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Genesys Knowledge Management User Guide

Design and Use Considerations

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Design and Use Considerations

This topic describes part of the functionality of [Genesys Content Analyzer](#).

Getting started with Genesys Content Analyzer requires four basic steps. This section provides information and advice on these steps, as follows:

1. Create a category tree and standard responses. See [Design](#).
2. Create a training object using the tree. Add text objects (e-mails and other objects) to the training object. See [Design](#).
3. Train a new model using the training object. See [When to Train](#).
4. Test the model and use the resulting ratings. See [Applying the Ratings](#).