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Composer Help

Analyze Block

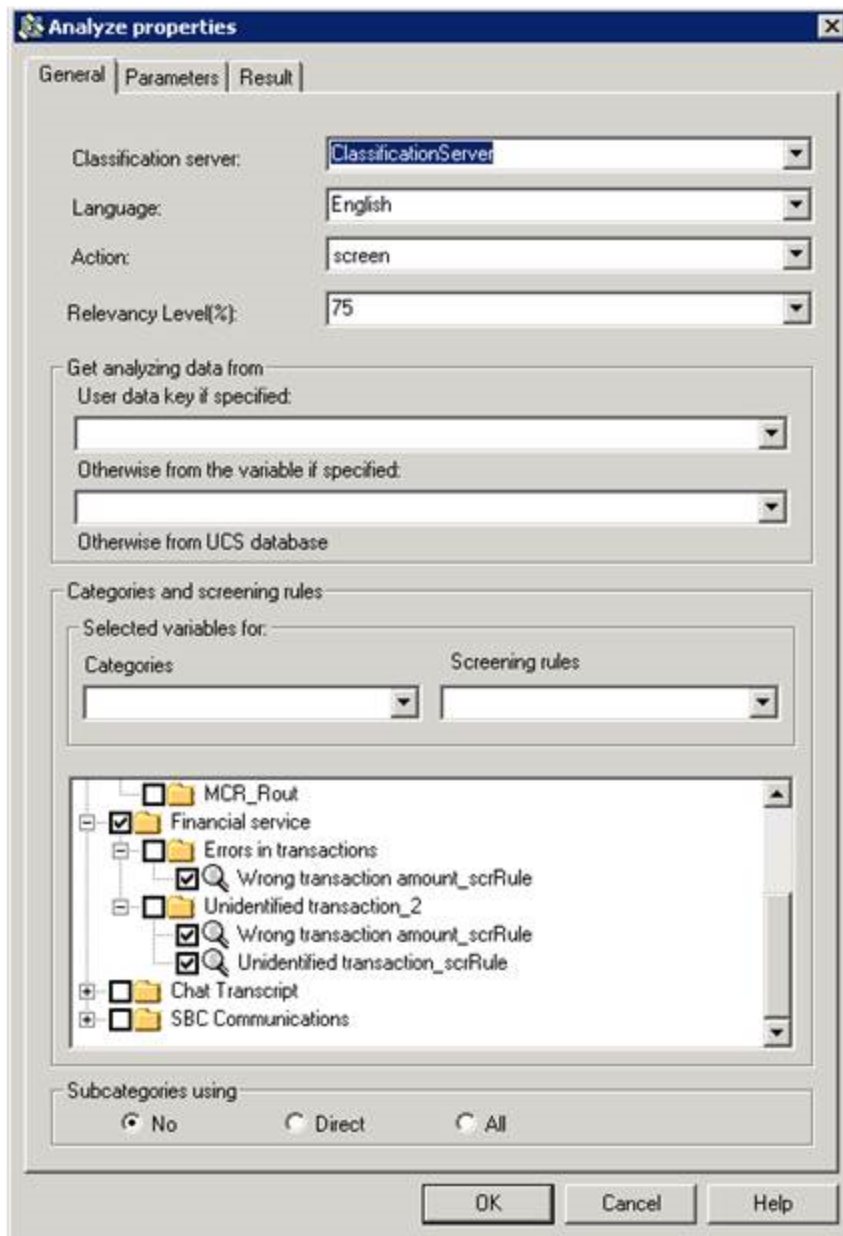
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Analyze Block

Starting with release 8.1.410.14, Composer adds an Analyze block for enhanced **content analysis**. The Analyze block, available on the eServices palette, combines the functionality of the existing Classify Interaction and Screen Interaction blocks and sorts **screening rules** into **categories**. The category name shows all roots so screening rules belonging to multiple categories can be selected in the same request.

An example is shown below.



The Analyze Interaction block has the following properties:

Name Property

Find this property's details under [Common Properties](#).

Block Notes Property

Find this property's details under [Common Properties](#).

Exceptions Property

Find this property's details under [Common Properties](#). You can move `error.session.fetch` from **Not Supported** to **Supported**.

Condition Property

Find this property's details under [Common Properties](#).

Logging Details Property

Find this property's details under [Common Properties](#).

Log Level Property

Find this property's details under [Common Properties](#).

Enable Status Property

Find this property's details under [Common Properties](#).

