulse fields to a dataset created before November 12, 2026. Datasets created after that date include Pulse fields automatically. After the one-time refresh, new Pulse data flows in on its own. To learn more, see Using Pulse Data in Alchemer Dashboard.

Refresh a dataset on demand

Only Creators can refresh datasets.

1. In the top navigation, click **Data**, select **Manage Datasets**, then open the **Datasets** tab.
2. Find the dataset you want to update in the datasets table.
3. Click the more icon (the three horizontal dots) at the end of that dataset's row, then select **Refresh dataset**.
4. The dataset name shows "Refreshing..." until the refresh is done, then returns to the dataset name.

How fresh is my data?

Responses and edits made in Alchemer Digital are typically available in Dashboard within about an hour. As noted above, new responses appear in your dataset automatically; a manual refresh is only needed to pick up structural changes to the source.

How much history is available

Dashboard keeps a rolling three-year window of response data:

- An interaction must have received a response within the last 3 years to appear in Dashboard.
- Only the most recent 3 years of response data is available.
- The window is a daily rolling window. Each day, the visible range shifts forward by one day.

When data changes or is deleted in Digital

Dashboard data stays consistent with Alchemer Digital. If data is deleted in Digital, through front-end actions or data-retention processes, it is also removed from Dashboard. Refresh the dataset to reflect the latest state.

Related articles

- Managing Sources — create a dataset from a Survey or Prompt
- Building Charts from Digital Survey and Prompt Data — chart your Survey and Prompt data
- What Digital Data You Can Visualize in Dashboard — the fields available for each interaction type
- Understanding the Digital Data Sidebar — how fields are grouped, color-coded, and named

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