

## **GENESYS**<sup>®</sup>

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## Recording, Quality Management and Speech Analytics User Manual

**Program Statistics** 

5/8/2025

## **Program Statistics**

The Program Statistics screen shows the following information for selected Programs:

The number of Topics in the Program. This information can help you identify empty Programs. List of Topics in the Program, including the name of the Topic, its save date, the name of the user who saved it, and the list of Terms in the Topic

**Open and View Program Statistics** 

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

Genes	iys SpeechMiner				Administrator	Log Out
ńews	Search Explore Rep	orts Quality Coa	ching Tools Help		Search	ction Items (2) v
rogram St	tatistics				05/25/14	11-51 AM +03-00
Program	1 Selected 🗸 Search					
ograms: a	StubHub Topic Count: 31					
	save pane save or sled Rainout Contingent04/13/14 03 34 Pilimarion02					
				Terms		
	was the event canceled or postponed	why they're not honoring thes	e Sckets you are calling about a postponed event	when will contingent event happen		
	canceled event will be handled on a case by o	ase basis. The event was postponed until	the rescheduled date	the tickets will be honored for the resched	Jed event	
	are the tickets good for the new event date	the concert was postponed up	di the game wasn't played	the show was reacheduled		
	the game has been canceled	Sciets are no longer going to	e honored because the event was canceled	it appears that concert was canceled		
	make the new postponed date if was rescheduled for tomorrow. The postponed events		rw the postponed events	the event was rescheduled due to rain		
	is it possible to get a refund for a canceled event it was being reacheduled tickets will no longer be honored		the concert has been canceled			
	they postpone the event to another date	ry polipione the event to another date the event has been polipioned you are calling today about a rained out ev		event the time of the show has been changed		
	I'm calling about a game that was never played	In calling about a game that was never played the date of the show has been changed this game was canceled due to		this event was canceled because		
	there was a schedule change for the event	e was a schedule change for the event show has been postponed your ticket is good for the next show		game ended up getting rained out		
	this event is utimately canceled	event is utimately canceled the event data was changed refund in the event of canceled not reach		heduled there was a venue change		
	contingent event is not played	normally they'l postpone the p	are The game ended up getting canceled	you are calling because the event was call	beleast	
	the venue should be the same	show will not be rescheduled	got canceled because of rain	not going to be reacheduled		
	lady gage that was canceled					
Topic Name Cancellation Reques	See Units See of By et Q 44/314 (2) 34 Primetro 2					
	Term					
	unfortunately we can't cancel	you are calling to cancel an order	we had the right to cancel that	go ahead and cancel your order		
	right new there's not that option to cancel	is it possible to just go ahead and cano	I he will lef you cancel this order	the right to cancel an order		
	so you want me to cancel this order	how can i cancel an order	trying to see if we can cancel	in order to be cancelled through stubhub		
	please cancel and give me a credit	there's no way we can cancel	once confirmed you can't cancel	we don't have a way to cancel orders		
	i can go ahead and do the cancellation	please go ahead and cancel that order	i placed an order and i want to cancel	yeah /d like to cancel that order		
	only way we can cancel the order	not able to cancel the order	you can only cancel before it's confirmed	we could always cancel the orders		
	Lordered the wrong tickets i need to cancel	is it too late to cancel the order	we wouldn't be able to cancel it	I would like to have those canceled		
	you can cancel an order that is unconfirmed	you have the right to cancel your order	is there any way possible to cancel	how do i go about canceling tickets		
	you're telling me i can't cancel them now	you won't be able to cancel the order	wondering if i could cancel the sale	nothing we can do to cancel this order		
	is it possible to cancel that order	i would just like to cancel the order	call my credit card company and cancel the order	know if it's possible to cancel the order		
	we have a strict to cancel policy	we can't just cancel the order	you can cancel orders that remain unconfirmed	i want to refuse and cancel the order		
	this order was confirmed so we cannot cancel	i changed my mind i want to cancel	how do i go about revensing an order	how do i cancel an order		
	we can't just cancel an order	i want that canceled right away	how do i go about canceling my order	cancel it before it gets processed		
	Es been more than forty eight hours	there is no way to cancel the order	no we can't cancel those	no way i can cancel this order		
	there is no way to cancel it	i actually just wanted to cancel my orde	r we won't be able to cancel out	i ordered tickets can we cancel them		
	i was wondering if i could cancel my order	we have decided to cancel the order				

2. In the **Program** multi-select box, select the topics whose properties you want to see.

For additional information about using the Multi-Select box, see Defining Search Criteria.

3. Click Search.

The properties of the selected topics are displayed.

See also

Topic Statistics Category Statistics