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Genesys Knowledge Management User Guide

Using and Rating Models

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Using and Rating Models

This topic describes part of the functionality of [Genesys Content Analyzer](#).

It includes:

- [Reading and Understanding the Ratings](#)
- [Average Results Subtab](#)
- [Category Confusion Subtab](#)
- [Results by Category Subtab](#)
- [Correct in Top N Subtab](#)

You can have many models, but you can use only one at a time for classification. You designate the model to use in classification by setting it as Active on the Models tab.

Improving the Results

If the results of testing a model are unsatisfactory, there are several things you can do to try to produce an improved model.

- Add more data to the training object
- Analyze your category tree. Are some categories never or seldom used? Are a few categories so general that they absorb most e-mails, leaving little for other categories? See [Design and Use Considerations](#) for more on this topic.