GENESYS™

Genesys Knowledge Management User Guide

Adding More Text Objects to the Training Object

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

Regardless of whether you have previously-categorized e-mails that you included in your training object, you can add more text objects to it in the following ways:

- Create new e-mails manually.
- Add standard responses or other training objects.
- Add uncategorized e-mails using the TO Data Analyzer.