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Genesys Knowledge Management User Guide

Example of Using TO Data Analyzer

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Example of Using TO Data Analyzer

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

This section presents an example of using the TO Data Analyzer to add a category and build subcategories for it.

Prerequisites

The example makes the following assumptions:

- Part of your business deals with DSL service.
- Your category tree does not represent this DSL service sector.
- You have a collection of uncategorized e-mails, some of which deal with DSL service.

Procedure

1. On the Categories tab, add a DSL service category.
2. Create a training object using this category tree.
3. On the Training tab, select the DSL service category and open the TO Data Analyzer.
4. In the Include Text box, enter DSL.
5. Click Find repeatedly, browsing through the uncategorized e-mails and looking for common themes.
6. As you do this, you find a number of e-mails inquiring about the status of a DSL service order. You decide they should go in a subcategory that you will call "DSL Shipping Status."
7. Add one of these e-mails to the Similar messages list.
8. Add the word shipping to the Include Text box to refine the criteria.
9. Click Restart Search, then Find. This starts the search from the beginning with the revised criteria.
10. Continue, clicking Find, then clicking Add for e-mails that deal with DSL shipping status and Discard for others.
11. When you have enough e-mails on the Similar messages list (between seven and 30), click Save in Category.
12. In the Choose category dialog box, select the DSL service category, then click Create new category.
13. In the New category dialog box, enter DSL Shipping Status in the Category name box, then click OK.
14. Back in the Choose category dialog box, click OK to save the new category and its associated e-mails.
15. Click Restart Search and clear the Include Text box of everything except DSL.
16. Start again from Step 5, looking for another common theme that you can use as a subcategory.