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SMART User Manual

Topic Analysis - Audits Report

5/8/2025

Topic Analysis - Audits Report

The **Topic Analysis - Audits Report** shows the precision with which topics were identified by SpeechMiner. Precision values are given for one or more confidence levels, as specified in the report parameters, and are determined by the True Positive (TP), False Positive (FP) and Sense False Positive (SFP) selections made by the interaction auditor. You can drill down from any topic included in the report to see detailed information about each phrase in the topic.

The goal of auditing is to provide you with data about the precision with which SpeechMiner identifies topics. With this information you can determine whether or not you need to redefine your topics and phrases.

Important

For detailed information about the SpeechMiner report template, report details, how to create a report, etc, refer to the [SpeechMiner User Manual](#).

Audit Report Example

Topic Analysis - Audits

Payment Issues

Topic	Percent of Calls	Calls	Strictness	Events	Audits	1	40	50	65	72	85
Customer Identification (9 Terms)	<div></div> 81.8%	305	<div></div> Very-Low (1)	364	44	B	A	A	A	A	A
Service Activation or Transfer (51 Terms)	<div></div> 34.6%	129	<div></div> Very-Low (1)	204	55	B	B	C	C	C	C
Last 4 digits of SS (5 Terms)	<div></div> 33.0%	123	<div></div> Very-Low (1)	127	45	A	A	A	A	A	A
Make Payment (14 Terms)	<div></div> 27.3%	102	<div></div> Very-Low (1)	150	27	C	B	B	C	C	C
Deposit (17 Terms)	<div></div> 22.3%	83	<div></div> Very-Low (1)	122	2	D	D	D	A	A	A
Payment Arrangements (10 Terms)	<div></div> 8.0%	30	<div></div> Very-Low (1)	69	15	C	C	C	C	C	C
Balance Inquiry (16 Terms)	<div></div> 5.9%	22	<div></div> Med-High (72)	25	1	A	A	A	A	A	A
Payment Locations (6 Terms)	<div></div> 3.5%	13	<div></div> Med-High (72)	13	5	D	D	D	D	D	A
Payment Issue (4 Terms)	<div></div> 0.8%	3	<div></div> High (85)	4	1						
Restore Service (2 Terms)	<div></div> 0.8%	3	<div></div> Low (40)	3	0						
High Bill Complaint (1 Term)	<div></div> 0.3%	1	<div></div> Medium (65)	1	0						
Payment Address (1 Term)	<div></div> 0.3%	1	<div></div> High (85)	1	0						
Summary	100.0%	373		1408	195	B	B	B	B	B	B
					TP	131	87	80	59	49	30
					FP	44	26	22	18	17	8
					SFP	20	12	11	7	7	5
					PREC	75	77	78	77	74	79
Data Set Summary		373		1408	195						

* Summary of calls containing the selected Topic (defined in Items on Report section)

** Summary of all calls that meet the Data Set criteria (defined in Data Set Filters section)

Calls have the following constraints:

Language: American English

Topics: (Payment Arrangements,Payment Locations,Balance Inquiry,Payment Issue,High Bill Complaint,Fees and Services Charges,Make Payment,Customer Identification,Payment Address)

SpeechMiner® by UTOPY

Topic Analysis - Audits executed 4/7/2011 4:35:02 AM by Libby

SpeechMiner® by UTOPIA

Topic Analysis - Audits executed 4/7/2011 4:35:02 AM by Libby

Make Payment (14 Terms)

Payment Issues

Term	Percent of Calls	Calls	Strictness	Events	Audits	1	40	50	65	72	85
name on the check	4.5%	31	Very-Low (1)	34	0						
to do a one time payment	2.9%	20	Very-Low (1)	23	13	B	B	B	B	C	C
do you authorize almat energy to take a one	2.2%	15	Very-Low (1)	15	0						
is it a visa or a master card	2.0%	14	Very-Low (1)	14	14	C	B	B	D	D	
name of the bank	2.0%	14	Very-Low (1)	16	0						
is this a checking account	1.9%	13	Very-Low (1)	14	0						
and the expiration date	1.4%	10	Very-Low (1)	10	0						
expiration please	1.0%	7	Very-Low (1)	7	0						
i'll take your routing number first	0.6%	4	Very-Low (1)	4	0						
would you like to pay by check	0.6%	4	Very-Low (1)	4	0						
and how much are you paying	0.4%	3	Very-Low (1)	3	0						
and what is that bank account number	0.4%	3	Very-Low (1)	3	0						
how would you like to make that payment	0.3%	2	Very-Low (1)	2	0						
the zip code where you receive your card	0.1%	1	Very-Low (1)	1	0						
Summary	14.8%	102		150	27	C	B	B	C	C	C
					TP	17	14	13	7	6	2
					FP	8	5	4	4	4	1
					SFP	2	1	1	1	1	1
					PREC	68	74	77	64	60	67
Data Set Summary		690		1829	233						

* Summary of calls containing the selected Topic (defined in Items on Report section)

** Summary of all calls that meet the Data Set criteria (defined in Data Set Filters section)

Calls have the following constraints:

Language: American English

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Topic Analysis - Audits executed 4/8/2011 3:35:39 AM by libby

Related Topics

Create a Topic
Auditing a Topic

Create an Audit Report

When you run the Topic Analysis - Audits Report, you can select the interactions to include in the data set that will be used for the report. For example, you can select to see information only about specific topics from a specified time range, involving specific agents.

For an example of an audit report see: [Report Templates > Topic Analysis - Audits](#).

Procedure

1. Open SpeechMiner and select **Reports > Templates**.
2. Click the Edit link on the **Topic Analysis - Audits** report line.

The Topic Analysis - Audits report template will open in the **Edit** tab.

3. Click **Run Report**

A blue rectangular button with the text "Run report" in white.

The Audit Report is created.

Related Topics

[Create a Topic](#)
[Auditing a Topic](#)

Audit Precision Values

When an event is rated by SpeechMiner it receives one of the following precision values:

TP (True Positive)

TP occurs when SpeechMiner accurately identifies the phrase it was asked to recognize. The recognition does not have to match the interaction verbatim. Matching the goal of the topic is sufficient. In addition, the phrase must be said in the right context. The right context is provided in the topic definition.

The following table contains example of topics and phrases associated with a TP audit result:

Topic Name	Text	Identified Interaction
Escalation (Spoken by customer)	Need to speak to a supervisor	Customer: "I want to speak to your supervisor".
Dissatisfaction (Spoken by customer)	Really frustrating	Customer: "This is so frustrating."

FP (False Positive)

FP occurs when SpeechMiner incorrectly identifies a phrase or topic.

The following table contains example of topics and phrases associated with a FP audit result:

Topic Name	Text	Identified Interaction
Escalation (Spoken by customer)	Need to speak to a supervisor	Agent: "you will need to close that visor."
Request to call back (Spoken by agent)	Can you call us back	Customer: "I called my son back yesterday."

SFP (Sense False Positive)

SFP occurs when SpeechMiner correctly identifies a phrase but the phrase was used in a manner that does not match the intent of the topic. To determine the accurateness of the phrase, review the phrase before and after the marked phrase.

The following table contains example of topics and phrases associated with a SFP audit result:

Topic Name	Text	Identified Interaction
Escalation (Spoken by customer)	Need to speak to a supervisor	Agent: "I am going to need to speak to my supervisor."
Double charged (Spoken by customer or agent)	Was double charged	Customer: "I was double charged by my bank."

Related Topics

[Create a Topic](#)
[Auditing a Topic](#)