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# Recording, Quality Management and Speech Analytics User Manual

Program Statistics

# 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**.

Program Name	Save Date	Saved By
Postponed/Canceled/Refund/Contingent	04/13/14 03:14 PM	Rimmerm02

  

Topic Name	Save Date	Saved By	Terms
StubHub	04/13/14 03:14 PM	Rimmerm02	was the event cancelled or postponed cancelled event will be handled on a case by case basis are the tickets good for the new event date the game has been cancelled note the new postponed date is it possible to get a refund for a cancelled event you postpone the event to another date its calling about a game that was never played there was a schedule change for the event this event is ultimately cancelled contingent event is not played the venue should be the same billy gaga that was cancelled

  

Topic Name	Save Date	Saved By	Terms
Cancellation Request	04/13/14 03:14 PM	Rimmerm02	unfortunately we can't cancel right now there's not that option to cancel so you want me to cancel this order please cancel and give me a credit i can go ahead and do the cancellation only way we can cancel the order contacted the wrong tickets, need to cancel you can cancel an order that is unconfirmed you're telling me i can't cancel then now is it possible to cancel that order we have a strict no cancel policy this order was confirmed so we cannot cancel we can't just cancel an order it's been more than forty eight hours there is no way to cancel it i was wondering if i could cancel my 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](#)