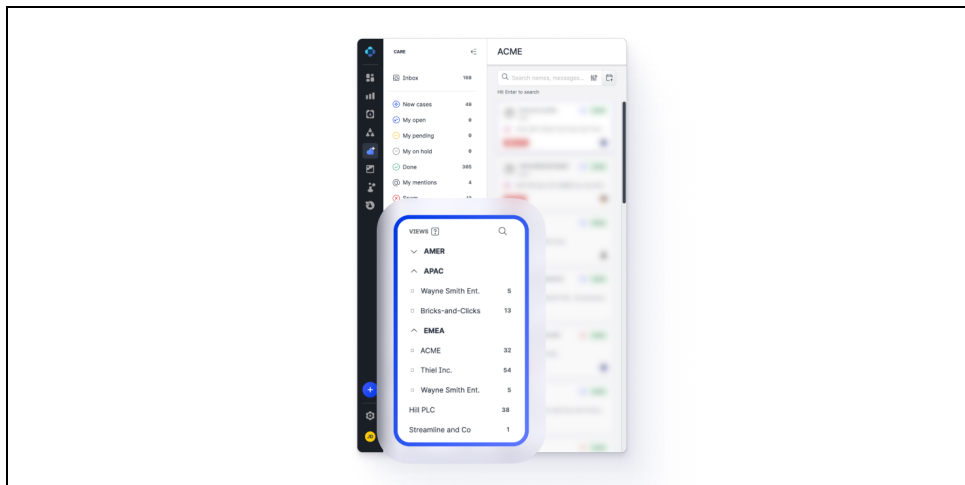


# Care

## Organize Case Views into Groups

As a Care supervisor, you can now **organize custom case views into groups**. This allows you to create a clear hierarchy of case views in the left panel, and it helps you and other Care users quickly locate the views that they need, preventing them from wasting time scrolling through multiple views and getting frustrated.



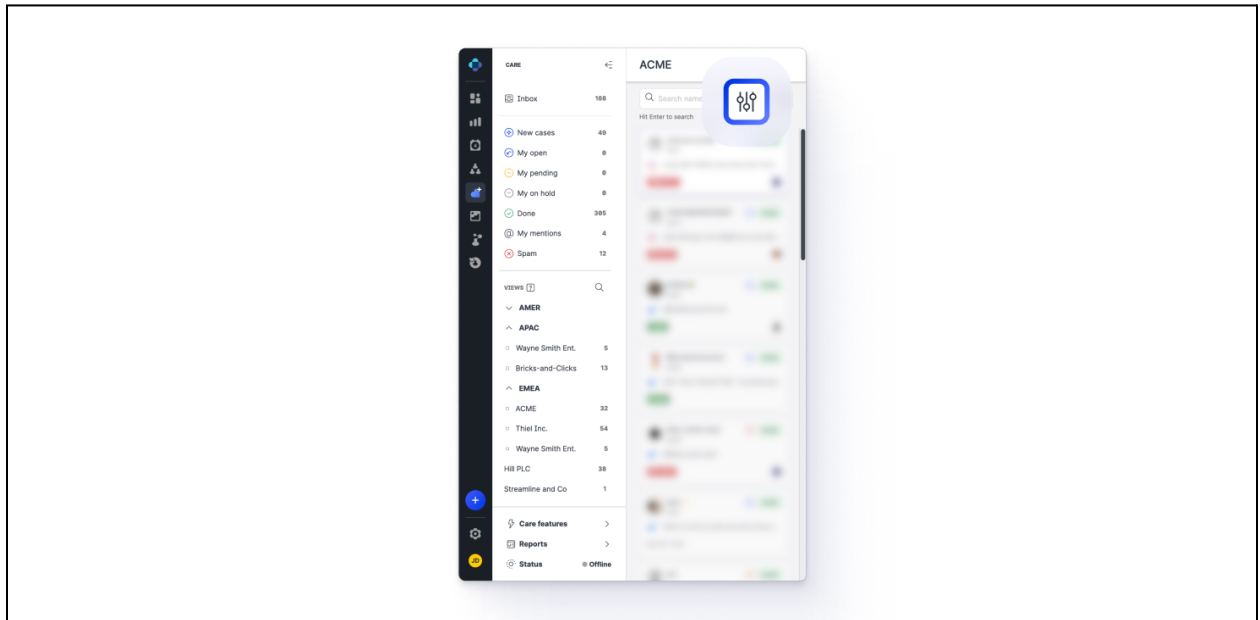
You can organize views into groups by any criteria: groups for specific Care agents, groups related to a specific geographic region, social media platform, or a profile, and so on.

Views do not have to be included in any group. The views that are not assigned to any view group are listed under the view groups. In addition, you can search through the views by clicking the magnifying glass icon.

