SpeechMiner Administration Guide

Introduction

12/19/2025

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SpeechMiner®, Genesys Telecommunications Laboratories's speech-analytics platform analyzes call content as well as text-based interactions such as e-mails and chats. Speech-analytics leverages recorded customer interactions (from any recording system) and analyzes each interaction for critical business topics and events. With unmatched accuracy, the system "listens" to conversations between customers and contact-center agents, precisely identifies the topics that were discussed, and categorizes what took place within each interaction.

SpeechMiner supports three modes of operation:

- **Analytics and Recording UI**: SpeechMiner plays back and analyzes interactions recorded with Genesys Interaction Recording.

- **Recording UI Only**: SpeechMiner plays back the call audio for each interaction in the search results. The contents of the interactions are not processed by the speech-analytics system.

- **Analytics Only**: SpeechMiner imports interactions and their recorded call audio from any recording system. Once the interactions and their audio is imported SpeechMiner processes the contents of each interaction.

Important

If you have purchased both Recording and Analytics licenses, it is recommended that you review the specific SpeechMiner setup instructions in the Genesys Interaction Recording documentation prior to commencing with the installation procedure. There may be some changes required to the generic analytics procedures in this SpeechMiner Administration Guide.

The SpeechMiner user interface is made up of two software components:

- **SpeechMiner browser-based interface**, Offers a variety of ways to access the audio of calls and the results of the interaction analysis performed by the system (when Analytics mode is in use). Users of the speech-analytics system can employ this interface to:
  - find interactions that have specific characteristics or that deal with particular topics
  - identify and listen to the parts of calls that interest them
  - audit and fine-tune SpeechMiner's call processing
  - keep track of a range of system-metrics.

- **SpeechMiner Administration Tool (SMART)**, enables users of the speech-analytics system to configure it to search interactions for specific topics and other characteristics.

This manual explains how to install and configure SpeechMiner. It is intended for system administrators. Most of the steps described are only performed once, usually with the help of Genesys Customer Care.