



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

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

[Trending Filter tooltip description](#)



- Administrator

The bubble chart that appears after you run the Trending Filter includes a variety of information that enables you to better understand the changes and distribution of terms and phrases within a selected interaction set.

### **Related documentation:**

- 
- 

Significant information about a specific term/phrase and additional options are available in the term/phrase tool tip. From the tool tip you can:

- View the chart data numerically.
- Hide the term/phrase from the chart data.
- Add the term/phrase to the Blacklist.
- Create an interaction search.
- Discover the terms/phrases that are related to the selected term/phrase.
- The following image is an example of the Trending chart tooltip. For details about the tool tip refer to the list below.



---

### Important

The chart statistics include the hidden term/phrase. Also, refreshing the entire Trending page shows all the hidden terms/phrases.

- **Add to Blacklist:** Adds the specific term/phrase to the global blacklist for all users, views and languages. For additional information, refer to Manage the Blacklist.