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

Manage the Blacklist

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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:

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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.