Interaction ID Property

The current interaction ID. Defaults to the system variable `system.InteractionID`. Can be used for interaction-less processing for scenarios where the `InteractionId` variable is not automatically initialized, but instead must wait for an event. An example would be an SCXML application triggered by a Web Service that does not add an interaction.

Result Property

Select a variable for the raw result data (which arrives in json structure) returned by the Classification Server. The default is customerdata. The variable can be parsed and attached to the interaction for further use in the workflow, such as by attaching the results to an interaction's User Data. This enables you to analyze this User Data to make further routing decisions.

Action Property

Select screen, classify, or a variable. Only one Action can be selected.

Analyzing Data Property

This is where the data located for the **screening** or **classify** action. Enter a User Data key to search for data to be analyzed or enter a variable.

1. Click under **Value** to display the  button.
2. Click the  button to open the **Analyzing Data** dialog box.
 - If you select **Variable**, select a variable from the dropdown list.
 - If you select **User Data**, enter the User Data key to search.
 - If you select **UCS**, the Universal Contact Server database is used for analysis.

Important

UCS is selected by default and the data to be analyzed is taken from the Universal Contact Server database unless you select **Variable** or **User Data**.

Categories Property

Select the categories for classifying interactions.

1. Click under **Value** to display the  button.
2. Click the  button to open the **Categories** dialog box.
3. Click Add.
 - If you are connected to Configuration Server, you can select the categories for classification.
 - You can also select **Literal** and then enter the name of the category in the **Value** field.

- You can also select **Variable** and then select a variable containing the raw ID of the category from the **Value** field.

Classification Server Property

Select a Classification Server from those in the Configuration Server database. If you leave this field empty, **Interaction Server** uses the first available Classification Server named in its **Connections** list.

1. Click under **Value** to display the  button.
2. Click the  button to open the **Application Selection** dialog box.
3. The next step depends on whether you are connected to Configuration Server.
 - If you are connected, select **Configuration Server** from the **Type** dropdown menu. Select the name of the Classification Server from the **Value** field.
 - You can also select **Literal** and then enter the name of the server in the **Value** field.
 - You can also select **Variable** and then select a variable containing the server from the **Value** field.

Classify Subcategories Property

When the Action Property is **Classify**, this property determines whether Classification Server should consider parent and child categories (ParentMode in Requests. You can choose one of three options:

- To use all screening rules for a selected category, select **All Children**.
- To use only the direct children of a selected category (excluding parents), select **Direct Children**.
- To individually select categories and rules, use **Selected Categories**.

Continue to select categories/rules in this fashion until you have selected all the ones you want to use.

Language Property

Select the language of the incoming interaction. The categories and screening rules shown are changed according to selected language. Only those roots associated (through their **Annex** General/ Language property) with the selected language are shown.

1. Click under **Value** to display the  button.
2. Click the  button to open the **Language** dialog box.
3. The next step depends on whether you are connected to Configuration Server.
 - If you are connected, select **Configuration Server** from the **Type** dropdown menu. Select the Language from the **Value** field.

- You can also select **Literal** and then enter the name of the language in the **Value** field.
- You can also select **Variable** and then select a variable containing the language from the **Value** field.

Relevancy Level Property

If the Classify **Action** is selected, select a variable or type a percentage indicating that the minimum relevancy (confidence) to which each category must be greater than or equal to in order for Classification Server to consider an interaction as belonging to that category (that is, you are setting the threshold for relevance). You can change the default, but you cannot enter zero.

Screening Rules Property

Select the screening rules to be used when screening interactions.

1. Click under **Value** to display the  button.
2. Click the  button to open the **Screening Rules** dialog box.
3. Click **Add**.
4. Perform one of the following actions:
 - If you are connected to Configuration Server, you can select screening rules.
 - You can also select **Literal** and then enter the name of the screening rule in the **Value** field.
 - You can also select **Variable** and then select a variable containing the screening rule name from the **Value** field. If you use variables, you cannot select from folders. You can either select from folders or specify variables, but you cannot do both.

If the category and screening rule identifiers do not sufficiently describe them, you can look up them up in Configuration Manager (Business Attributes), or in Genesys Administrator, or in **eServices Knowledge Manager**, where they were originally defined.

Tenant Property

If your environment has more than one **Tenant**, select a variable identifying the tenant in the Configuration Database. The default is system.TenantID.

Enable Status Property

Find this property's details under **Common Properties**.

ORS Extensions Property

Starting with release 8.1.4, Composer blocks used to build routing applications (with the exception of the Disconnect and EndParallel blocks) include the **ORS Extensions** property.

