



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Knowledge Management User Guide

Classifying Chat Transcripts

12/19/2025

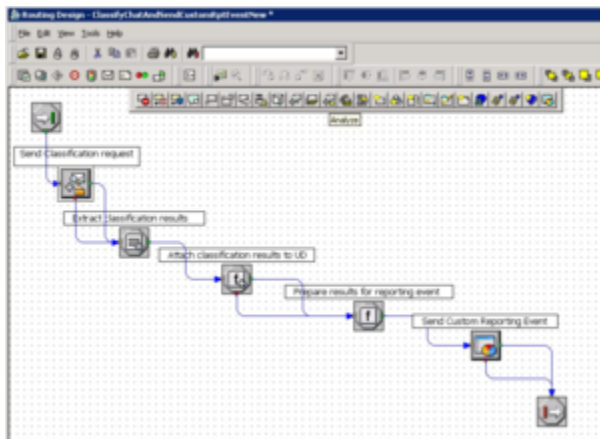
Classifying Chat Transcripts

Important

This page applies only to environments that use Classification Server 8.5.3 or higher.

Chat conversations typically do not contain much contextual information prior to routing. Consequently, for reporting purposes, managers cannot determine which customer issues are being discussed in chat.

However, using Classification Server and **Interaction Routing Designer (IRD)**, you can create a business process to classify chat transcripts post-interaction, enabling you to accurately categorize the conversation and improve reporting data.



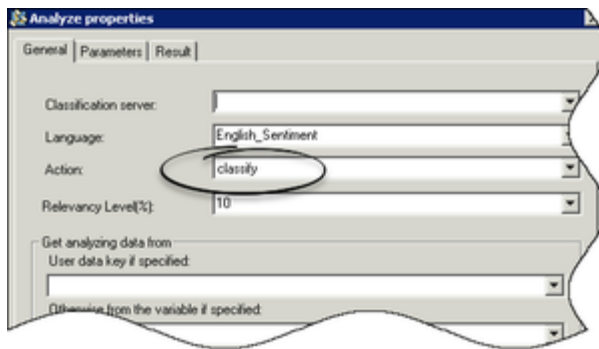
A sample subroutine in Interaction Routing Designer that classifies chat content and sends a customized reporting event with results to Interaction Server.

How to implement

In IRD, use the Multimedia object **Analyze** to classify chat transcripts using Classification Server.

Simplified instructions on how to implement the **Analyze** object in IRD are provide below. Refer to [Universal Routing documentation](#) for more detailed information.

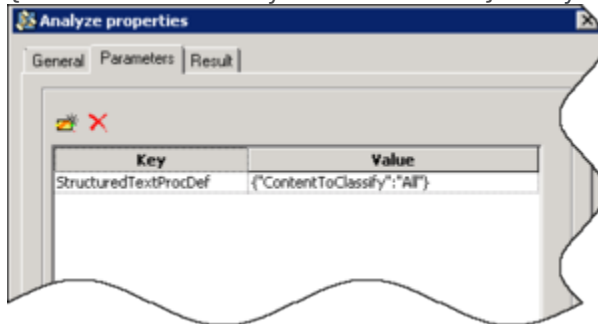
1. From the **Multimedia** toolbar, click the **Analyze** object and then click inside the Routing Design window workspace to insert the object.
2. Double-click the **Analyze** object to open its properties dialog box.
3. In the **General** tab, ensure the **Action** drop-down is set to **classify**.



The General tab of the Analyze object.

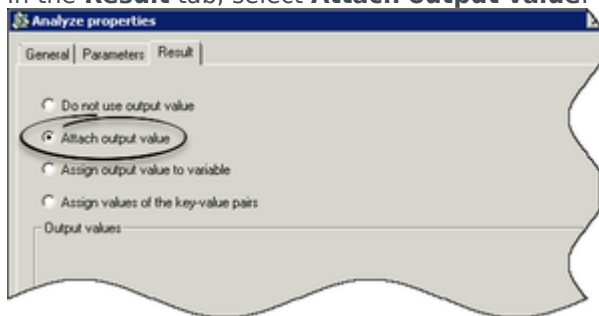
4. In the **Parameters** tab, set one of the following values for **StructuredTextProcDef**:

- {"ContentToClassify": "All"}—All messages from a chat session are classified.
- {"ContentToClassify": "AllAgents"}—Only messages from agents are classified.
- {"ContentToClassify": "AllClients"}—Only messages from clients are classified.



The Parameters tab of the Analyze object.

5. In the **Result** tab, select **Attach output value**.



The Result tab of the Analyze object.

6. Click **OK**.