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Genesys Knowledge Management User Guide

Creating a Category Tree

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Name	Character
Hyphen	-
Exclamation point	!
Number sign, pound	#
Dollar sign	\$
Caret	^
Asterisk	*
Underscore	_
Curly brackets	{ }
Angle brackets	< >
Period, full stop	.

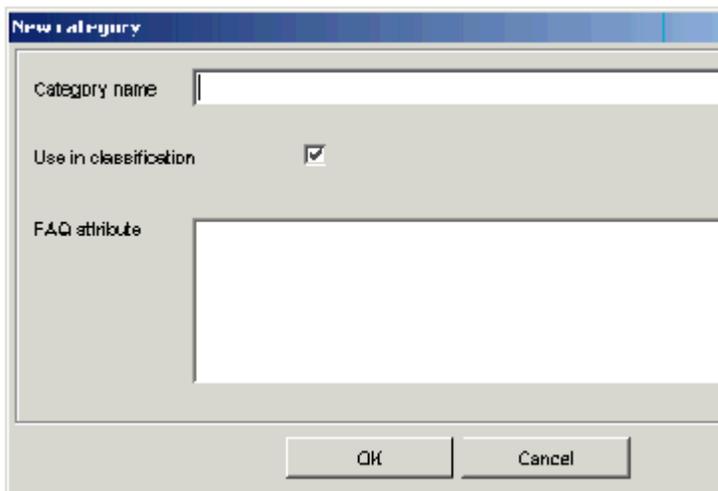
Names must also be no more than 64 characters long; if the object is to be imported, the **limit is 58 characters**.

3. Selecting New category produces different dialog boxes, depending on whether your new category is a root or a subcategory.
 - a. The New root category dialog box, shown in "New Root Category Dialog Box," requires that you enter a name for the category:



New Root Category Dialog Box

- b. The New category dialog box, shown in "New Category Dialog Box," creates a subcategory. Enter a name for the category.



New Category Dialog Box

The **Use in Classification** check box enables you to choose whether Genesys Content Analyzer uses the category in classification. You may wish to have some categories that are used only for organizing other categories or standard responses, not for classification.

In the **FAQ** attribute box you can enter the text of a question to which a standard response associated with this category can serve as the answer. See [FAQ Objects](#).

You can also edit an existing nonroot category by right-clicking it and selecting **Edit category**.

Next Steps

- Read further information below about "Copying, Pasting, and Deleting" categories and category trees," and about "Considerations in Designing a Category Tree."
- [Create standard responses](#).

Copying, Pasting, and Deleting

You can copy, paste, edit, and delete categories and category trees and their associated standard responses. Any of these operations on a category also applies to all of its subcategories.

If a category tree is used by a **training object**, you cannot delete the entire tree unless you first delete the training object. You can, however, delete any nonroot category from the tree (you cannot delete the root category).

Considerations in Designing a Category Tree

Without Genesys Content Analyzer, the sole function of categories is to organize the library of standard responses. With Genesys Content Analyzer, **additional considerations** come into play.