

Building Advanced Queries in Listen

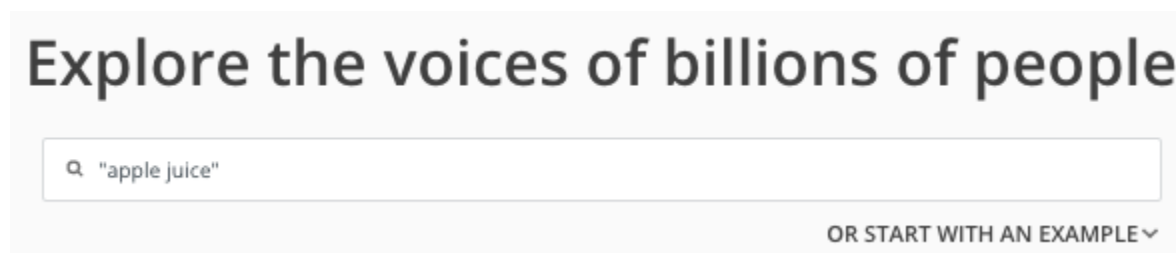
You may find that a term you've searched for is a bit too commonly used. It may return a bit too much social noise, or it may produce irrelevant results. Refine your Listen search results by adding advanced requirements, such as locations, website sources, grouped terms, excluded terms, and much more.

In this article, find out more about the different search operators available and how to achieve more accurate results.

Introduction to search operators

Search operators are simple words or symbols which will apply rules and specifications to your search. If you enter the words *apple juice* into the search bar, your search results will contain mentions which include the word apple and also the word juice, though either word could appear separately in any part of the mention.

If you only wanted to see mentions which included the only whole term *apple juice*, you could apply **quotation marks** as shown below:

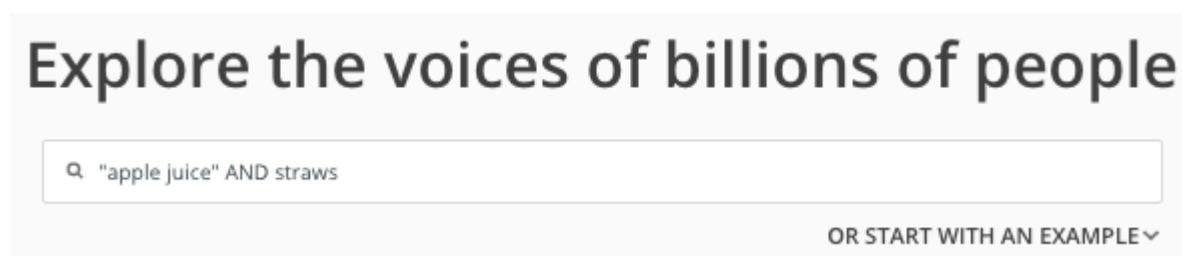


Explore the voices of billions of people

🔍 "apple juice"

OR START WITH AN EXAMPLE ▾

Similarly, if you wanted to see mentions which include both the term *apple juice* and *straws*, but not necessarily together, you could use the **AND** operator as shown below:

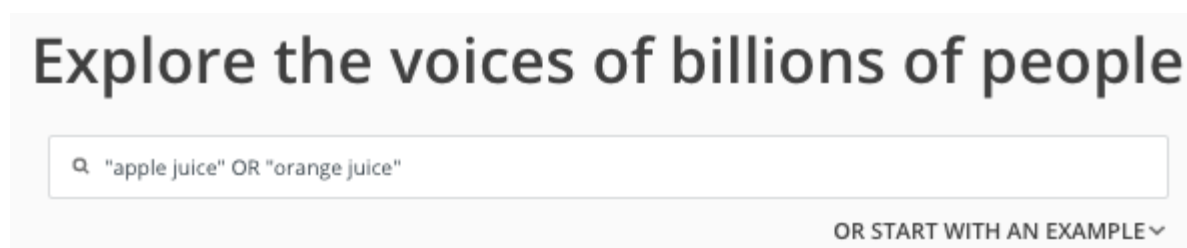


Explore the voices of billions of people

🔍 "apple juice" AND straws

OR START WITH AN EXAMPLE ▾

You can also choose to view mentions which include only one or the other using the **OR** operator:



Explore the voices of billions of people

🔍 "apple juice" OR "orange juice"

OR START WITH AN EXAMPLE ▾

Below, you can see the full list of available operators along with a description and some examples of how they can be used.

Note:

Search operators are always **case sensitive**. However, search results are always non-case sensitive unless using the **brackets: {}** operator.

Content operators

Content operators allow you to refine your search terms based on the keywords, hashtags, and topics contained in the mentions.

Quotations: " "	Mentions will include the phrase as written in the quotations. E.g., "apple juice"
AND	Mentions will include both terms surrounding the operator. E.g., "apple juice" AND straw
OR	Mentions will include only one of the terms surrounding the operator. E.g., "apple juice" OR "orange juice"
NOT	Mentions will exclude the term following the operator. E.g., apple NOT juice
Parenthesis: ()	Parenthesis can be used to group terms together, allowing you to apply an operator to everything inside the parenthesis. E.g., (apple AND juice) OR (orange AND juice)
Tilde: ~	Place a tilde and a number after a term in quotations . Mentions will include all words in your term, but within a specified number of words of each other. E.g., "apple juice"~5. Mentions will include both the words <i>apple</i> and <i>juice</i> within five words of each other. If you enter "apple juice"~10, mentions will include both words within 10 words of each other.

