

Dashboard

The Dashboard is the home screen of Alchemer Voice. It surfaces the most important activity in your account at a glance, combining the Trending topics and Insights widgets in a single view so you can check the health of your conversation data without leaving the page.

Trending topics

The Trending topics widget lists the topics that gained or lost the most insights over the last 14 days, so you can quickly see what is rising or falling across your conversations.

Topics come from the topic sets you build on the Topic sets page. If your account has not created any topic sets yet, or none of them picked up new insights in the last 14 days, the widget shows "You don't have any topics to display" until there is qualifying activity to rank.

Insights

The Insights widget shows how many insights Alchemer Voice has captured in the last 90 days. Insights that have not yet been grouped into a topic appear as outliers.

Two numbers summarize that window. Total is every insight captured across your conversations in the last 90 days. Outliers is the portion of that total made up of insights that have not been grouped into a topic; hovering the info icon next to Outliers repeats this definition.

Below the two numbers, a line chart plots Total and Outliers day by day across the same 90-day window, using the same colors as the numbers above (orange for Total, blue-purple for Outliers). Hover any point on either line to see the exact date and both counts for that day, which is a quick way to spot a spike or dip before digging into Conversations or Insights.

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