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SMART User Manual

Analyze your Business Needs

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Analyze your Business Needs

Before creating a program, gather information about the business issue you want to investigate.

Procedure

1. What type of interactions do you want SpeechMiner to recognize?
2. Determine the type of interactions generated by the business issue by listening to existing interactions about the subject or similar subjects, reading e-mails that relate to them, and consult agents who interact with customers. For example, for a customer service topic, the set of relevant interactions may only include incoming interactions about help and assistance.
3. Gather examples of the types of interactions you are interested in, to determine the best way to structure the program.

What to do next

[Create an Empty Program](#)

Related Topics

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