Meltwater Platform:
All-Tool Cheat Sheet

Sidebar Tab	Primary Goal	What You Can Do in 60 sec	Pro Tips / Shortcuts
Home	High-level snapshot & quick links	Glance at mention volume trends, saved dashboards, latest alerts.	Pin your most-used widgets (drag-and-drop) so they're always on top.
		Jump straight into last-opened search or monitor.	
Explore	Ad-hoc discovery & Boolean search	Build/modify a search, layer filters, preview results.	*Headline only:* add title: to keyword.
		Save searches and filter sets.	*Noise trim:* set language first, then geography.
		Export CSV/PDF.	
Monitor	Real-time feeds & dashboards	Create "monitors" that auto-refresh.	Use "Updated since last visit" view to spot only new mentions.
		Add widgets (top sources, sentiment, map).	
		Share live URL with stakeholders.	
Analyze	Deep-dive reporting	Choose template (Competitive, Share of Voice, Crisis, etc.).	Drag variables (e.g., sentiment or region) straight onto the chart to pivot instantly.
		Add up to 10 saved searches for side-by-side charts.	
		Download charts as PNG for decks.	
Media Relations	Build & pitch to media lists	Search 400k+ journalists/outlets.	Click any journalist → "Recent Articles" to check relevance before pitching.
		Build lists and send personalised pitches.	
		Track open & click rates.	
Engage	Social publishing & community mgt	Connect social channels (FB, X, IG, LI, YouTube).	Use Saved Replies for common responses; tag conversations to auto-route to team-mates.
		Schedule posts via calendar.	
		Respond from single inbox.	
Newsletters	Curated email digests	Drag-and-drop articles from any Explore/Monitor view.	Turn on "Auto-include top mentions" to fill newsletters with high-engagement items.
		Add intro text and brand colors.	
		Schedule or send instantly.	
Report	Automated PDF/PowerPoint	Pick template → select date range → choose searches.	Toggle "Include raw mention list" if stakeholders want to drill down.
		Schedule daily/weekly delivery.	
Alerts	Instant or digest notifications	Create real-time, hourly, or daily alerts.	Enable Spike Detection for >200 % mention jumps; avoid alert fatigue.
		Filter by sentiment or keyword spikes.	
		Send email, Slack, Teams.	

		Build publication lists (IDs, domains, wildcards).	Prefix internal-only lists with *"ARCHIVE"* so colleagues know not to use.
Content ▼	Custom categories & lists	Manage filter sets used across searches.	
Account ▼	Admin center	Manage users, permissions, SSO, billing info.	Bulk-edit user roles: export CSV → edit → re-import.
		View usage analytics.	
Mira Studio *(Beta)*	AI-powered summarisation & visuals	Auto-generate storyboards & infographics from any search.	Ideal for exec recaps—one click to branded visuals.

Specific Guides

- Navigating the Meltwater Homepage and Navigation Bar

- Getting Started with Explore

- Getting Started with Analyze

- Getting Started with Monitor

- Getting Started with Engage

- Get Started with Media Relations

- Getting Started with Newsletter

- Getting Started with Insights Reports

- Getting Started with Alerts

Technical Support & Account Team

Contact Method	Details	Response Time
Email Support	help@meltwater.com	~30 min (24/7)
Live Chat	Available inside platform	~1 min (24/7)
Meltwater Account Team	telstra@meltwater.com	Business hours (Mon–Fri)