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Content Analyzer Plug-in for GAX

Samples for Detecting Language, Sentiment, and Actionability

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Samples for Detecting Language, Sentiment, and Actionability

The installation of **eServices Manager** includes samples that detect

- Language
- Sentiment
- Actionability

Screening Rules

Genesys supplies **sample screening rules** that analyze interactions for sentiment and actionability

Models

Language Detection

Classification Server 8.5.3

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As part of the installation of **eServices Manager 8.5.3**, Genesys provides a model that classifies e-mails as one of the following languages:

- English
- Bulgarian
- Czech
- Danish
- Dutch (Netherlands)
- Finnish
- French
- German
- Greek
- Italian
- Korean

- Norwegian
- Polish
- Portuguese
- Romanian
- Russian
- Slovakian
- Spanish
- Swedish
- Turkish

To import this model and its training object,

1. Open eServices Manager and select **unknown** as the language. If there is no such language you must create one in Genesys Administrator or Configuration Manager (under **Business Attributes > Languages**).
2. Then import the file `lang-plus.kme`, located in the `<eServicesManagerHome>\LanguageModel` directory.

Important

- If you accept the default path offered by the GAX installation, `<eServicesManagerHome>` is normally
 - Windows: `C:\genesys\GCTI\`
 - Linux: `/home/genesys/GCTI`
- Alternatively, you can import the `lang.kme` file located in the `<eServicesManagerHome>\LanguageModel` directory if you want to use a model that only classifies emails in the following languages: English, French, German, Italian, Portuguese, Russian, and Spanish.

The training object consists of 20 categories, one for each language. Each category contains a number of text objects in its language. You can **add more text objects** to these categories as well. This could be especially valuable if you have a collection of text objects (such as e-mails) whose subject matter relates to your business. After you add text objects, you must train a new model to take advantage of the added data.

You can also add other languages to the model, as follows:

1. eServices Manager: On the **Standard Responses** tab (still with **unknown** selected as the language), **add a category** for the new language to the **LanguageDetection** category tree.
2. Content Analyzer:
 1. On the **Training** tab, select the **LanguageDetection** training object, select the new language category in the training object, then **add text objects** in the language.

2. **Train a new model** that includes the new language.

You can do this for any language supported by E-mail Server (E-mail Server supports all languages that are supported by the version of JRE that is supplied with Genesys eServices). However, Genesys has not tested any language other than those listed above.

Classification Server 8.5.2 and earlier

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As part of the installation of **eServices Manager 8.5.2 and earlier**, Genesys provides a model that classifies emails as English, French, German, Italian, Portuguese, Russian, or Spanish.

To import this model and its training object,

1. Open eServices Manager and select **unknown** as the language. If there is no such language you must create one in Genesys Administrator or Configuration Manager (under **Business Attributes > Languages**).
2. Then import the file `lang.kme`, located in the `<eServicesManagerHome>\LanguageModel` directory.

Tip

If you accept the default path offered by the GAX installation, `<eServicesManagerHome>` is normally

- Windows: `C:\genesys\GCTI\`
- Linux: `/home/genesys/GCTI`

The training object consists of seven categories, one for each language. Each category contains a number of text objects in its language. You can **add more text objects** to these categories as well. This could be especially valuable if you have a collection of text objects (such as e-mails) whose subject matter relates to your business. After you add text objects, you must train a new model to take advantage of the added data.

You can also add other languages to the model, as follows:

1. eServices Manager: On the **Standard Responses** tab (still with **unknown** selected as the language), **add a category** for the new language to the **LanguageDetection** category tree.
2. Content Analyzer:
 1. On the **Training** tab, select the **LanguageDetection** training object, select the new language category in the training object, then **add text objects** in the language.
 2. **Train a new model** that includes the new language.

You can do this for any language supported by E-mail Server (E-mail Server supports all languages that are supported by the version of JRE that is supplied with Genesys eServices). However, Genesys has not tested any language other than those listed above.

Actionability

To use the actionability sample, import the file `Actionability.kme`, which is located in the `<eServicesManagerHome>\ActionabilityModel` directory.

This provides:

- A model **Actionability** for analyzing actionability.
- The training object **Actionability** that created that model.
- A category tree **Actionability** that contains the categories to assign to interactions as a result of the analysis.

Sentiment

To deploy the sentiment sample, use the following procedure.

1. In Configuration Manager or Genesys Administrator, create a language called **English_Sentiment**.
2. With eServices Manager set to that language, import the file `EnglishSentiment.kme`, which is located in the `<eServicesManagerHome>\SentimentModel` directory.

This provides:

- A model **SentimentSampleModel** for analyzing sentiment.
- The training object **Sentiment** that created that model.
- A category tree **SentimentDetection** that contains the categories to assign to interactions as a result of the analysis.