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SMART User Manual

[Manage Version History](#)

12/19/2025

Manage Version History

The Version Management system is used to back up and restore single topic, program and/or category definitions or a complete set of SMART definitions.

Important

It is highly recommended to create a backup of your latest definition set before you apply your changes. A backup will enable you to easily rollback to the previous definition set.

The following tabs represent the processes that are supported:

Creating Tags

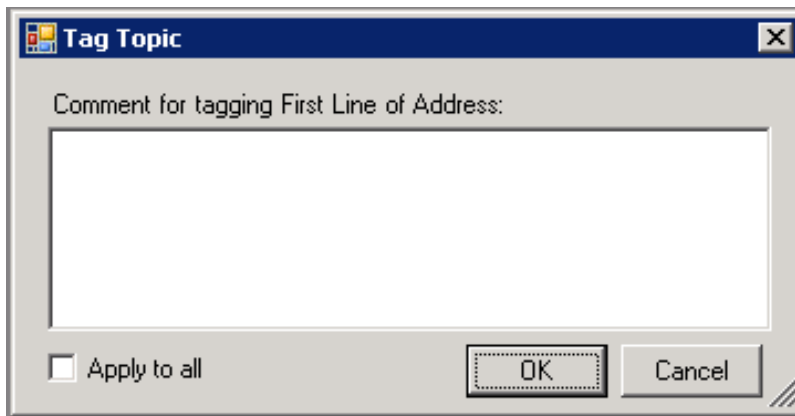
Each Item Tag includes the current definition of the topic, program or category, the date and time the tag was created, your user name, and a comment.

A Tag is created when you:

- Manually add a tag. When you manually create a tag, Genesys recommends that you add a comment to explain the changes. The comment is attached to every definition tag in the system. When SMART generates tags automatically before it closes, the tags have blank comment fields.
- Close SMART. That is, the system automatically creates a tag for each definition that was changed and not applied.
- Apply changes to SpeechMiner and choose to create a back up. The tag contains the definition as it appears in SMART when the changes are applied.

Procedure

1. Select the category, topic or program you want to tag.
2. Right-click and select **Tag <item type>**.



3. Enter a comment to attach to the tag.
4. Select **Apply to all** if you selected to tag multiple items.

The **Apply to all** option does not appear if you selected only one item.

5. Click **OK**.

The tag(s) are created.

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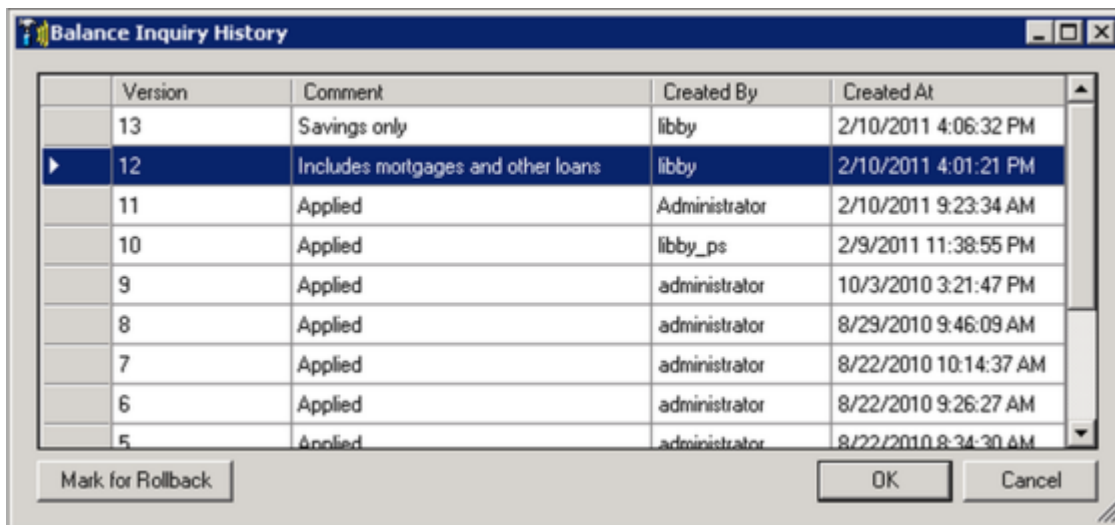
Restore a Tagged Definition

A category, topic or program definition that is tagged can be restored to SMART by rolling back the definition to the selected tag. The rollback process only restores category, topic or program definitions within SMART. If you want to restore the definitions to SpeechMiner, you must apply them after they are restored in SMART.

Procedure

1. Verify that the category, topic or program whose tagged definition you want to restore is not open or locked.
2. Right-click the category, topic or program whose definition you want to restore and select **History**.

The **History** window opens and displays a list of all the tagged definitions associated with the selected category, topic or program.



