



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Knowledge Management User Guide

Creating new e-mails manually

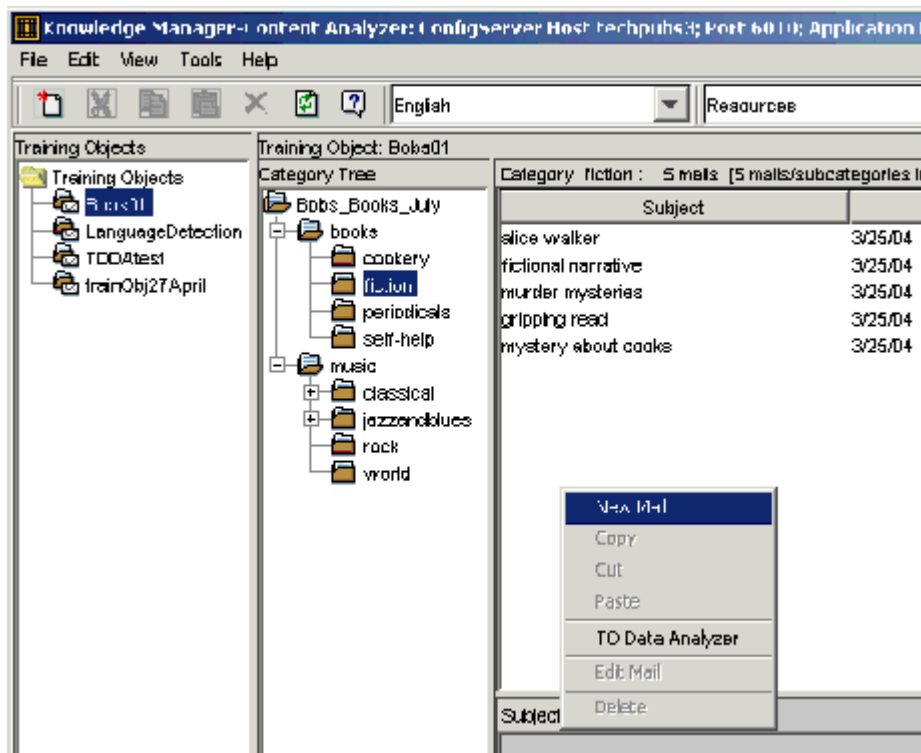
12/18/2025

Creating new e-mails manually

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

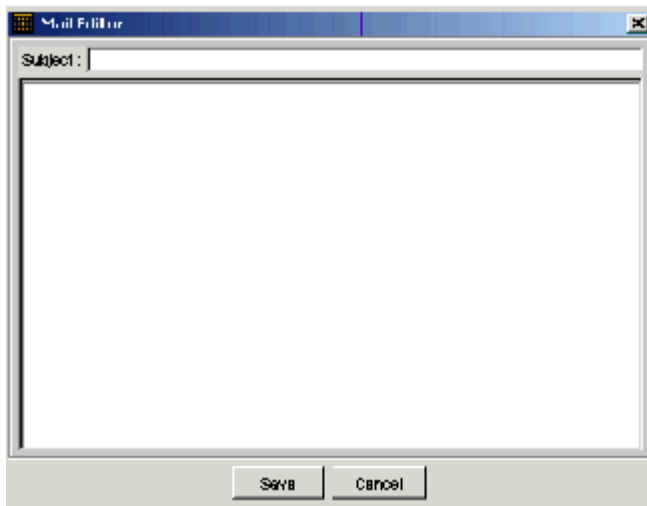
Purpose: To increase the accuracy of a model produced by a training object by adding new manually-created e-mails to the training object.

1. Close the New Training Object dialog box. On the left-hand pane of the Training tab, select the training object. This produces a three-pane view, shown in "Add E-mail to a Training Object."



Add E-mail to a Training Object

2. On the center pane, select the category that you want to add an e-mail to. The figure "Add E-mail to a Training Object" shows a user about to add a new e-mail to the fiction category.
3. On the right-hand pane, right-click and select New Mail from the shortcut menu. The Mail Editor opens, as shown in "Mail Editor."



Mail Editor

4. Enter text into the Subject and Body fields, then click Save.

E-mails that you add in this way are stored as being handled by the agent called default.

Important

You can also edit existing e-mails by selecting an e-mail in the right-hand pane, right-clicking, and selecting Edit Mail.