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SMART User Manual

Program Recognition Tasks

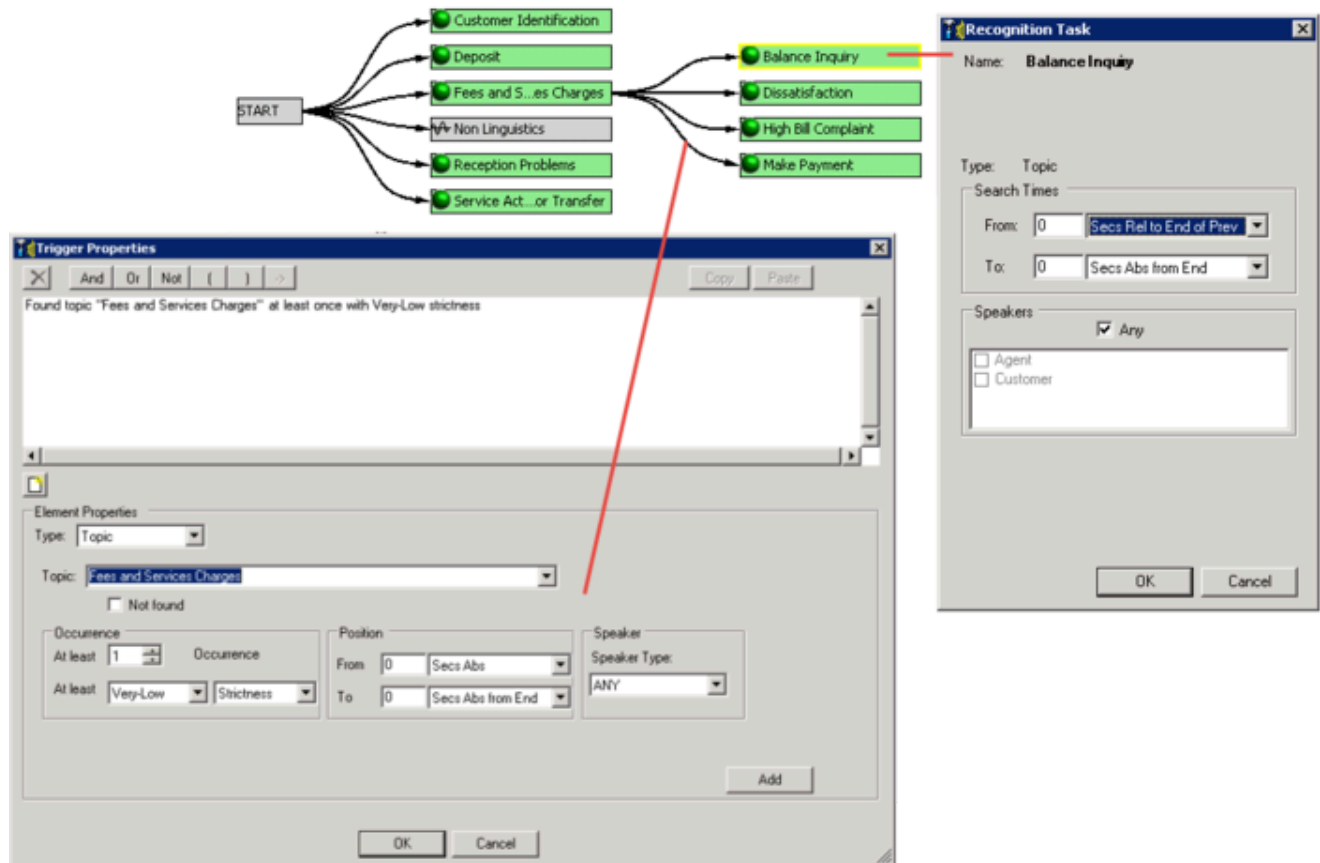
Program Recognition Tasks

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.



Related Topics

[Create a Program Recognition Task](#)