

## **GENESYS**

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## Genesys Knowledge Management User Guide

**Testing Models** 

## Testing Models

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

It includes:

- Cross-Validation
- Testing a Model on a Training Object
- Testing a Model on Composed Text
- Testing a Model on Uncategorized Messages

There are four methods of testing a model. The following two methods test the model's accuracy and produce ratings of it, as described in Reading and Understanding the Ratings:

- If you select cross-validation when you schedule training, Training Server produces accuracy ratings along with the model.
- You can select Testing a Model on a Training Object.

The following two methods show which category the model assigns to selected text objects, but does not test the accuracy of that categorization:

- You can test the model on text that you compose: Testing a Model on Composed Text.
- You can apply the model to the uncategorized messages of a training object.