3. Select the tagged definition you want to restore.
4. Click **Mark for Rollback**.

A rollback message appears at the bottom of the window. The message indicates that the definition will be restored in accordance with the selected tag.

5. Click **OK**.

The tagged definition is restored.

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Change a Tag Comment

You can change a comment that you entered or a comment associated with a tag for which you have permissions to modify.

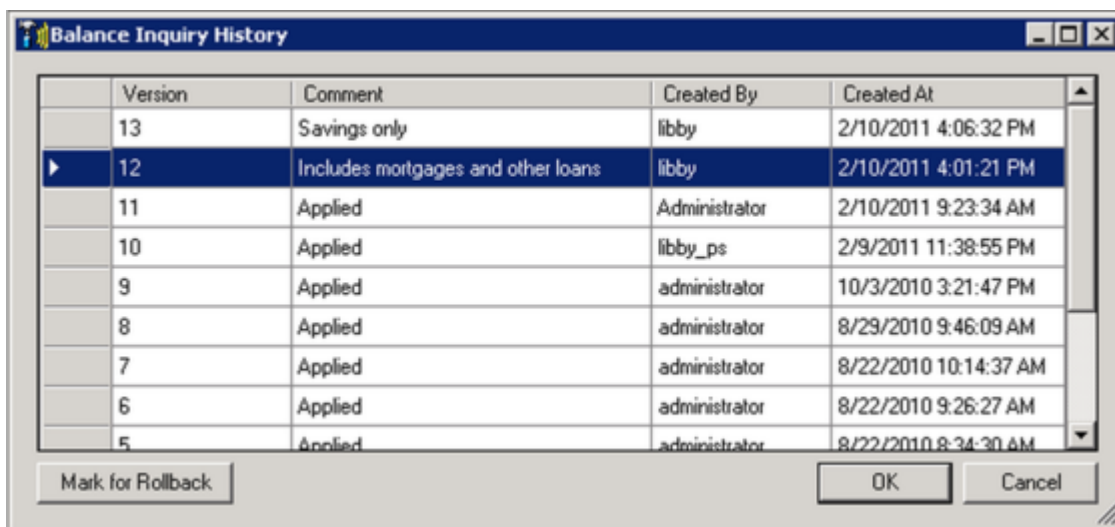
Important

Tags that were generated as a set during an **Apply** process cannot be modified or deleted individually. For more information, see Definition Sets

Procedure

1. Right-click the category, topic or program whose comment you want to modify and select **History**.

The **History** window opens and displays a list of all the tags associated with the selected category, topic or program.



2. Click the relevant comment field.
3. Modify the text as necessary and click outside the text field to close it.
4. Click **OK**.

The comment change is saved.

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Delete a Tag

You can delete a tag you entered or a tag for which you have permissions to modify.

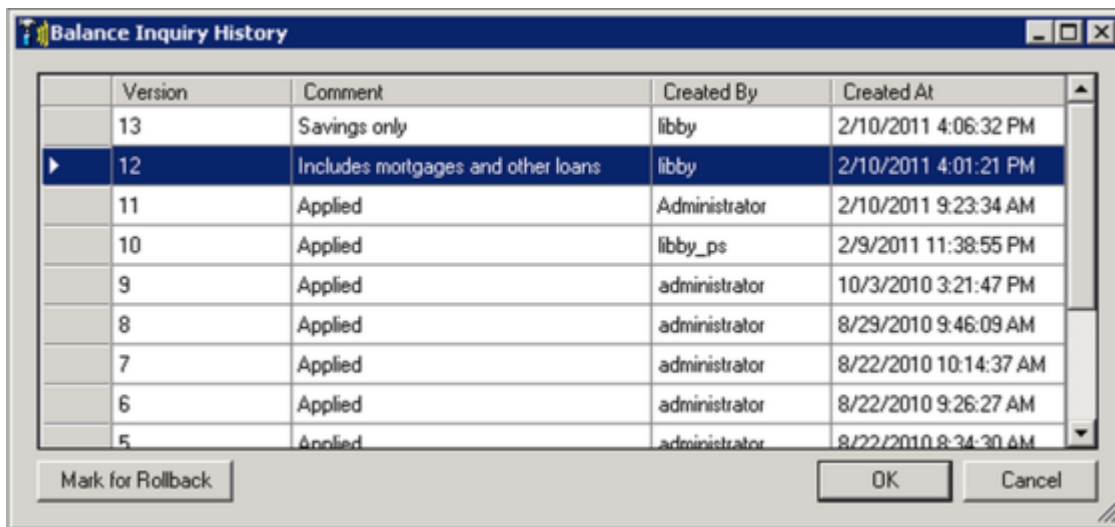
Important

Tags that were generated as a set during an **Apply** process cannot be modified or deleted individually. For more information, see Definition Sets

Procedure

1. Right-click the category, topic or program whose tag you want to delete and select **History**.

The **History** window opens and displays a list of all the tags associated with the selected category, topic or program.