Brackets: {}

Mentions must match the term exactly and must be case sensitive.

However, terms must be less than 5 characters.

E.g., {AC/DC} : Mentions including *ac/dc* (in lower case) will not be included.

Accent

If you apply an accent to a term, mentions will include the term with any accents included. Mentions including the same term without accents will not be indexed.

However, if you enter a term without any accents, mentions may include accents.

Ex. 1: niño : Mentions will include only the word *niño*.

Ex. 2: nino : Mentions may include the word written as *nino* or *niño*.

Angle Brackets: <<< >>>

Information contained inside six angle brackets will not be considered a part of your search whatsoever. This can be used for internal notes, placeholders, or to distinguish between sections.

E.g., <<< Next section TBD >>> : Mentions will be indexed as per the rest of the query, having no regard for the information in the angle brackets.

NEAR/x

(Only available for [Saved Searches](#)) Mentions will include both terms surrounding the operator within the specified number of words (*x*). Either term can appear before the other in matching mentions.

E.g., Falcon NEAR/5 Brandwatch : Mentions will include both the words *Falcon* and *Brandwatch* within five words of each other.

NEAR/xf

Mentions will include both terms surrounding the operator within the specified number of words (x). The former term must appear before the latter.

E.g., `Falcon NEAR/5f Brandwatch`: Mentions will include the word *Falcon* no more than five words before *Brandwatch*. Mentions including the word *Brandwatch* no more than five words before *Falcon* will not be indexed.

Wildcard: *

Mentions will include the preceding word and any words containing that word as the root. Only available for plain text.

E.g., `complain*`: Mentions will include the words *complain*, *complaints*, *complaining*, or *complained*. There is a limit of 150 on short wildcards (2 characters) e.g. `*ab`.

Replacement: ?

Mentions will include your specified term, substituting the ? with any letter. Using the replacement operator allows you to accommodate for different spellings of the same word.

E.g., `Licen?e`: Mentions will include either the word *license* or *licence*.

Source operators

Using Source operators, you can narrow down the online origins of your mentions. For example, mentions only from a particular site, page, or author.

Bear in mind that it's possible to search using only a Source Operator without the need to add any further keywords or terms to limit your results. For example, searching **only** `url:bbc.com/news`, you can index **all** new articles as mentions. The same can be achieved for any X (Twitter) account, Subreddit URL, Blog, or website.

site	<p>Mentions will originate from your specified website. Do not include either <i>https://</i> or <i>www</i>.</p> <p>E.g., <code>site:bbc.com</code></p>
url	<p>Mentions will originate from a particular page on a site. Place the page url in quotations, ignoring the <i>https://</i> and <i>www</i>.</p> <p>E.g., <code>url:"bbc.com/news"</code></p>
channelid	<p>Mentions will originate from your specified channel ID.</p> <p>E.g., <code>channelid:141273439246434</code></p>
title	<p>Mentions will include your terms only in the title, rather than the body of the text.</p> <p>E.g., <code>title:Astrazeneca</code></p>
author	<p>Mentions will be sourced only from the specified author. Author format may vary depending on how the information is received from each platform. Author information must be exact.</p> <p>For an idea of how an author's name may appear, consider viewing existing mentions from any authors you had in mind. Alternatively, look at the Top Authors component of your search insights.</p> <p>E.g., <code>author:philrudd</code>: Mentions will be indexed from the author, <i>philrudd</i>, only. Mentions from <i>philrudd54</i> will not be indexed.</p>
subreddit	<p>Mentions will originate from the specified subreddit name (the <i>r/</i> version of the subreddit name, often contained in the subreddit URL). Please bear in mind that subreddit names must match exactly and the subreddit operator is case sensitive.</p> <p>E.g., <code>subreddit:Damnthatinteresting</code>. Mentions from <i>r/Damnthatinteresting</i> will be indexed.</p>

Tip:

You can use the **NOT** operator along with the **site**, **title**, and **author** operators to specify that mentions should not come from specific sources.

E.g., “apple juice” NOT site:bbc.com

The **NOT** operator will not work with the **url** operator, though you can use the **site** operator to discount all pages from a particular site altogether.

Location operators

Location operators allow you to narrow down your search results to specific continents, countries, regions, cities, or exact locations.

All available location codes can be found in the following [XLSX sheet](#).

