



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Recording, Quality Management, and Speech Analytics User's Guide

Manage the Blacklist

Contents

- [1 Manage the Blacklist](#)



- Administrator

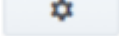
Use the Blacklist to manage a list of terms/phrases that should be ignored by the system when analyzing Trending data. The Blacklist applies to all users, views and languages.

Related documentation:

-
-

The Blacklist list is a collection of terms/phrases permanently ignored by the system when analyzing Trending data. The list affects all users, views and languages.

Manage the Blacklist

1. Click the **Blacklist** button . The following window opens.
2. Click **Add Term** to add a term/phrase to the list.
3. In the text field that appears type the term/phrase you want to add to the list and click **Add**.
4. To remove a term/phrase from the blacklist, click **Delete** next to the term/phrase you want to remove from the list.
5. Click **Confirm** to save your changes.

Important

You can add a term/phrase to the blacklist from the Trending Filter tooltip and you can configure the Trending page to ignore the blacklist using the Ignore Blacklist option, allowing the terms/phrases in the Blacklist to be included in the Trending chart. When this option is enabled, the phrases appear in the Trending view with a dark border.