GENESYS™

Genesys Knowledge Management User Guide

Creating Two New Training Objects

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Creating Two New Training Objects

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

Prerequisites

- A large collection of categorized e-mails from a relatively long period of time.

1. Divide your collection into two parts, either according to date received or according to the agent that handled the interaction.

   > The two parts may be mutually exclusive or not. For example, one part could be interactions from January through June of last year. and the other could be from July through December of last year. Or one part could be all interactions from last year, and the other part could be interactions from November and December of last year.

- Create two training objects, one using each part of the collection.
- Build a model on one training object.
- Test the model on the other training object, as described in Testing a model on a training object.