

GENESYS

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

Working with saved Trending filters

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Administrator

Use Saved Trending filters to support historical analysis and/or to enable you to rerun the filter for different time periods.

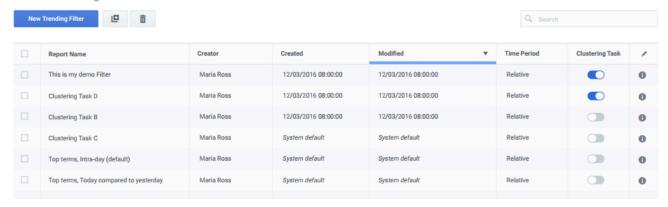
Related documentation:

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Saving a Trending filter is useful when you want to analyze historical trends and/or run the same filter during a different time period. This option prevents you from having to define the filter criteria manually each time you want to run the same filter.

- · Edit a saved Trending filter
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Saved Trending Filters



Edit a saved Trending filter

- 1. Select Explore > saved Trending filters.
- 2. In the **Trending filter Name** column, click the name of the filter you want to edit. The filter is opened.

3. Change the filter and click **Save**.

Copy a saved Trending filter

- 1. Select Explore > saved Trending filters.
- 2. Click the checkbox next to the name of the filter you want to copy and click the **Clone** button copy of the filter is added to the saved Trending filters list.

Delete a saved Trending filter

- 1. Select Explore > saved Trending filters.
- 2. Click the checkbox next to the name of the filter(s) you want to delete and click the **Delete** button . The specific filter(s) are deleted from the saved Trending filters list.

Create a Trending filter

- 1. Select Explore > saved Trending filters.
- Click the New Trending filter button. The Trending window is opened. For details, see Create a Trending filter.

Run a Trending filter

- 1. Select Explore > saved Trending filters.
- 2. Click the **Trending Filter** you want to run. The **Trending filter** window is opened.
- 3. The bubble chart and corresponding chart data appear on the screen.

Saved Trending filter columns

- Trending filter Name: The name of the Trending filter.
- **Description:** The description given to the filter when it was saved.
- Creator: The name of the user who created the Trending filter.
- Created: The date and time when the Trending filter was created.
- Time Period: Relative or Fixed. For details, refer to Basic Filter table in the Trending filter toolbar description page.