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Genesys Knowledge Management User Guide

Typical Response Times

Typical Response Times

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

It includes some typical response times for Genesys Content Analyzer. For other functions of Knowledge Manager see the discussion in **Typical Response Times**.

Unless otherwise stated, these figures are for a machine running Windows 2000 with two Pentium 4 processors and 1 GB of RAM.

- Deleting a training object takes approximately 4 seconds per 1,000 e-mails.
- Copying e-mails from one training object to another takes approximately 8 seconds per 1,000 e-mails.
- Creating a model (training time) naturally varies with the number of categories, number of e-mails, selected training quality, and selected cross-validation. As one example, for a training object containing 76 categories and 73,000 mails, with training quality set to level 1 and no cross-validation, training time is approximately 29 minutes. This is on a host running Windows 2000 with one 600 MHz processor and 1 GB of RAM.
- Cross-validation may increase training time significantly. The table "Increase of Training Time with Cross-Validation" shows, for selected cross-validation levels, the factors of increase of cross-validation over no cross-validation.

Increase of Training Time with Cross-Validation

Cross-Validation Level	Factor
3	1.9-2.9
5	4.0-4.7
10	8.0-9.0

For example, training a model at cross-validation level 3 takes between 1.9 and 2.9 times as long as the same model with no cross-validation.

- Classification performance depends on the size and nature (level of training quality) of the model. The table "Classification Performance" shows some examples, all of which use a test object that contains 3,726 text objects.

Classification Performance

Model	Host Machine	Classification Rate
72,734 text objects Size = 285 KB Quality = 1 Cross validation with split to three sets	Two Pentium 3 processors 512 MB RAM Windows operating system	31 objects classified per second
72,734 text objects Size = 309 KB Quality = 3 Cross validation with split to 10 sets	Two Pentium 3 processors 1 GB RAM Windows operating system	28 objects classified per second
72,734 text objects Size = 309 KB Quality = 3 Cross-validation with split to 10 sets	Four 350 MHz processors 4 GB RAM Solaris operating system	15 objects classified per second

- An FAQ object can process 30-50 classification requests per second on a model that contains 500-1,000 categories.