Insight Query Syntax

Quick Reference Guide

Filters Logic Operation

Filter Type	Attributes	Categories	Measures	Scores
Within group	OR	AND	OR	OR
Between group	AND	AND	AND	AND

Boolean Logic Operators	Examples
Wildcards Use the percent (%) and asterisk (*) to find any number of characters leading or following (or both) the searched term.	**supervis%** Returns contacts containing all tenses of the word, including `supervise`, `supervises`, `supervisor`, and `supervising`.
AND logic Use a blank space as a separator or the word AND.	**speak supervisor** Returns contacts that have *both* terms present (they do *not* have to occur near each other or be in any particular order).
OR logic Use a vertical bar (|) or the word OR.	**speak | supervisor** Returns contacts that have *either* term present.
PHRASE logic Use double quotes " " around a set of words to find the words in that exact order during a given timeframe. Do not use quotes around single words.	**"speak supervisor":2** Finds the words in this order within a 2-second window. Hits on the phrase "`speak to my supervisor`"; does *not* hit on the phrase "`do you have a supervisor I can speak to?`"
CLOSE-TO logic Use square brackets [ ] around a set of words to find those words in *any* order during a given timeframe.	**[speak supervisor]:2** Finds the words in *any* order within a 2-second window. Hits on the phrase "`speak to my supervisor`" *or* the phrase "`do you have a supervisor I can speak to?`"
NOT logic Use a minus sign (-) immediately before a word/phrase, preceded by a space to rule out contacts with this term. Note: (-) operator cannot be used with any of the Proximity Operators (BE-FORE, AFTER, NEAR).	**speak –supervisor** Returns contacts where `speak` is found, but where `supervisor` was NOT present anywhere in the contact.
Distance Operators Use a colon (:) followed by a numerical value (:2 or :2s) to specify a time frame in seconds for your search criteria for calls. Use a w for word counts in text-based contacts (:2w).	**"talk|speak supervisor":3** Finds the phrase "`talk supervisor`" OR the phrase "`speak supervisor`" in that order, within a 3-second timeframe. Hits on the phrase "`speak to a supervisor`" as well as "`speak to your manager or your boss or supervisor`". If no timeframe is specified, the system defaults to a calculation of (# of words * 0.3 seconds) – 0.1 second. Thus a 2-word phrase defaults to 0.5 seconds.

Proximity Operators and Advanced Logic	Examples
BEFORE logic Uses the time between the start time of the last word in the first phrase and the start time of the first word in the phrase after BEFORE.	**"speak supervisor":2 BEFORE:30 "cancel account":2** Hits on the phrase "`speak supervisor`" (in that order within a 2-second timeframe) occurring within 30 seconds before the phrase "`cancel account`" (in that order within a 2-second timeframe). Hits on "`let me speak to a supervisor because obviously you are not going to cancel my account`". Does *not* hit on "`if you won't cancel my account then just let me speak to a supervisor`". If no timeframe is specified, the system defaults to a 3-second timeframe for the BEFORE logic.

AFTER logic

Uses the time between the start time of the first word in the first phrase and the start time of the last word in the phrase after AFTER.

"speak supervisor":2 AFTER:30 "cancel account":2

Hits on the phrase "`speak supervisor`" (in that order within a 2-second timeframe) occurring within 30 seconds after the phrase "`cancel account`" (in that order within a 2-second timeframe). Hits on "`if you won't cancel my account just let me speak to a supervisor`". Does *not* hit on "`let me speak to a supervisor because obviously you are not going to cancel my account`". If no timeframe is specified, the system defaults to a 3-second timeframe for the AFTER logic.

NEAR logic

Locates language in either direction (BEFORE and AFTER) using the time between:

Start time of the earliest word in the phrase backward to the start time of the last word in the NEAR phrase

Start time of the last word in the phrase forward to the start time of the earliest word in the NEAR phrase

"speak supervisor":2 NEAR:30 "cancel account":2

Hits on the phrase "`speak supervisor`" (in that order within a 2-second timeframe) occurring within 30 seconds (in either direction) of the phrase "`cancel account`" (in that order within a 2-second timeframe). Hits on "`if you won't cancel my account just let me speak to a supervisor`". Also hits on "`let me speak to a supervisor because obviously you are not going to help me cancel my account`". If no timeframe is specified, the system defaults to a 3-second timeframe for the NEAR logic.

NOT logic

Can be used with BEFORE, AFTER, NEAR. (Note: You must use NOT; you cannot use the negative sign (-) logic with BEFORE, AFTER, NEAR). Used to negate words within a phrase.

"speak supervisor":2 NOT NEAR:30 "cancel account":2

Htis on the phrase "`speak supervisor`" (in that order within a 2-second timeframe) as long as the phrase "`cancel account`" (in that order within a 2-second timeframe) did *not* occur within 30 seconds in either direction. Does *not* hit on "`if you won't cancel my account just let me speak to a supervisor`" nor "`let me speak to a supervisor because obviously you are not going to cancel my account`". If no time frame is specified, the system defaults to a 3-second timeframe for the NOT logic. Use NOT NEAR:0 to eliminate the instance of any words appearing between phrase or close-to strings.

Location Operators

Utilize the curly brackets {} to restrict your search to words or events occurring at a specific time or location with the transcript. Can be utilized with either seconds (s) or percentages (%). Values default to seconds and the transcript beginning when not specified.

supervisor{30} or supervisor{+30}

Hits on the word `supervisor` occurring within the first 30 seconds of the call.

"speak supervisor"{25-75%}

Hits on the phrase "`speak supervisor`" within the middle 25-75% of the call.

- Ignore Common Words: Words like `the`, `to`, `a`, `of`, and `for` are ignored. The transcript phrase "`talk to my supervisor`" can be found by simply typing (`"talk supervisor":1.5`).
- Acronyms: Type out acronym letters with a space between each and within a short time frame. Don't forget your homonyms and aliases. For example, the acronym PCI would be found by typing (`"p|pea c|sea|see i|eye":.6`).
- Numbers: For audio contacts only, spell out numbers; search for `five` instead of `5`. For text-based contacts, you may search for numerical digits, but be sure to treat multi-digit numbers as you would phrases.
- Punctuation: Apostrophes (`can't`) and hyphens (`e-file`) are the only punctuation permitted when searching audio contacts. (Also search for the words as a phrase, for example, for e-file also search for "`e file`"). For text-based contacts, you may search for punctuation; symbols that are used in Eureka search syntax (such as wildcards % and *) must first be escaped out with a \. For example, "`How can I help you \?`".
- Homonyms and Aliases: Think about how words sound. For example, when searching for "piece", type `piece|peace|peas`.
- Use Parentheses for Clarity*: This is especially important with long strings of ORs and ANDs. In addition, utilize the (|) operator within a string and the OR operator between search strings. For example, instead of `"credit|debit card|cards"|"checking|savings account|accounts"`, type `("credit|debit card|cards") OR ("checking|savings account|accounts")` for clarity and aesthetic purposes.

*Remember, when looking for a WORD in relation to another WORD, use "phrase logic" or [close-to logic]. When looking for a "phrase string" or [close-to string] in relation to another WORD, "phrase string", or [clos- to string], use the BEFORE, AFTER and NEAR logic operators.