Samples

[+] Analyze Action Classify

REQUEST

```
'Version' [str] = "1.0"
'AppType' [str] = "90"
'AppName' [str] = "ClassificationServer2_sbbelowdt"
'Service' [str] = "Analyze"
'Method' [str] = "ClassifyScreenUniversal"
'Parameters' [lst] = KVList:
    'Action' [str] = "Classify"
    'Language' [str] = "English"
    'Categories' [str] = "00016a6W8MUA002Q | 00057a9K3JNC02V7 | 0005Ba9QMHV30KCY"
    'ParentMode' [str] = "3"
    'RelevancyLevel' [str] = "10"
    'IxnText' [str] = "You should transplant these irises into an area providing at least
6 hrs of direct sunlight a day."
```

```
bstr [bstr] = KVList:
'TenantId' [int] = 101
```

RESPONSE

```
'Version' [str] = "1.0"
'Service' [str] = "Analyze"
'Method' [str] = "ClassifyScreenUniversal"
'Parameters' [lst] = KVList:
    'Categories' [lst] = KVList:
        'How do I dig irises' [lst] = KVList:
            'CtgId' [str] = "00057a9K3JNC038G"
            'CtgName' [str] = "How do I dig irises"
            'CtgRootName' [str] = "plants"
            'CtgPath' [str] = "plants/iris/How do I dig irises"
            'CtgRelevancy' [str] = "32"
        'Why are they not blooming' [lst] = KVList:
            'CtgId' [str] = "00057a9K3JNC038N"
            'CtgName' [str] = "Why are they not blooming"
            'CtgRootName' [str] = "plants"
            'CtgPath' [str] = "plants/iris/Why are they not blooming"
            'CtgRelevancy' [str] = "26"
        'J2EBJ183K80HB6G2' [lst] = KVList:
            'CtgId' [str] = "00016a6W8MUA005Y"
            'CtgName' [str] = "J2EBJ183K80HB6G2"
            'CtgRootName' [str] = "SBC_1_Root"
            'CtgPath' [str] = "SBC_1_Root/J2EBJ183K80HB6G2"
            'CtgRelevancy' [str] = "12"
        'Sub_A' [lst] = KVList:
            'CtgId' [str] = "0005Ba9QMHV30KDE"
            'CtgName' [str] = "Sub_A"
            'CtgRootName' [str] = "MySimpleTest"
            'CtgPath' [str] = "MySimpleTest/Sub_A"
            'CtgRelevancy' [str] = "100"
```

```
'19CSBDR3K82AXEGS' [lst] = KVList:
    'CtgId' [str] = "00016a6w8MUA004K"
    'CtgName' [str] = "19CSBDR3K82AXEGS"
    'CtgRootName' [str] = "SBC_1_Root"
    'CtgPath' [str] = "SBC_1_Root/19CSBDR3K82AXEGS"
    'CtgRelevancy' [str] = "36"
'How should I prepare iris for shipping' [lst] = KVList:
    'CtgId' [str] = "00057a9K3JNC038Y"
    'CtgName' [str] = "How should I prepare iris for shipping"
    'CtgRootName' [str] = "plants"
    'CtgPath' [str] = "plants/iris/How should I prepare iris for shipping"
    'CtgRelevancy' [str] = "19"
'Why did my irises change color' [lst] = KVList:
    'CtgId' [str] = "00057a9K3JNC038T"
    'CtgName' [str] = "Why did my irises change color"
    'CtgRootName' [str] = "plants"
    'CtgPath' [str] = "plants/iris/Why did my irises change color"
    'CtgRelevancy' [str] = "25"
'CtgId' [str] = "0005Ba9QMHV30KDE"
'CtgName' [str] = "Sub_A"
'CtgRootName' [str] = "MySimpleTest"
'CtgPath' [str] = "MySimpleTest/Sub_A"
'CtgRelevancy' [str] = "100"
```

[+] Analyze Action Screen

REQUEST

```
'Version' [str] = "1.0"
'AppType' [str] = "90"
'AppName' [str] = "ClassificationServer2_sbbelovdt"
'Service' [str] = "Analyze"
'Method' [str] = "ClassifyScreenUniversal"
'Parameters' [lst] = KVList:
    'Action' [str] = "Screen"
    'Language' [str] = "English"
    'Categories' [str] = ""
    'Rules' [str] = ""
    'RelevancyLevel' [str] = "15"
    'ParentMode' [str] = "3"
    'IxnText' [str] = "problem, accounts 1111-1111-1111-1111 and 2222-2222-2222-2222"
```

```
bstr [bstr] = KVList:
'TenantId' [int] = 101
```

