GENESYS™

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

Export Trending Data

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Contents

Exporting Trending data enables you to compare data across different Trending Filter results. The Trending data is exported to a .csv file.

Related documentation:
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Before you export Trending data, consider the following

- Only data from the last Trending Filter that was run will be exported to a .csv file.

- To view data specific to a Custom Trending Cluster Task, you must have the necessary Trending permissions. If you do not have the correct permissions, N/A will appear.

- The exported Trending data will include hidden terms and phrases, but it will not contain terms and phrases in the Blacklist.

Export Trending Data

1. Select **Explore > Trending / Saved Trending Filters**.

2. Click **Run**.

3. Click **Save > Export**. A message appears reminding you that only the data from the results of the last time you clicked Run will be exported to the .csv file.

4. Click **Export**. The .csv file is created.

5. Save the .csv file in a location of your choice.