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SMART User Manual

[Create a Category](#)

Create a Category

You can create categories that define the type of business issue you want to analyze.

Procedure

1. **Analyze your Business Needs**
Gather information about the business issue that you want the category to represent.
2. **Create an Empty Category**
Set the category properties and define its attributes (such as name, description, sharing properties, and so on), according to the related business issue.
3. **Configure Category Conditions**
Define the conditions that must be met for an interaction to be connected to the category.
4. **Save and Activate the Category**
Once you have configured the category to represent your business issue, save the category.

Related Topics

[Introducing the Category Interface](#)
[Save and Apply Changes](#)