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Genesys Knowledge Management User Guide

Genesys Knowledge Management: Content Analyzer

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Genesys Knowledge Management: Content Analyzer

Genesys Content Analyzer is an option to Genesys E-mail, requiring an additional license. It adds natural language processing technology to Genesys Knowledge Management.

The [Knowledge Manager Overview](#) section provides an outline of the structure of the Knowledge Manager user interface.

Models

Genesys Content Analyzer applies a classification model—a statistical representation of a category tree—to an incoming interaction and produces a list of the categories that the interaction is most likely to belong to. Each likely category is assigned a percentage rating indicating the probability that the interaction belongs to this category.

Important

Classification, like [screening](#), can operate on any interaction that has text somehow associated with it, whether as the body of the interaction (e-mail, chat), or otherwise (as user data, for example). In practice, it is expected that most interactions that are screened or classified will be e-mail messages; therefore this Guide uses the terms *e-mail* and *message* interchangeably to refer to these interactions. In fact whatever is said here about e-mail applies to any interaction that has associated text.

Training Objects

The process of creating a model is called *training*. Training operates on a *training object*, which is a category tree plus a set of text objects, with each text object assigned to one category in the tree.

Import and Export

You can [import](#) and [export](#) training objects and models. This is also a means of copying training objects.

Components

Genesys Content Analyzer does not have components as such. Rather, it adds functionality to the components of Genesys Knowledge Management:

- It activates Training Server, which has no function in the basic Genesys Knowledge Management but is required for training models.
- It enables Classification Server to categorize incoming interactions using models.
- It enables Knowledge Manager to control the creation of training objects, classification models, and FAQ objects.

The following topics also deal with Genesys Content Analyzer:

- [Training](#)
- [Testing Models](#)
- [Using and Rating Models](#)
- [Design and Use Considerations](#)
- [Language Detection Model](#)
- [Analyzing Sentiment and Actionability with Content Analyzer](#)
- [FAQ Objects](#)
- [Typical Response Times](#)