

GENESYS

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SMART User Manual

Introducing the Program Interface

Introducing the Program Interface

The SMART Program interface contains the following main components:

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	Smart Edit Tools Window Help					
•						11.2
•	Program Manager	Customer Service	pervico			17.4
2-	- Programs					
ă_	Show Al	Content Notes Triggers -	Trans Country Double	Fauch Time	Customer Identification	1
•	8 🛄 M	Service Activation or Trans 1	Topic ANY 1	Search entire call	Deposit	Balance Inquiry
	Customer Service	Customer Identification	Topic ANY 1	Search entire call	Fees and S. es Charges	Dissatisfaction
	- A Sales Campaign - Family Package	Fees and Services Charges	Topic ANY 1	Search entire call START	MA New Jones Collins	Children Dil Constants
	Sales Campaign - Virginia	High Bill Complaint	Topic ANY 2 Topic ANY 2	Search from: ORE to: OA	a for man conferences	The company
	test	Balance Inquiry Dissatisfaction	Topic ANY 2 Topic ANY 2	Search from: ORE to: 0A Search from: ORE to: 0A	Reception Problems	Make Payment
	-	Reception Problems	Topic ANY 1	Search entire call	Service Actor Transfer	
		Colorer 1	right, Marr 1	search entry can		

Number	Description
1	Displays the Program Manager.
2	Includes Program options.
	Quick access to:
	• 🚞 Creates a new program folder.
	• 😻 Creates a new program .
2	• 🛇 Opens the selected program .
	lacksim imes Deletes the selected program .
	• Filters the tree according to the characters entered in the field.
	• Show All • Filters the tree according to the

Number	Description
Number	 Description type of information you want to see: Show All: Shows all the items in the tree. Show Active: Shows all the active programs that can be applied to SpeechMiner. Show Inactive: Shows all the inactive programs that cannot be applied to SpeechMiner. Show Updated since Apply: Shows all the items that were changed since you last applied SMART changes to SpeechMiner. Show Locked by Me: Shows all the items locked by the current user.
4	 Quick access to: Saves the selected Program details. Changes the direction of the selected Program diagram. Shows / hides diagram details. Shows / hides List pane.
5	 Quick access to: Content: Displays the list of topics and non- linguistic data associated with the specific program . Notes: Contains your notes about the specific program . You can add notes to this tab. Triggers: Displays the links included in the program 's structure.
6	Program Structure : A diagram that displays the order in which the program 's items should appear in the interaction. SpeechMiner searches for interaction content according to the program structure.

Related Topics

Create a Program