

## **GENESYS**

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## **SMART User Manual**

Managing SMART

## Managing SMART

The purpose of SMART is to define a set of instructions (that is, item definitions) to be used by SpeechMiner to perform recognition and analysis of customer data.

Once you have completed defining topics, programs and categories you can:

- Save and apply changes to SMART: implement SpeechMiner changes.
- Manage SMART versions: backup and restore SMART instructions.
- Export or import SMART instructions: to backup and/or transfer SMART instructions.

## **Related Topics**

Topics Programs Categories SpeechMiner User Manual

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