GENESYS™

Recording, Quality Management and Speech Analytics User Manual

Search Results Grid

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Search Results Grid

Search results are generated by SpeechMiner when you do one of the following:

- Select **Explore > Search**. A list appears based on your filter configuration. When you first access Explore > Search the list that appears includes all the interactions in the system.
- Select **Explore > Saved Searches** and click Run 15px associated with the search for which you want to view a list of interactions.
- Select **Explore > Content Browser** and click a line in the tree structure

The Search Results grid contains detailed information about each interaction.

You can modify the display to suit your requirements by selecting the type of interactions to view and the columns you want to include in the grid.

From the following menu above the Search Results list, you can select to view:

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- **Interactions**: A search result list that contains all interaction types.
- **Events**: A search results list that only contains events.
- **Screen Recordings**: A search results list that only contains screen recordings (not interactions).

In some systems, additional columns can be opened for specific types of metadata. For example, if your system stores a "Location" field for interactions, a Location column can be added whenever interactions are listed in an Interaction Grid. Because columns are added for all selected fields that are relevant to all the types of interactions included in the grid, some columns may be blank for some interactions. For example, Duration is only defined for interactions, and Sender is only defined for e-mails. For other types of interactions, these columns are blank.

For information about how to view and listen to the different types of interactions, refer to the Media Player page.

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Grid Columns=

Search Results Grid Columns

The following columns can be displayed in the Search Results grid. The availability of each column depends on the type of search results list you selected to view:

Column	Description	Available in:
Agent	The agent who handled the interaction.	• Interactions • Screen Recordings • Events
Audit Time	The time at which the event was audited.	• Events
Auditor	The name of the auditor.	• Events
Bcc	Individuals to which the email interaction was sent to secretly.	• Interactions • Events
Cc	Individuals to which the email interaction was sent to as a copy.	• Interactions • Events
Category	The Category or Categories that were assigned to the interaction. If only one Category was assigned, the name of the Category appears. If multiple Categories were assigned, the number of Categories appears; place your mouse pointer on the value to see a list of the Categories.	• Interactions
Confidence	A value indicating how reliable the identification of Events in the interaction is. The higher the number, the greater the degree of certainty. You can use this information to choose interactions for auditing. Sort the list by this column (by clicking in the column title) and select those interactions whose Confidence value is below a certain threshold. **Note:** This number is not a percentage, but it does range from 1 to 100.	• Events
Date/Time	The start date and time (in `hours:minutes`) of the interaction.	• Interactions • Events

Column	Description	Available in:
Duration	The duration of the interaction, in hours:minutes:seconds	• Interactions • Screen Recordings
End Time	The end time of the Event, offset from the start of the interaction, in hours:minutes:seconds.	• Events
External ID	A unique number assigned to the interaction by the external recording or storage system.	• Interactions • Events
ID	A unique number assigned to the interaction in the SpeechMiner database.	• Interactions • Screen Recordings • Events
Media	The type of interaction found. For example, interaction, email, video, etc.	• Interactions • Screen Recordings
Open	A **Play** 20px icon. Clicking the button opens the interaction in the Media Player.	• Interactions • Screen Recordings • Events
Program	The program that was used by SpeechMiner to analyze the interaction.	• Interactions • Events
Receiver	The name of the individual(s) to whom the email interaction was sent.	• Interactions • Events
Segment ID	The segment of the audio interaction associated with the event. Segment ID is only available in a Recording UI environment and a Recording + Analytics environment.	• Events
Sender	The name of the individual who sent the email interaction.	• Interactions • Events
Size	The size of the video file.	• Screen Recordings

Column	Description	Available in:
Start Time	• The start time of the event within the interaction or segment in `hours:minutes:seconds`. • The start time of the screen recording in `date:hours:minutes:seconds`.	• Events • Screen Recordings
Stop Time	• The end time of the event within the interaction or segment in `hours:minutes:seconds`. • The end time of the screen recording in `date:hours:minutes:seconds`.	• Events • Screen Recordings
Subject	The subject of the email interaction.	• Text Interactions • Events
Term ID	The ID number of the term that was identified in the Topic.	• Events
Text	• Interaction grid: An excerpt from the interaction text containing a term that was included in a search. The term must be specified in the SpeechMiner filter group. The term is highlighted in the excerpt. **Note:** This column is only visible in grids that contain search results from searches that included terms. • Event grid: represents the phrase that SpeechMiner recognized.	• Interactions • Events
Topic	• Interaction grid: the topic or topics SpeechMiner identified in the interaction. If only one topic is identified, the name of the topic appears. If multiple topics	• Interactions • Events

Column	Description	Available in:
	were identified, the number of topics appears. Place your mouse pointer on the value to see a list of topics. • Event grid: the topic associated with the event.	
TP / FP	If the Event has been audited, one of the following values is selected, and the entire cell is color-coded: • **TP**: True Positive, color-coded green • **FP**: False Positive, color-coded red • **SFP**: Sense False Positive, color-coded pink If you have Event Auditor permissions, you can select a value in this column. To select a value, click it. To clear the selection, click **Clear**. **Note:** If you selected **Exclude events that have been audited** before you initiated your search, previously audited Events will not appear in the grid.	• Events
Type	The video format.	• Screen Recordings
Workgroup	The workgroup of the agent who handled the interaction.	• Interactions

|-| Working with the Search Results Grid=

Common Grid Procedures

The following sections represent four common grid procedures.

