# Create filters based on customer sentiment

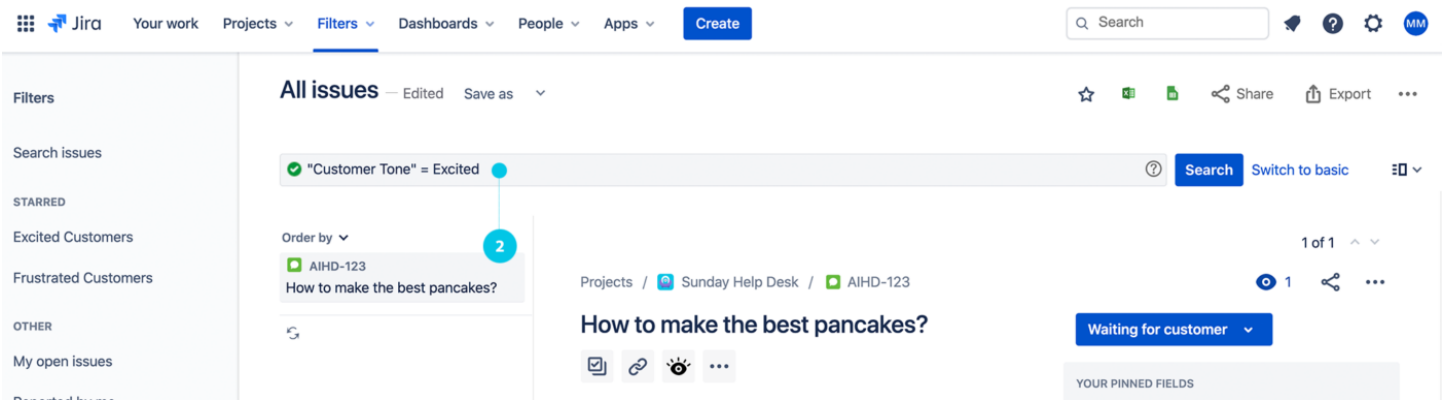
Feature Guide AI Insights · https://izymes.com/docs/ai-insights-create-filters-based-on-customer-sentiment/

Find satisfied or dissatisfied customers utilising filters.

You can quickly find customer sentiments across issues, projects and organisations utilising Jira's search functionality.

**To search for issues by customer sentiment:**

1. Select Search in the navigation bar (or press / on your keyboard).
2. Type your search criteria utilising JQL to find customer sentiment




Search for customer sentiment across issues, projects and organisations

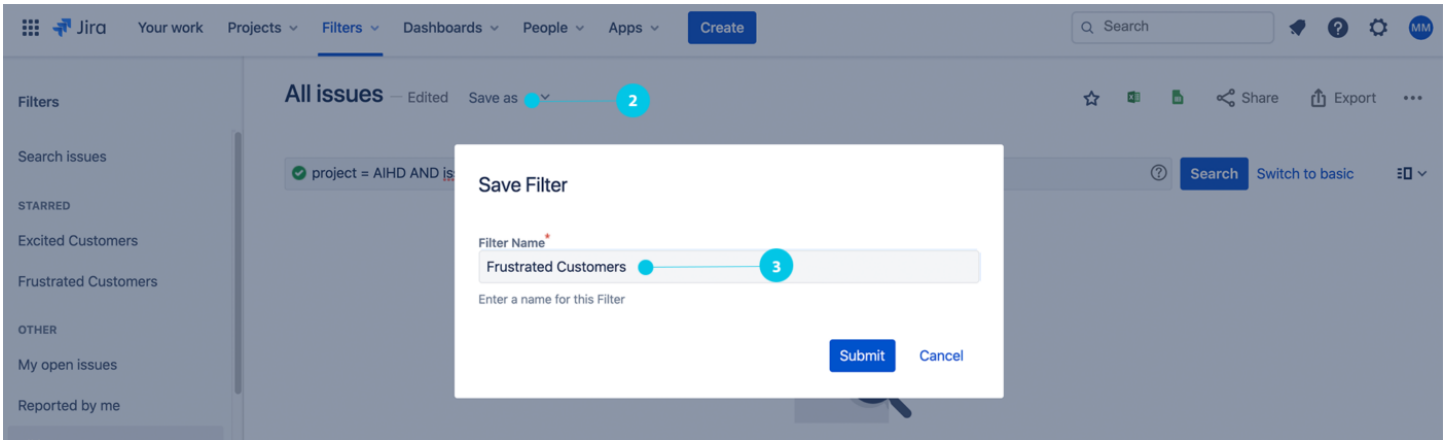
| Description | Example |
| --- | --- |
| Find all excited customers | `"Customer Sentiment" = excited` |
| Find all frustrated customers within a project | `project = AIHD AND "Customer Sentiment" = frustrated` |
| Find all positive customer engagements | `"Customer Sentiment" in (excited,polite,satisfied,sympathetic)` |
| Find all excited customers associated with a particular service agent | `"Customer Sentiment" = excited AND assignee in (557058:de2deb41-6382-4be7-aa31-4adf2439211f)` |

| | |
|---|---|
| Find all issues currently in progress containing frustrated customers | `status = "In Progress" AND "Customer Sentiment" = frustrated` |

You can save issue searches as filters. Create an issue search that utilises the customer sentiment custom field and save the resulting JQL as a filter.

**To save your search as a filter:**

1. Define and run your search
2. Click Save as above the search results
3. Enter a name for the new filter and click Submit
4. Your new filter is added to your favorite filters.




Try AI Insights!