## Apply Temporary Filters to Case Views

When working with a view, Care agents can now **apply additional filters to the view** to adjust it to their individual needs (for example, when a view lists all open cases from a specific profile and the Care agent needs to see only those with the urgent priority).

This gives Care agents greater flexibility in finding the cases they need within a view to perform a particular task they are working on.




Find users & keywords using AND, OR, NOT

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**FILTERS**

Field: Priority is Urgent ×

 **Add filter**

Cancel Filter

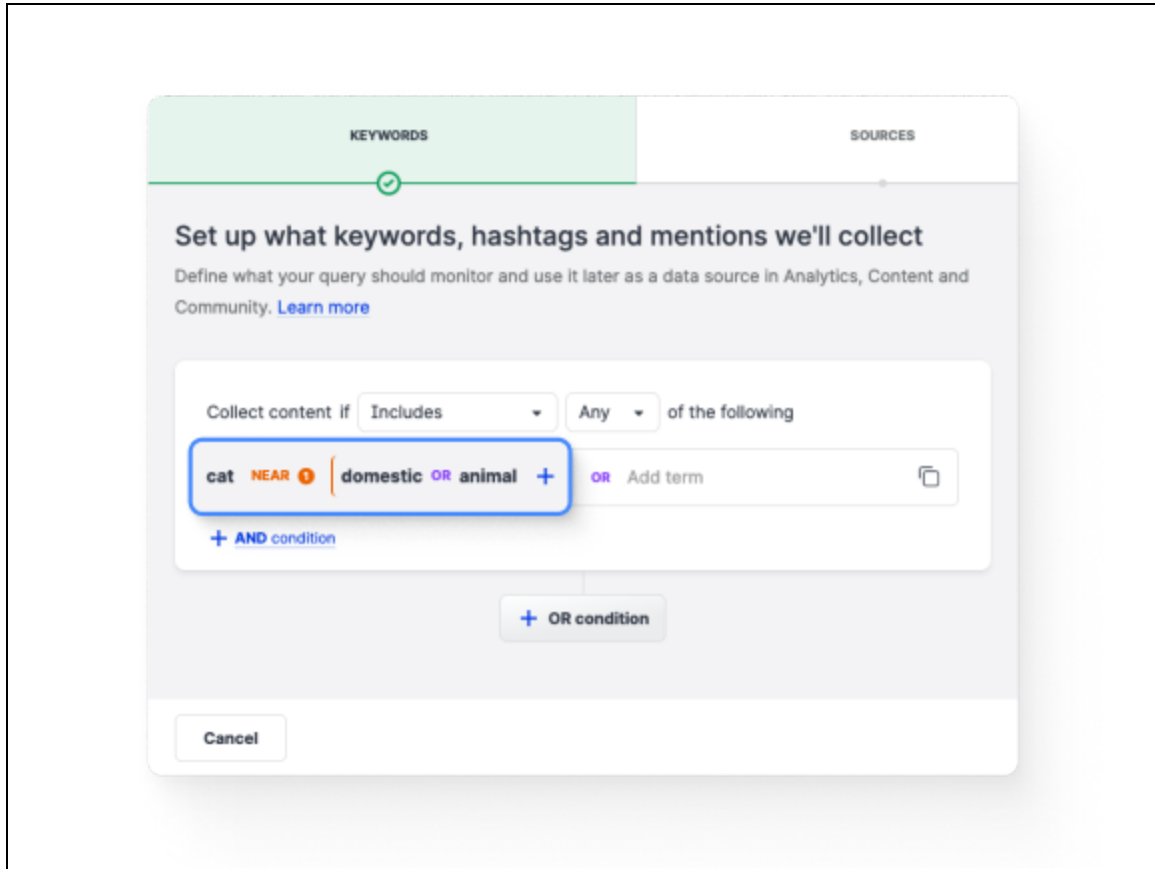
The filters that a Care agent sets up in a view are preserved while they are working in the view. Switching to a different view will clear all the filters.

## Listening: Use NEAR Operator in Listening Queries

When setting up a **listening query**, you can now use the NEAR operator to narrow down the query results and make the query more specific.

NEAR allows you to specify a term that must be found within a certain number of words from the keyword in a query condition. If the term is found within the specified proximity, the listening mention is included in the query results. Otherwise, the listening mention is considered irrelevant and is not included in the query results.

For example, the following query condition would include only the listening mentions that have the word `cat` with either `domestic` or `animal` up to three words apart from it.



The NEAR operator was initially released in [beta](#). If you were a participant of the beta program and have been using the NEAR operator since then, you can continue using it as usual. Nothing is going to change for your existing setup. No additional action is needed on your side.

