Using Pulse Data in Alchemer Dashboard

Pulse data in Alchemer Dashboard puts the themes and sentiment Pulse finds in your open-text responses right next to the scores and answers from the same response. You can see what customers are saying and how it lines up with NPS, CSAT, and ratings, all on one chart. No exports, no hand-tagging comments.

Pulse data in Dashboard is available to customers with Pulse. Using Pulse data in Spark and AI Highlights requires Advanced Dashboard.

Pulse data in Dashboard is available as of November 12, 2026.

Before you start

1. Your survey or Digital survey is connected to Pulse, and Pulse has tagged its open-text responses.
2. Your dataset is a single-source Survey or Digital dataset. Multi-source datasets don't include Pulse fields.
3. Datasets created before Pulse data launched in Dashboard need a one-time refresh. Datasets created after launch include the Pulse fields automatically.

Refresh a dataset created before launch

You only need to do this once per dataset. After the refresh, new Pulse data flows in on its own.

1. In the top navigation, go to **Data** > **Manage Datasets**.
2. On the **Datasets** tab, find the dataset.
3. Select the **...** menu at the end of the dataset's row.
4. Select **Refresh dataset**. The dataset name changes to **Refreshing...** while it runs, then returns to the dataset name when it's done.

Refreshing doesn't break existing charts or dashboards. For more on refreshing, see Managing Sources and Managing Digital Datasets.

Find the Pulse fields

In the chart builder column list, Pulse fields sit directly under the open-text question they belong

to. Each open-text question connected to Pulse has four fields, named after the question:

- **[question] Pulse 1 Theme**
- **[question] Pulse 2 Category**
- **[question] Pulse 3 Sentiment**
- **[question] Pulse 4 Sentiment Score**

Pulse field reference

Field	What it holds
Pulse 1 Theme	The theme Pulse assigned to the response.
Pulse 2 Category	The category the theme rolls up to. Group by category, then drill into its themes.
Pulse 3 Sentiment	The sentiment label for that theme: Positive, Neutral, or Negative.
Pulse 4 Sentiment Score	The sentiment as a number: -1 = Negative, 0 = Neutral, 1 = Positive. When more than one score is aggregated, it uses a simple average.

The open-text question column is the verbatim: the actual comment the respondent wrote. Add it to your chart to read the comment next to its theme and sentiment.

How rows and counts work

1. **One row per theme.** A response can have more than one theme, and each theme has its own sentiment. A response with two themes appears twice, once for each theme.
2. **Count responses with Response ID.** To count responses, use the unique count of Response ID, not the row count.
3. **Theme totals can add up to more than your response count.** A response with three themes counts once under each theme.
4. **{Null} means no theme.** You'll see {Null} when a respondent skipped the open-text question, or answered it but the response has no Pulse theme.

To remove unanswered responses from a chart:

1. Select the filter for the open-text question.
2. Open the **Exclude** tab.

3. Exclude **Null**, then select **Apply**.

Walkthrough: chart themes and sentiment

1. Open a chart search.
2. In the data model selector, choose your single-source Survey or Digital dataset.
3. In the column list, select **Response ID**, the open-text question, and its Pulse fields.
4. Run the search.
5. Read the table. Each row is one theme on one response, with its category and sentiment next to the comment. The footer shows the unique count for each column.

Chart ideas

- How often each theme or category comes up over time.
- Sentiment distribution by theme or category.
- Average Sentiment Score by theme, category, or time period.
- A theme or sentiment next to NPS or CSAT from the same response.

Spark and AI Highlights

With Advanced Dashboard, Spark and AI Highlights can use Pulse fields. Without Advanced Dashboard, you can still chart and filter Pulse data.

Access

Pulse data, including verbatims, follows the same access as the source Survey or Digital data. If you can see the survey data, you can see its Pulse data. There are no new permissions to set up.

Limits

- **Single-source datasets only.** Multi-source datasets don't include Pulse fields.
- **Regions.** Pulse data is available for US Survey, US Digital, and EU Survey. EU Digital, CA Survey, and AU Survey are coming next.
- **Not real-time.** Pulse data shows up in Dashboard within 24 hours of being tagged in Pulse.
- **History included.** Responses tagged in Pulse before launch are backfilled.
- **No theme or category descriptions.** Dashboard shows theme and category names only.

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