2. Select the tags you want to delete.
3. Press the **Delete** button on your keyboard.

The selected tags are deleted from the list.

4. Click **OK**

The tags are deleted from the database.

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Roll Back

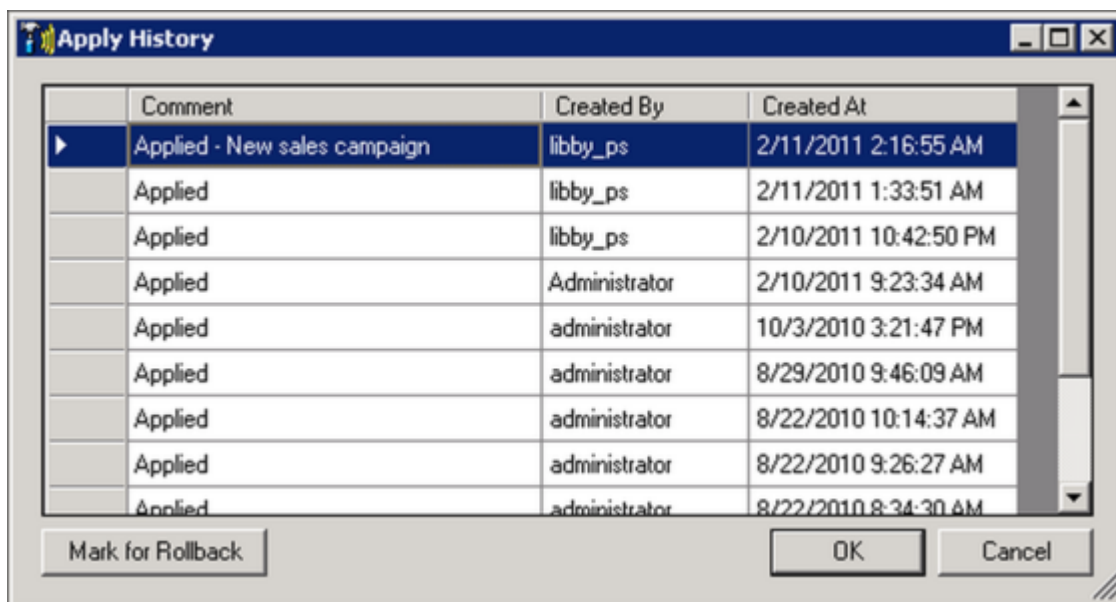
If you selected to create a backup of your SMART definitions when you **applied** your changes to SpeechMiner, the entire definition set can be restored.

When SMART definitions are restored, they are automatically applied to SpeechMiner and the interactions in the database are reprocessed and re-categorized.

Procedure

1. Verify that the category, topic or program whose definition you want to restore is not open or locked.
2. Select the **SMART** menu and click **Apply History**.

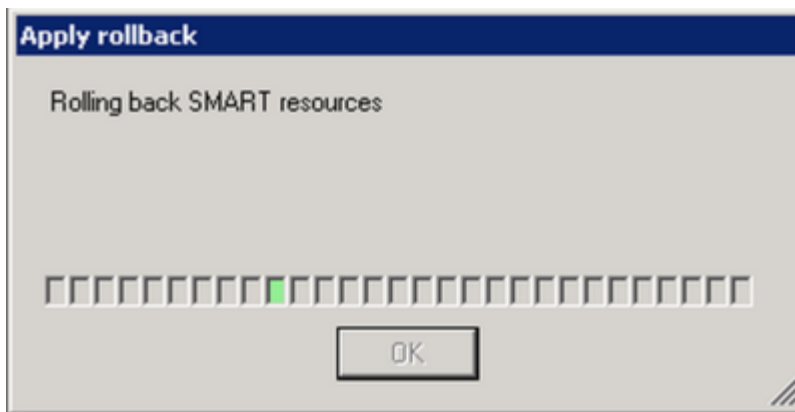
The **Apply History** window opens and displays a list of all the available definition sets.



3. Select the definition you want to restore.
4. Click **Mark for Rollback**.

A rollback message appears at the bottom of the dialog box indicating that the definition set will be restored in accordance with the selected set.

5. Click **OK**.



A confirmation messages appears.

