SMART User Manual

Auditing a Topic

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Auditing a Topic

As SpeechMiner processes interactions, you can check how well the phrases it contains represent the intent of the topic and how accurately SMART identifies the phrases in the interactions.

You can use this information to fine-tune the topic phrases in two ways:

- Topic Analysis Audit Report: Enables you to view information about the precision with which topics and the phrases they contain, were identified by SpeechMiner.

- View Statistical Data: Enables you to view data about each topic phrase, including information about how often the phrase, was recognized by SpeechMiner and summary data of phrase audits.

Related Topics

Create a Topic