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SMART User Manual

Add / Remove Topics from a Program

Add / Remove Topics from a Program

A program is essentially a list of recognition tasks (topics and non-linguistic data) that SpeechMiner is instructed to identify and analyze. You can add one or more topics to each program

Important

SpeechMiner always tries to identify **non-linguistic** interaction data, but it only tries to identify topic data in interactions processed with Speech Recognition.

Add a Topic

Before you begin

Create an Empty Program

Procedure

1. Select the **Program Manager** tab.
2. In the **Program** tree, open the program to which you want to add a topic(s).

The left pane of the screen shows the specific program details.

3. Select the **Topic Manager** tab.

The right pane of the SMART screen shows the list of all available topics.

4. In the **Topic** tree, select the topic that you want to add to a program.

To select multiple Topics, use the **Ctrl** or **Shift** keyboard keys. You can also select a topic folder to add all the topics in the specific folder. The number to the left of the green arrow indicates the amount of topics you are adding to the selected program.

5. Click **Add to Program** 

The specific topics are added to the program's **Content** tab.

Tip

To delete a topic, select the specific topic in the specific program's **Contents** tab and

click **Delete**.

What to do next

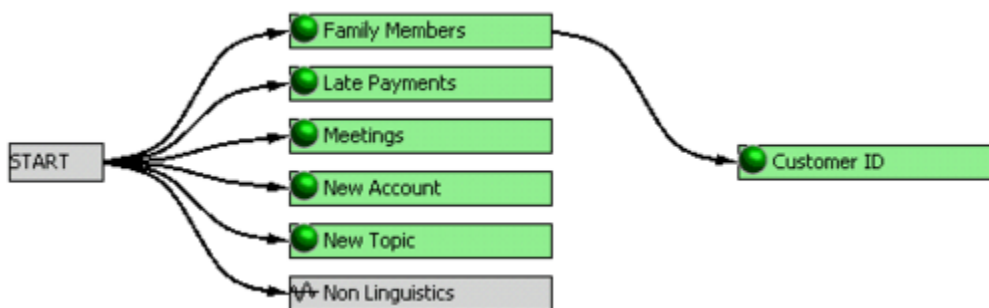
[Create a Program Trigger](#)

Related Topics

[Introducing the Program Interface](#)
[Non-linguistic Task](#)

Add a Dependent Topic

A dependent topic indicates that the specific topic should only be searched for in an interaction after the previous topic is found. For example, in the image below, SpeechMiner will search for the Customer ID topic (the dependent topic) only after it has found the Family Members topic.



The following procedure explains how to change the program structure so that SpeechMiner searches for the Meetings topic after it has searched for the Late Accounts topic.

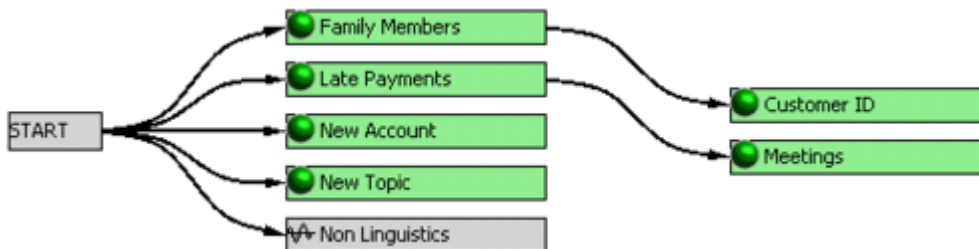
Before you begin

[Create an Empty Program](#)

Procedure

1. Click on the **Late Payments** rectangle and drag your mouse to the **Meetings** rectangle.
A thin black line is displayed to indicate the dependency between the two topics.
2. Release the mouse to create the connection.

As shown in the following image, the Program structure changes so that the Meetings topic is dependent on the Late Accounts topic. SpeechMiner will not search for the Meetings topic if it does not find the Late Accounts topic.



3. Repeat Steps 1 and 2 to create additional dependencies between topics.

There is no limitation to the amount of dependent topics.

Important

When you create a dependent topic you are automatically creating a program trigger. For more details about triggers, see [Create a Program Trigger](#)

What to do next

[Create a Program Trigger](#)

Related Topics

[Introducing the Program Interface](#)

[Non-linguistic Task](#)

Remove a Dependent Topic

All dependent topics can be removed and returned to their original location in the program flowchart.

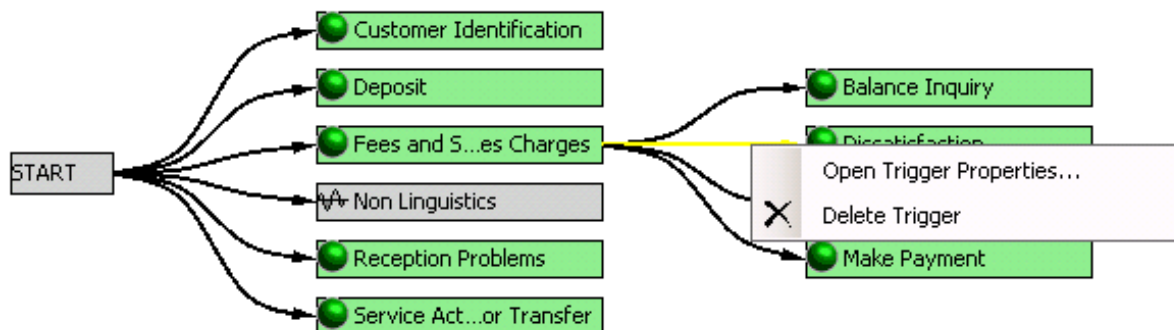
Before you begin

[Create an Empty Program](#)

Procedure

1. In the program structure, right-click the arrow pointing to the dependent Topic you want to remove.

The arrow turns yellow (see image below).



2. Click **Delete Trigger**.

The dependency is removed and the topic is no longer a dependent topic.

What to do next

[Create a Program Trigger](#)

Related Topics

[Introducing the Program Interface](#)

[Non-linguistic Task](#)