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Genesys Knowledge Management User Guide

[Search Criteria Tab](#)

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Search Criteria Tab

This topic describes part of the functionality of **Genesys Content Analyzer**.

When you click Find, Knowledge Manager shows you all uncategorized e-mails one at a time, in an order determined by criteria that you set using TO Data Analyzer's Search Criteria. If Knowledge Manager finds that an e-mail is a good fit for the criteria, this section says that it "gives priority" to that e-mail.

Important

Knowledge Manager gives priority to e-mails that meet the criteria best. Those that are a bad fit for the criteria are not excluded; they are simply put later in the list.

If you set no criteria, Knowledge Manager displays the e-mails in the order in which they were created.

Similar Messages List

Knowledge Manager gives priority to e-mails that resemble the e-mails in the Similar messages list. E-mails move to the Similar messages list in two ways:

- You select them before right-clicking TO Data Analyzer, as in the procedure described in the previous section.
- You click Add when they display in the Uncategorized message clustering dialog box.

The previous section instructs you to select all of the e-mails in the category that you are interested in. Of course, if you think that some e-mails in the category are not a good fit, you should not bring them to the Similar messages list.

Text Length

Use the Min and Max boxes to set limits on the size (number of characters) of e-mails. One use of this is to exclude very long e-mails, which would take you too long to read in the Message box.

Include and Exclude Text

Enter text in these boxes to adjust the way that Knowledge Manager assigns priority. E-mails that include text that matches the Include text box receive higher priority. E-mails that include text that matches the Exclude text box receive lower priority. These boxes are especially useful when you are starting out with nothing in the Similar messages list.

What you enter in these boxes is literal text, not regular expressions.

Important

E-mails that include text that matches the `Exclude` text box are not, in fact, excluded. They are simply moved towards the end of the list.

Refining or Resetting the Search

Each time you click `Find`, Knowledge Manager presents the e-mail that best fits the criteria that you have set. It continues to do this until it has presented all of the uncategorized e-mails. Knowledge Manager keeps track of which e-mails it has presented. If you alter the criteria, it then presents the best fit "from among those it has not yet presented." If you alter the criteria and want Knowledge Manager to start scanning the e-mails from the beginning again, you must click `Restart Search` before clicking `Find`.

It is important to understand that you alter the search criteria each time you click `Add` or `Discard` (this is in addition to the possibility of you changing the contents of the `Include` text, `Exclude` text, and `Text length` boxes). When you click `Add` or `Discard`, you confirm or reject Knowledge Manager's guess as to which e-mail best fits the criteria, and Knowledge Manager uses your confirmation or rejection to adjust the criteria.

If, after going through a number of candidate e-mails, you decide that you are on the wrong track, you can click `Restart Search`, and Knowledge Manager restarts its search from the beginning, using only the criteria supplied by the contents of the `Uncategorized message clustering` dialog box (similar messages, text length, include/exclude text), and discarding all of your preceding `Add/Discard` input. However, any e-mails that you have added to the `Similar messages` list remain there after you click `Restart Search`.