Select Grid Columns

1. At the top of the Search Results grid, click file:Sm_columnsbutton.png **Select Columns**.

   150px

2. Select the columns you want to display and clear those you do not want display.

3. Click file:Sm_columnsbutton.png **Select Columns** to close the list.

The list closes, and the columns are displayed in accordance with your choices.

Viewing Search Criteria

If the Interaction Grid was generated in response to a search, the upper-left corner of the Interaction Grid contains a summary of the search criteria and settings that were employed during the search. Hover over the summary to see more details about the search criteria.

In addition, if the grid was generated in response to a search for terms, the system may list a "related search" term below the search criteria. For additional information, see Related Searches.

Furthermore, if the system determines that one or more of the search terms was spelled incorrectly, it will correct the apparent errors and indicate this in a note below the search criteria. For additional information, see Spelling Corrections.

Playback an Interaction

To open an interaction click the play icon next to the interaction you want to playback. For example, to open an interaction, click the file:smicon_arrow.png. If the interaction is an audio interaction, the Media Player opens above the grid, and the interaction automatically begins to play. If the interaction is not an audio interaction, the transcript of the interaction is opened.

Opening a Segmented Interaction

Interactions that were imported from the Genesys Interaction Recording system may be divided into segments. When this is the case, a file:Sm_segcallicon.png appears instead of a 20px.

To open a segmented interaction:

1. Click file:Sm_segcallicon.png in the row associated with the interaction you want to open.

   The interaction row is expanded, and a list of the interaction's segments is displayed in it. Each segment is identified with a 20px icon. In addition, the Media Player opens above the grid, and the first segment of the interaction automatically begins to play. Playback stops when the end of the segment is reached.

2. To play another segment of the same interaction, click its **Play** icon.

|-| Events=

Working with the Event Search Results Grid

An event occurs when SpeechMiner identifies a topic in an interaction. Each topic event identified by SpeechMiner has a start time, end time,a name and a type. For example, if the "can offer you a loan"

phrase associated with the Loan Offer topic is identified, the start of the event is "can" and the end of the event is "loan". SpeechMiner can also identify non-linguistic events. Non-linguistic events are sounds other than speech (for example, a dial tone, silence, music or noise, key press, and so on).

Event search results are different from a general list of search results in the following ways:

- The items in the list represent events and not complete interactions. For this reason, the same interaction may appear more than once in the grid, if events matching the search filter criteria are found multiple times in the same or different interaction.

- When you play back an event from the grid, the entire interaction in which the event was found is opened in the Media Player, but playback begins at the beginning of the specific event.

- Events can be audited.

> ### Important
> When you search for events you must search for a term, term ID or a topic

Auditing an Event

Each linguistic event recognized in an audio interaction can be audited. This means that a SpeechMiner user listens to the event and then rates the accuracy of the identification. Auditing is an important part of fine-tuning the SpeechMiner's speech-recognition accuracy.

In order to audit an event, the auditor listens to the event, and then rates the accuracy of the event recognition by selecting one of the following values in the TP/FP column of the Event Grid.:

- **TP** (True Positive): The Event was correctly identified by SpeechMiner.

- **FP** (False Positive): The Event was incorrectly identified by SpeechMiner.

- **SFP** (Sense False Positive): The words were correctly identified by SpeechMiner, but they were used in a sense that does not match the intent of the Topic.

Summary information about event auditing in your system can be seen in the Audit Analysis and Topic Analysis - Audits reports. Existing audit data can be managed globally in the Interactions Admin screen.

|-| Screen Recordings=

Working with the Screen Recordings Search Results Grid

The Search Results grid contains a list of all the screen recordings in the system.

Each screen recording is a video of the agent's screen during the agent/customer interaction.

Screen recording search results are different from a general list of search results in the following ways:

- The items in the list represent screen recordings and not complete interactions.

- When you play back a screen recording, only the video of the agent's screen is played back and not the entire interaction.

To view a specific screen recording in the context of the interaction it was recorded, switch to the Interactions list and search for the interaction ID associated with the specific screen recording. The interaction ID appears in the ID column of the Screen Recordings Search Results grid.

|-| Batch Actions=

Working with Batch Actions

From the Search Results grid you can perform a number of batch actions for selected interactions. The following sections represent the available batch actions.

