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# Recording, Quality Management and Speech Analytics User Manual

Reprocessing Interactions and Managing Audits

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# Reprocessing Interactions and Managing Audits

The **Interactions Admin** screen is used to perform a number of interactions- and audit-management tasks: deleting audits, reprocessing interactions, and cleaning the database of information about terms that were removed from Topics. These tasks may be necessary, for example, when Topic terms have undergone significant changes.

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Delete Audits=

You can delete all the audits for a particular Topic or for all Topics.

To delete audits

1. In the Main Menu, under **Tools**, select **System Admin > Interactions Admin**.
2. In the **Interactions Admin** screen, in the **Delete Audits** tab, click the arrow to the right of the **Audits** field.

A drop-down list of Topics appears.

3. Select the Topics for which you want to delete the audits.
4. Click **Delete**.

The audits are deleted for the selected topics.

See also

[Preset Views](#)  
[Monitor System](#)  
[Purge System](#)  
[Manage Cache](#)  
[System Configuration](#)  
[Manage Alerts](#)  
[System Alerts](#)

|<| [Reprocessing Interactions=](#)

You can run event analysis again on all interactions or for specified Topics or Programs. You can also specify the date range for which you want to apply the reprocessing.

### Important

Reprocessing of interactions is not available in Recording UI-mode or Analytics and Recording UI-mode systems.

To reprocess interactions

1. In the **Interactions Admin** screen, in the **Reprocess Interactions** tab, select the types of interactions you want to reprocess.
2. Select a reprocessing option, as follows:

Option	Description
All	Reprocess all interactions.
Topics	Reprocess the selected topics.
Programs	Reprocess the selected programs.

3. If you selected **Topics** or **Programs**, click the arrow pointing down beside your selection.
4. In the Multi-Select box, select the items you want to reprocess.

For additional information about using the Multi-Select box, see [Defining Search Criteria](#).

5. In the last field, click the arrow to open the dropdown list, and then select the range of dates for which you want to reprocess the items.
6. Click **Reprocess**.

The items are reprocessed.

See also

[Preset Views](#)  
[Monitor System](#)  
[Purge System](#)  
[Manage Cache](#)  
[System Configuration](#)  
[Manage Alerts](#)  
[System Alerts](#)

| - | Cleaning Orphaned Audits =

If terms were deleted from Topics during the auditing and fine-tuning process, they should also be removed from the lists of terms that are tracked in reports and in the Interaction and Event grids.

To remove deleted terms from the lists of tracked terms

1. In the **Interactions Admin** screen, in the **Clean Orphaned Audits** tab, click **Clean**.

The terms are deleted.

See also

- [Preset Views](#)
- [Monitor System](#)
- [Purge System](#)
- [Manage Cache](#)
- [System Configuration](#)
- [Manage Alerts](#)
- [System Alerts](#)