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Genesys Knowledge Management User Guide

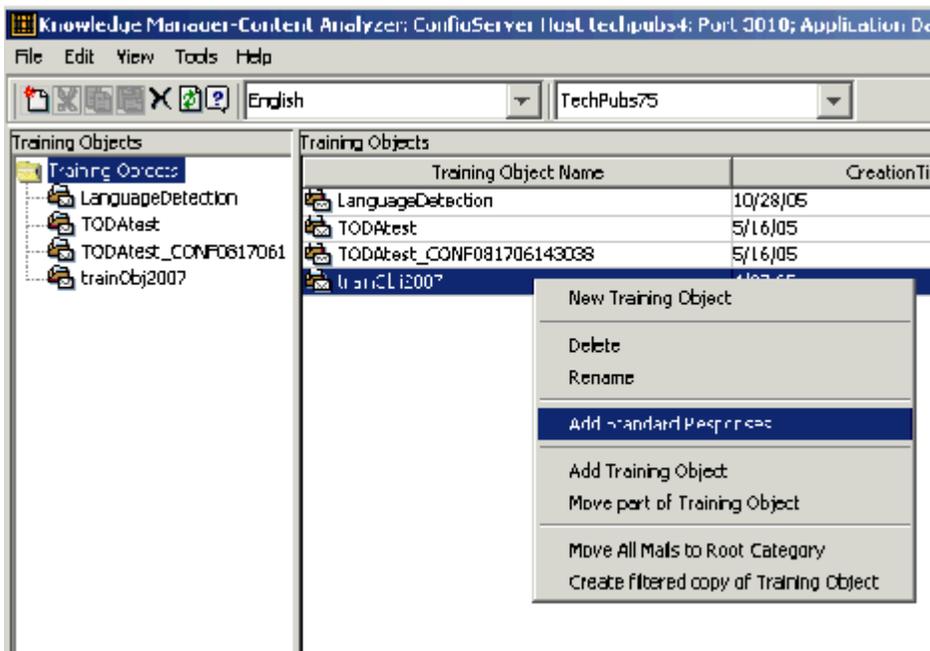
Adding standard responses or other training objects

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

Purpose: To increase the accuracy of a model produced by a training object by adding either standard responses or other training objects to the training object.

1. To add standard responses, go to the left-hand pane of the Training tab and select the root Training Objects node. This produces a two-pane view, as shown in "Add Standard Responses to a Training Object."



Add Standard Responses to a Training Object

2. Right-click a training object on the right-hand pane, then choose Add Standard Responses from the shortcut menu. The figure "Add Standard Responses to a Training Object" shows a user about to add standard responses to the trainObj2007 training object.
3. To add a training object, repeat Steps 1 and 2, but choose Add Training Object from the shortcut menu.

Important

You can add a training object to another training object only if both training objects use the same category tree.