

GENESYS

This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

SMART User Manual

Define Speakers

Define Speakers

SMART receives metadata information from the SpeechMiner database about who spoke during each interaction.

The speaker information from the database is listed in the **Tools** > **Speakers** window.

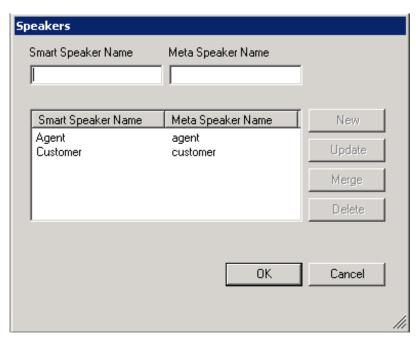
To better recognize the speaker metadata and use the speaker data as a processing parameter you should define a specific SMART speaker name for each speaker metadata name.

The names you provide should function as a description of the metadata speaker name.

Procedure

1. Click **Tools > Speakers**.

The Speakers window is opened.



2. From the list provided, click the **Meta Speaker Name** for which you want to define a SMART name.

The name appears in the Meta Speaker Name field.

- 3. Enter a SMART name in the **SMART Speaker Name** field and click **New**.
- 4. Repeat this process for every Meta Speaker Name you want to define.
- 5. Click **OK**.

SMART User Manual 2

Important

You can change an existing SMART Speaker Name by selecting it form the list and clicking **Update** after you have changed the SMART Speaker Name.

Related Topics

Create a Program Trigger Configure Category Conditions

SMART User Manual 3