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SMART User Manual

Category Conditions

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Category Conditions

An interaction is assigned to a regular category if it meets the conditions that are defined for inclusion in that category. Conditions can include a wide variety of interaction characteristics:

- The program to which the interaction belongs.
- Recognized topics.
- Non-linguistic events.
- Interaction metadata properties.
- Categories to which the specific category belongs.

The following expressions and conditions can be used when configuring a category:

Logical Expressions

Configuring category conditions is performed by defining a logical expression for SpeechMiner to evaluate. If the logical expression is evaluated as True, the interaction is assigned to the category.

Logical expressions can consist of one or more elements. Each element is a statement, such as Date Of Interaction>1/19/2010 or Found topic "Reduction" at least once with Low Strictness. If a logical expression contains one element, it is True whenever the condition defined in the element is true. For example, if a logical expression contains the element Date Of Interaction>1/19/2010, it is True for any interaction whose metadata indicates that it took place on or after 1/19/2010.

Logical expressions can also contain multiple elements. When they do, the elements must be related to one another by logical operators, such as AND and OR. For example, Date Of Interaction>1/19/2010 AND Found topic "Reduction" at least once with Low Strictness is a logical expression that indicates both conditions must be met (that is, the topic must be found and the interaction must have taken place in the specified time period), for the expression to be evaluated as True and the interaction to be assigned to the category.

The following operators can be used in logical expressions:

Operator	Description
AND	Both conditions must be met for the expression to be evaluated as True.
OR	At least one of the conditions must be met for the expression to be evaluated as True.
NOT	The expression should be evaluated as True only when the condition is not met.
(	Opens a group of conditions that are evaluated as a unit.

Operator	Description
)	Closes a group of conditions that are evaluated as a unit.
->	Conditional AND: Both conditions must be met, but the second condition is dependent in some way on the first (for example, the second must occur within 30 seconds after the end of the first); this operator is used in conjunction with the Secs Rel to Start of Prev or the Secs Rel to End of Prev position setting.

Logical expressions can be quite complex, containing a number of elements, various logical operators, and parentheses, if necessary. For example, the following logical expression means the interaction should be assigned to the category if the interaction took place between Jan. 1st and Jan. 30th and the Reduction topic was found, or if the interaction took place Jan. 31st or later and either the Time Frame topic or the Payment Locations topic was found:

(Date Of Interaction>1/1/2011 AND Date Of Interaction<1/30/2011 AND Found topic "Payment Locations" at least once with Low Strictness) OR (Date Of Interaction>1/31/2011 AND (Found topic "Time Frame" at least once with Low Strictness OR Found topic "Payment Locations" at least once with Medium Strictness))

Important

The logical expressions that are used as category conditions are configured by incorporating elements and logical operators to create the conditional statement.

Related Topics

[Configure Category Conditions](#)

Operators

You can add logical operators to the expression as necessary to define the relationships between the elements of the expression.

AND, OR, NOT, and Conditional AND (->) define the relationship between two consecutive elements in an expression. You can add these operators to an expression as required.

Related Topics

[Configure Category Conditions](#)

Parentheses in Expressions

Parentheses can be inserted into an expression to group elements together for evaluation as a single unit. Complex expressions often require parentheses to break them into smaller expressions so that the relationships between the expressions are clear. For example, if a topic must be found in interactions handled by one of two agents, and you write the following expression, it is clear whether the Topic must be found in interactions handled by both agents or only in interactions handled by agent b.

Workgroup\Agent=workgroup 1/agent a OR Workgroup\Agent=workgroup 1/agent b AND Found topic "New Account" at least once with Low Strictness

If you add parentheses as follows, the topic should be found in interactions handled by one of the agents.:

(Workgroup\Agent=workgroup 1/agent a OR Workgroup\Agent=workgroup 1/agent b) AND Found topic "New Account" at least once with Low Strictness

If you write the following, the topic is only required in interactions handled by agent b.

Workgroup\Agent=workgroup 1/agent a OR (Workgroup\Agent=workgroup 1/agent b AND Found topic "New Account" at least once with Low Strictness)

Related Topics

[Configure Category Conditions](#)

Negative Condition

A negative condition is a condition that must not be met if an expression is to be evaluated as True. For example, a condition that states that an interaction must not have taken place during the month of January is a negative condition. Negative conditions can be specified for a single element of an

expression or a group of elements that are contained in parentheses.

Two methods are available for creating a negative condition for a single element:

- Insert a NOT operator before the element.
- Select the Not option in the element's conditions.

The following are two examples of the same negative condition written in two different ways. These conditions are True as long as the date is not on or before January 31st, 2011.

NOT Date Of Interaction<1/31/2011

- Or -

Not Date Of Interaction

An expression containing multiple elements can only be marked as a negative condition using the **NOT** operator. For example, in the following expression, the NOT operator is attached to a multi-element condition. The condition is True for all workgroups except workgroup 1 and workgroup 4.

NOT (Workgroup\Agent=/workgroup 1 OR Workgroup\Agent=/workgroup4)

Related Topics

[Configure Category Conditions](#)