6. Click **OK**.

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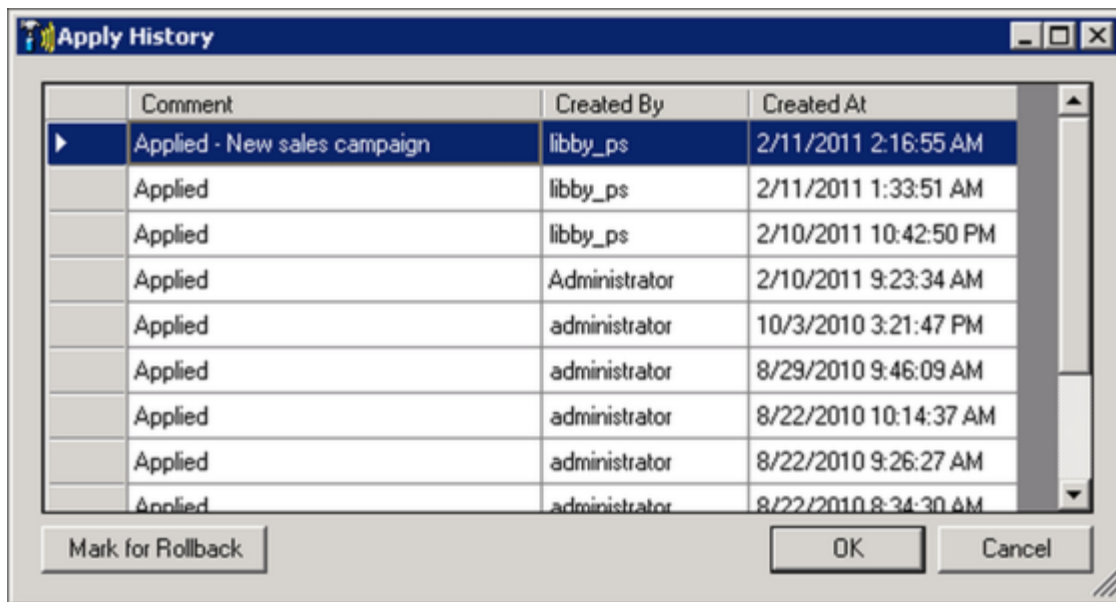
Change a Definition Set Comment

You can change a comment that you entered in a definition set you created or for which you have permissions to modify.

Procedure

1. Select the **SMART** menu and click **Apply History**.

The **Apply History** window opens and displays a list of all the available definition sets.



2. Click the relevant comment field.
3. Modify the text as necessary and click outside the text field to close it.
4. Click **OK**.

The change is saved.

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Delete a Definition Set

You can delete a definition set you entered or for which you have permissions to modify.

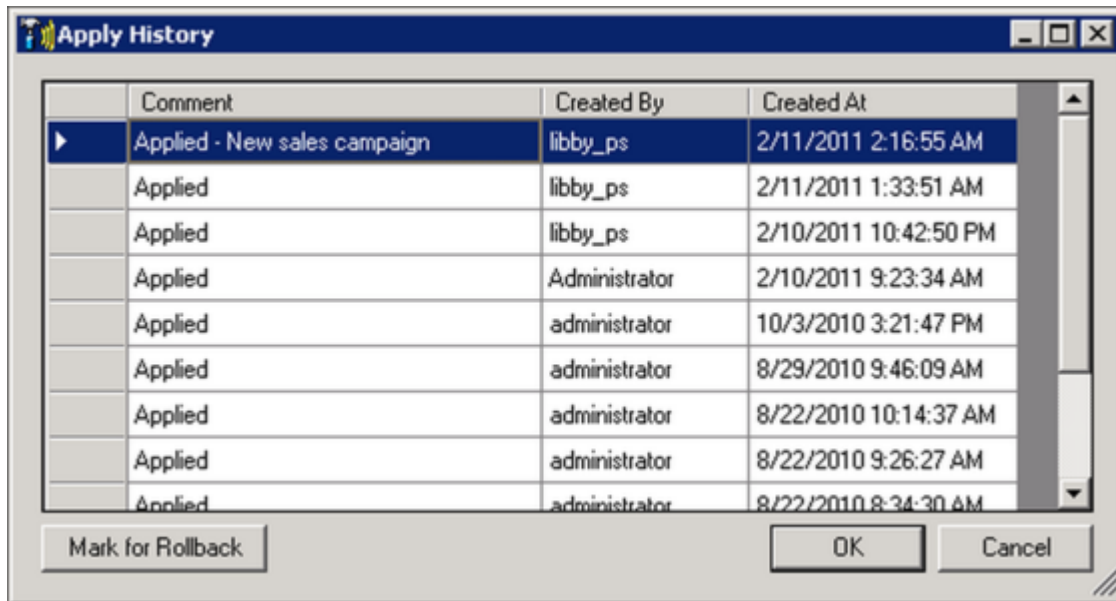
Important

Tags that were generated as a set during an **Apply** process cannot be modified or deleted individually. For more information, see Definition Sets

Procedure

1. Select the **SMART** menu and click **Apply History**.

The **Apply History** window opens and displays a list of all the available definition sets.



2. Select the definition set you want to delete.
3. Press the **Delete** button on your keyboard.

The selected definition set is deleted from the list.

4. Click **OK**

The definitions set is deleted from the database.

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