

## **GENESYS**

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## SMART User Manual

Program Recognition Tasks

## Program Recognition Tasks

Program Recognition Tasks define at what point during the interaction SpeechMiner will search for the Program's Topic. In some systems, you can also specify that SpeechMiner search for a topic only when a specific speaker (caller, agent or both) took part in the interaction.

In addition, each program contains a Non-Linguistic Recognition Task that is performed on all interactions and on all parts of each interaction. Silence, busy tones, music and noise, dial tones, DTMF key presses, and ring-back tones are always detected. By default, non-verbal agitation is not sought.

Program Recognition Tasks are defined in two locations:

- Trigger Properties window: Position and Speaker parameters in the Trigger Properties window determine when SpeechMiner will search for the topic from which the Trigger originates. For example, in the following image Trigger Properties for the arrow pointing from Fees and Services Charges to Make Payment indicate when SpeechMiner will search for Fees and Services Charges topic.
- Recognition Task window: The Recognition Task defined for a topic determines when SpeechMiner will search for the specific topic. For example, in the following image the Recognition Task window parameters are intended for when SpeechMiner will search for the Balance Inquiry topic.

Customer Identification	Recognition Task
Deposit     Deposit     Deposit     Description     Description     Description     Description     Description	Name: Balance Inquiry
START	
Reception Problems      Make Payment	Type: Topic Search Times
Service Actor Transfer	From: 0 Secs Rel to End of Prev
Trigger Properties	
X         And         Or         Not         ( )         >         Copy         Paste	To: 0 Secs Abs from End
Found topic "Fees and Services Charges" at least once with Very-Low strictness	Speakers  Any
	Agent
	Customer
Element Properties	
Туря: Торіс 💌	
Topic: Fees and Services Charges	OK. Cancel
☐ Not found	
Occurrence         Position         Speaker           At least         1         2         Occurrence         From         0         Secs Abs         V	
At least Very-Low V Strictness V To O Secs Abs from End V	
Add	
OK Cancel	

## Related Topics

Create a Program Recognition Task