RESPONSE

```
'Version' [str] = "1.0"
'Service' [str] = "Analyze"
'Method' [str] = "ClassifyScreenUniversal"
'Parameters' [lst] = KVList:
    'ScreenRuleMatch' [str] = "true"
    'Categories' [lst] = KVList:
        'Neutral' [lst] = KVList:
            'CtgId' [str] = "00006a69F6861XCW"
            'CtgName' [str] = "Neutral"
```

```
'CtgRootName' [str] = "Sentiment"
'CtgPath' [str] = "Sentiment/Neutral"
'CtgRelevancy' [str] = "75"
'Screen' [lst] = KVList:
  'ScreenForNeutralSentiment' [lst] = KVList:
    'RuleId' [str] = "00006a69F6861XED"
    'RuleName' [str] = "ScreenForNeutralSentiment"
    'RuleOrder' [str] = "12"
    'RuleRelevancy' [str] = "75"
'Positive' [lst] = KVList:
  'CtgId' [str] = "00006a69F6861XCP"
  'CtgName' [str] = "Positive"
  'CtgRootName' [str] = "Sentiment"
  'CtgPath' [str] = "Sentiment/Positive"
  'CtgRelevancy' [str] = "85"
  'Screen' [lst] = KVList:
    'Tech support' [lst] = KVList:
      'RuleId' [str] = "00003a01DST4006D"
      'RuleName' [str] = "Tech support"
      'RuleOrder' [str] = "400"
      'FoundValues' [lst] = KVList:
        'CardNo(1)' [str] = "1111-1111-1111-1111"
        'CardNo(2)' [str] = "2222-2222-2222-2222"
      'RuleRelevancy' [str] = "85"
    'SB_MultiScanTest' [lst] = KVList:
      'RuleId' [str] = "0003Fa8RRCHA0030"
      'RuleName' [str] = "SB_MultiScanTest"
      'RuleOrder' [str] = "10"
      'FoundValues' [lst] = KVList:
        'CardNo(1)' [str] = "1111-1111-1111-1111"
        'CardNo(2)' [str] = "2222-2222-2222-2222"
      'RuleRelevancy' [str] = "75"
'Actionable' [lst] = KVList:
  'CtgId' [str] = "00006a69F6861XHN"
  'CtgName' [str] = "Actionable"
  'CtgRootName' [str] = "Action"
  'CtgPath' [str] = "Action/Actionable"
  'CtgRelevancy' [str] = "75"
  'Screen' [lst] = KVList:
    'Tech support' [lst] = KVList:
      'RuleId' [str] = "00003a01DST4006D"
      'RuleName' [str] = "Tech support"
      'RuleOrder' [str] = "400"
      'FoundValues' [lst] = KVList:
        'CardNo(1)' [str] = "1111-1111-1111-1111"
        'CardNo(2)' [str] = "2222-2222-2222-2222"
      'RuleRelevancy' [str] = "75"
    'SB_MultiScanTest' [lst] = KVList:
      'RuleId' [str] = "0003Fa8RRCHA0030"
      'RuleName' [str] = "SB_MultiScanTest"
      'RuleOrder' [str] = "10"
      'FoundValues' [lst] = KVList:
        'CardNo(1)' [str] = "1111-1111-1111-1111"
        'CardNo(2)' [str] = "2222-2222-2222-2222"
      'RuleRelevancy' [str] = "45"
'UnclearIfActionRequired' [lst] = KVList:
  'CtgId' [str] = "00006a69F6861XJ3"
  'CtgName' [str] = "UnclearIfActionRequired"
  'CtgRootName' [str] = "Action"
  'CtgPath' [str] = "Action/UnclearIfActionRequired"
  'CtgRelevancy' [str] = "75"
  'Screen' [lst] = KVList:
    'UnclearIfActionRequired' [lst] = KVList:
```

```
'RuleId' [str] = "00006a69F6861XN2"  
'RuleName' [str] = "UnclearIfActionRequired"  
'RuleOrder' [str] = "10"  
'RuleRelevancy' [str] = "75"  
'CtgId' [str] = "00006a69F6861XCP"  
'CtgRelevancy' [str] = "85"  
'CtgName' [str] = "Positive"  
'CtgRootName' [str] = "Sentiment"  
'CtgPath' [str] = "Sentiment/Positive"
```