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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

New Trending Filter



Search


<input type="checkbox"/>	Report Name	Creator	Created	Modified	Time Period	Clustering Task	
<input type="checkbox"/>	This is my demo Filter	Maria Ross	12/03/2016 08:00:00	12/03/2016 08:00:00	Relative	<input checked="" type="checkbox"/>	
<input type="checkbox"/>	Clustering Task D	Maria Ross	12/03/2016 08:00:00	12/03/2016 08:00:00	Relative	<input checked="" type="checkbox"/>	
<input type="checkbox"/>	Clustering Task B	Maria Ross	12/03/2016 08:00:00	12/03/2016 08:00:00	Relative	<input type="checkbox"/>	
<input type="checkbox"/>	Clustering Task C	Maria Ross	System default	System default	Relative	<input type="checkbox"/>	
<input type="checkbox"/>	Top terms, Intra-day (default)	Maria Ross	System default	System default	Relative	<input type="checkbox"/>	
<input type="checkbox"/>	Top terms, Today compared to yesterday	Maria Ross	System default	System default	Relative	<input type="checkbox"/>	

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.

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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 . A 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**.
2. 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.