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

Create a Trending filter

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Use the Trending filter to create filters that enable you to monitor and analyze terms and phrases within conversations and to identify and explore familiar and unexpected trends. By analyzing term trends within a specific interaction set over specific time periods and/or according to a variety of search criteria (for example, agent and/or customer side, metadata, duration, categories, topics, agents, work groups, language and so on), Trending enables you to better understand emerging business issues, pinpoint events that may require close attention, identify process or service issues before they escalate and recognize strengths and weaknesses of the organization's employees, products, and processes.

Related documentation:
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Create a new Trending filter

1. Select **Explore > Trending**.

2. From the **Trending Filter** list, select one of the following time frames:

   - **Top terms intra-day:** Displays the most frequently used terms and phrases included in all of the interactions in the system 3 hours prior to the current time.

   - **Top terms today compared to yesterday:** Displays the most frequently used terms and phrases included in all of the interactions in the system 24 hours prior to the current time.

   - **Top terms today compared to the past week:** Displays the most frequently used terms and phrases included in all of the interactions in the system 7 days prior to the current day.

   - **Top terms today compared to the same day a week ago:** Displays the most frequently used terms and phrases included in all of the interactions in the system exactly one week from today. For example, if you are creating the Trending filter on Monday, September 26th, 2016, the filter will search for terms and phrases on Monday, September 19th, 2016.

   - **Custom:** Displays the most frequently used terms and phrases included in all of the interactions in the system according to the selected **Basic** and/or **Advanced** filter options.

3. Configure one or more of the **Basic** and/or **Advanced** filters. For more information, refer to the Trending Filter toolbar description.

> ## Important
> If you select one of the top terms filters and then change **Relative** to **Fixed**, **Monitor** and/or **Compare**, the Trending filter list will change to **Custom**.

4. Click **Run**. The bubble chart and corresponding chart data appear on the screen. Refer to the following pages for explanations about how to interpret the Trending chart:

   - Trending Filter toolbar description

   - Trending Filter tool tip description

   - Trending Filter chart data description

5. Click **Save** to save the Trending filter. The **Save Trending Filter** window appears.

6. In the **Trending Filter Name** enter a name for the filter and in the **Description** (optional) field enter a description.

7. Click **Confirm** to save the Trending filter.