Searching

The Alchemer Voice search function helps you locate content quickly using keywords, boolean operators (typed in lower case), and quoted phrases, and filters narrow the results further. Here is how it works.

Search

Search runs when you press Enter or click out of the box. On Conversations, search covers the title and transcript, and matching transcript lines appear on each card. On Insights, it covers the insight text.

- Searches are not case-sensitive.
- Terms match the start of words: "integrat" finds "integration" and "integrations". It does not match text from the middle of a word.
- Several words without quotes must all be present, in any position and order.
- Words in double quotes must appear together, in that order.

Exact phrase search

When you put words in double quotes, the search treats them as an exact phrase. Results must contain the words together, in the same order that you entered them.

Example:

`"project updates"`

Finds results where "project updates" appears exactly as that phrase.

Boolean search operators

You can refine a search further using the following operators. Type **and**, **or**, and **not** in lower case, and use brackets to control the order of evaluation.

Operator	What it does
and	Finds results that contain both terms or phrases.
or	Finds results that contain either term or phrase.
not	Excludes results that contain the specified term or phrase.

Examples:

Search	Finds
`pricing renewal`	Both words, anywhere in the text

Search	Finds
`"project updates"`	The exact phrase
`"project updates" and status`	The phrase and the word "status"
`"project updates" or summary`	Either the phrase or the word
`"project updates" and not draft`	The phrase, excluding results containing "draft"
`("project updates" or "status report") and deadline`	Either phrase, plus "deadline"
`budget and (forecast or estimate) and not draft`	"budget" and either other word, excluding "draft"

If a bracket or quote is not closed, you see "We could not understand your search request, please try again". Curly quotes pasted from other documents are converted automatically.

Filters

Most filters accept **Is any of** (include) or **Is not any of** (exclude).

Conversations page

Section	Filters
Conversation	Participant, Purpose, Type, Service (where it came from), Label, Date. Gong workspace appears if you have more than one; Call line appears if Aircall is connected.
Date	Recent period ("In the last" a number of days, weeks, months or years) or Exact dates (From and To)
Persona	Role, Domain, Name, Title of the people in the conversation
CRM (if connected)	Company (name, owner, size, type, industry, region, label, custom fields), Opportunity (type, owner, current and original stage, current and original status, amount, name), Product, Lead, Contact, Case, Lists. Sections appear only when your CRM uses them.
Insight	Label, to find conversations containing insights with that label

Insights page

The Insights page has the same filters, plus: Insight type with the categories for the types you select (such as Job category or Emotion category); Label and Date for the insight; and a Conversation section with its own Label filter for the conversation the insight came from. See the Insights article for what each type means.

Without a connected CRM, CRM filters show "Connect your CRM to gain access to this filter".

Reusing a view

Search and filters are stored in the page address. Copy it to share the view or bookmark it. Ask the Analyst (see Analyst Tool) and, on Insights, Create Topic Set (see Topic Sets) both operate on the filtered results.

No results

All typed words must be present and filters narrow results as well. Remove words or filters one at a time to find which is excluding results, and check spelling.

Permissions

You only see results your role permits, so results can differ between colleagues. A colleague seeing more results than you usually reflects a difference in role scope, and someone you share a view with sees only what their role allows.

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