Note:

Location data may not be available for all mentions. If location data is not available, mention location will default to the website's registered country.

continent	Mentions will originate from your specified continent. E.g., <code>continent:EUROPE</code>
country	Mentions will originate from your specified country. E.g., <code>country:GBR</code>
region	Mentions will originate from your specified state, region, or province. E.g., <code>region:"GBR.Northern Ireland"</code>
city	Mentions will originate from your specified city. E.g., <code>city:"GBR.Northern Ireland.Belfast"</code>
latitude	Choose to specify a latitude range, a longitude range, or both.
longitude	E.g., <code>latitude:[41 TO 44] AND longitude:[-73 TO -69]</code>
language	Mentions will be indexed only in the specified language. Codes for each language can be found here . E.g., <code>language:en</code>

Tip:

If any part of your location query contains more than one word (e.g., Northern Ireland), remember to include quotations on either side of the entire query (e.g., `city:"GBR.Northern Ireland.Belfast"`).

Additional operators

authorGender	<p>Mentions will be indexed from the authors matching the specified gender. Gender information is available for Facebook, Forums, Reviews, and Weibo data from March 8, 2014 and for X (Twitter) data from April 18, 2014.</p> <p>E.g., <code>authorGender:F</code></p>
authorVerified	<p>Mentions will be indexed only from X (Twitter) authors matching the specified X (Twitter) verification status. Choose from <i>true</i> or <i>false</i>.</p> <p>E.g., <code>authorVerified:true</code></p>
authorFollowers	<p>Mentions will be indexed only from X (Twitter) authors matching the specified range of followers.</p> <p>E.g., <code>authorFollowers:[200-2000]</code></p>
engagementType	<p>Only the specified type of engagements will be indexed as mentions. Choose from <i>COMMENT</i> (Facebook), <i>REPLY</i> (Instagram and X (Twitter)), <i>RETWEET</i>, or <i>QUOTE</i> (X (Twitter)).</p> <p>E.g., <code>engagementType:COMMENT</code></p>
engagingWith	<p>Mentions will be indexed when people have replied or reposted (retweeted) a post from the specified account.</p> <p>E.g., <code>engagingWith:acdc</code></p>
engagingWithGuid	<p>By specifying a post (tweet) ID, reposts and replies to that post will be indexed as mentions. Similarly, specify a Facebook post ID to view the comments and replies to the post.</p> <p>The post ID and Facebook post ID can be found at the end of the URL while viewing the post. For example, https://X (Twitter).com/FalconIO/status/1445054562897911823.</p> <p>E.g., <code>engagingWithGuid:1445054562897911823</code></p>
guid	<p>Specify a post ID or a Facebook post ID to index the post as a mention. The ID can be found in the post URL as mentioned above.</p> <p>E.g., <code>guid:1445054562897911823</code></p>
imageType	<p>Mentions will always contain at least one image.</p> <p>E.g., <code>imageType:image</code></p>
itemReview	<p>Mentions will consist of reviews of the specified product. You can use the itemReview operator in conjunction with the site operator to index reviews from particular websites.</p> <p>E.g., <code>itemReview:Ring Doorbell</code></p>

rating	<p>Reviews will be indexed matching the specified rating. You can choose to specify either one number or a range.</p> <p>E.g., <code>rating:[3 TO 5]</code></p>
links	<p>Mentions will include content which contains links to the specified website. Shortened links to the specified website will also be included.</p> <p>E.g., <code>links:falcon.io</code></p>
minuteOfDay	<p>Only mentions published during the specified minutes of the day will be indexed as mentions. Time is written in number of minutes and based on UTC.</p> <p>E.g., <code>minuteOfDay:[1110 TO 1140]</code> (Represented timeframe: 18:30 - 19:00 UTC).</p>
publisherSubType	<p>Choose from <i>IMAGE</i> or <i>VIDEO</i> to specify the content for each mention. Only applicable for Instagram mentions.</p> <p>E.g., <code>publisherSubType:IMAGE</code></p>
topLevelDomain	<p>Choose from <i>.com</i> or <i>.org</i> to specify the type of domain your mentions will come from.</p> <p>E.g., <code>topLevelDomain:.com</code></p>
weblogTitle	<p>Mentions will include blog and Reddit posts from authors matching the specified name.</p> <p>E.g., <code>weblogTitle:falconio</code></p>

Advanced search query examples

Below, you can find three examples of advanced search queries built using some of the operators mentioned above.

Example one

Marriott OR “Residence inn” OR “Fairfield Inn & Suites” OR links: marriott.com OR site: marriott.com OR author: (MarriottIntl OR Marriott) OR @MarriottIntl OR @Marriott OR #Marriott OR #LetYourMindTravel NOT (“Willard Marriott” OR “Bill Marriott”)

Example two

((“marriott”) AND (yoga OR massage OR facial OR spa OR pets OR “pet friendly” OR dogs OR cats OR fitness OR gym OR “business center” OR weddings OR “wedding reception”))

Example three

((“self driving” OR autonomous OR driverless) AND (Car OR vehicle OR auto OR suv OR suvs OR “sport utility vehicle” OR sedan OR sedans OR “mini van” OR minivan OR miniaturevan OR truck OR pickuptruck OR “pickup truck” OR pickuptrucks OR “pickup trucks” OR hybrid OR “two door” OR “2 door” OR 2door OR twodoor OR 2doors OR twodoors OR “four door”)) NOT (AI OR “Artificial intelligence” OR artificialintelligence)