

GENESYS

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Recording, Quality Management and Speech Analytics User Manual

Category Statistics

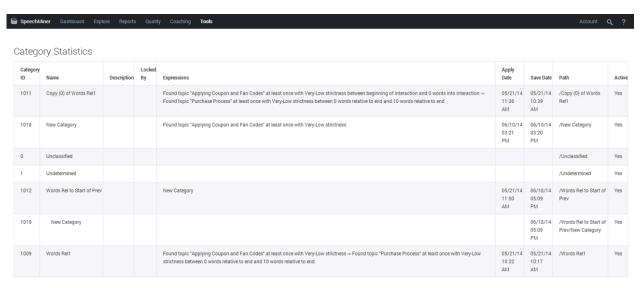
Category Statistics

The **Category Statistics** screen contains a complete list of the <u>categories</u> defined in your system. The screen displays data about each category, including the following:

- **Name**: The name of the Category and its place in the hierarchy of Categories. This information is displayed in a similar fashion in the Category Explorer (see Exploring Interactions).
- Description: Description of the Category
- · Locked By: Lock status. Indicates whether the Category is locked, and, if it is, which user locked it
- **Expression**: Summary of the Category definition. This provides a quick way to review the definition and check that it is correct.
- Active: Active status. Indicates whether the Category is active or inactive

Open Category Statistics

1. In the Main Menu, under **Tools**, select **Elements Explorer > Category Statistics**.



See also

Program Statistics
Topic Statistics