GENESYS™

Genesys Knowledge Management User Guide

Training

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Training

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

Training consists of the following steps:

1. Creating a training object.

2. Scheduling and running the training.

These steps include various actions, such as:

- Create a New Training Object
- Add Outbound Messages
- Copy a Training Object
- Add More Text Objects to the Training Object
- Add Uncategorized E-Mails Using the TO Data Analyzer
- Schedule Training
- Content Analyzer Language
- Large Training Objects

All of these actions are performed by Training Server according to settings you provide using Knowledge Manager, which also displays the results.

Creating a Training Object

A training object combines a category tree and a set of text objects, with each text object assigned to one category in the tree (categorized). The text objects are typically e-mails, but you may choose to have the set of text objects also include the standard responses associated with the category tree.

Training scans the text objects and forms a statistical model of the words and phrases that tend to occur in each category. This is why you may want to have the training scan standard responses: they are very likely to include many words and phrases diagnostic of their category. This is also the reason that more text objects is better: it increases the sample size, which increases the accuracy of the model.

There are five possible sources of categorized text objects:

- E-mails that agents have assigned to categories, as described in this section.
- Text objects (in the form of e-mails) that you create in Knowledge Manager.
- Responses that you use when creating standard responses.
- Objects that you use when creating other training objects.

- E-mails that you categorize when adding uncategorized e-Mails using the TO Data Analyzer.

Once you have completed creating a category tree, you can create a training object.