Exporting Interactions

You can export and save selected audio interactions by creating a zip file that contains the selected interactions.
The zip file contains the following:

- A CSV file containing a list of the audio interactions that were exported. The file also contains the search results grid data associated with each interaction. The CSV file can be opened using a spreadsheet application (for example, Microsoft Excel).

- A WAV file for each audio interaction included in the list (optional).

To export an audio interaction(s):

1. Select the check box to the left of each audio interaction you want to export.

   > ### Important
   > If you select to export a text interaction(s), a text file is created. The text file includes the content of the selected interaction(s).

2. In the title of the check box column click the **Batch Actions** icon 25px and select **Export**.

3. Select **Yes** if you want to export the audio along with the CSV file or **No** if you only want the CSV file.

   A dialog box opens and asks if you want to open or save the .zip file.

4. Select **Save** and navigate to the folder in which you want to save the file.

5. Click **Save**.

   The .zip file is saved in the selected location.

Forwarding Links

You can send links to interactions to other users in the system. Each link is sent in a separate message that appears in the recipient's **My Messages** widget in the **Dashboard** page. When the recipient clicks the message, a SpeechMiner Media Player window opens and plays the interaction.

You can also send the recipient an e-mail notification with links to the selected interactions. When the recipient clicks a link, the Media Player opens in a new browser tab or window and plays the interaction. If the recipient is not logged into SpeechMiner, the user is prompted to do so before the Media Player opens.

To forward an audio interaction to another user:

1. Select the check box to the left of each audio interaction you want to forward.

2. In the title of the check box column click the **Batch Actions** icon 25px and select **Forward**.

3. Under **Subject**, modify the subject text if you wish.

4. Under **Please Select the Recipient**, select the user you want to send the link to, in one of the following ways:

    • In the text field, type part of the recipient's name or username. As you type, names and user names containing those letters are displayed in a drop down list. Select the recipient from the list.

    • Click the ... button (20px) beside the text field. In the dialog box, select the user from the list of users in the relevant work group.

5. If you want to send notifications to the user's e-mail address as well as to their My Messages box, select **Send Email Notification**.

6. Click **Send**. A message is sent to the recipient's My Messages box for each audio interaction you selected. If you chose to send the user an e-mail notification, an e-mail is also sent for each audio interaction.

Adding Audio Interactions to an Interaction List or a Coaching Session Interaction List

An **Interaction List** is a list of audio interactions that is saved for later use.

SpeechMiner supports two types of Interaction Lists:

• **Global Interaction Lists**: a group of interactions. For additional information about interactions lists, see Interaction Lists.

• **Coaching-Session Interaction Lists**: a group of interactions associated with a specific Coaching Session. For additional information about coaching sessions, see Coaching.

When working with interaction lists:

• You can add interactions to an existing interaction list or a new interaction list.

• You can select an existing interaction list from a list of Global interaction lists or select a Coaching Session interaction list from those that are attached to the Coaching Session.

• You can add a new Coaching Session directly from the Interaction Grid, and then add interactions to an interaction list that is attached to that session.

Add interactions to an Existing Global Interaction List

1. Select the check box to the left of each audio interaction you want to include in the interaction list.
2. In the title of the check box column click the **Batch Actions** icon 25px
3. Select **Add To**.
4. Select **Interaction List**.
5. Select the list to which you want to add the selected interactions.
6. Click **Add**.

   The selected interactions are added to the selected list.

   For more information about creating a new list or adding to an existing list, refer to: Interaction Lists.

Add interactions to an Existing Coaching Session

1. Select the check box to the left of each audio interaction you want to include in the interaction list.
2. In the title of the check box column click the **Batch Actions** icon 25px
3. Select **Add To**.
4. Select **Coaching Session**.
5. Select the coaching session to which you want to add the selected interactions.
6. Click **Add**.

   The selected interactions are added to the selected coaching session.

Reprocessing Interactions

Reprocessing enables you to reapply the SpeechMiner recognition process on selected interactions. This procedure is helpful when you know that topic definitions have changed.

To reprocess an interaction(s):

1. Select the check box to the left of each interaction you want to reprocess.
2. In the title of the check box column click the **Batch Actions** icon 25px and select **Reprocess Interaction**.
3. Click **Yes** when asked if you are sure you want to reprocess interactions

   The selected interactions are reprocessed.

Important

Reprocessing interactions is only available in an Analytics Only environment.

Delete an Interaction

You can delete any interaction in the Search Results grid if you have the permissions to do so.

To delete an interaction(s):

1. Select the check box to the left of each interaction you want to delete.
2. In the title of the check box column click the **Batch Actions** icon 25px and select **Delete**.
3. Click **Yes** when asked if you are sure you want to delete the selected interactions

   The selected interactions are deleted.