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SMART User Manual

Create a Program Trigger

Create a Program Trigger

Program Triggers define the circumstances under which SpeechMiner should search for a dependent topic. They are defined in the **program structure** and are represented by arrows that connect the topics.

Important

If a condition is defined for a Trigger, it is displayed in the **Exp** tab in the **Triggers** tab.

Before you begin

[Add Topics to a Program](#)

Procedure

1. From the Program Manager tree, open the Program to which you want to add a Trigger.
2. Select the **Trigger** tab.

A list of all the Triggers defined for the specific Program are displayed.

From represents the topic from which the Trigger originates and **To** represents the topic SpeechMiner will search for and analyze if the Trigger's conditions are met.

3. Double-click the topic for which you want to define a Trigger.

The **Trigger Properties** window opens.

If a Trigger was already defined, its logical expression will appear in the Text field.

4. Add a **metadata condition**:

- a. Click **Clear Properties**  if you want to clear existing logical expressions.
- b. From the **Type** list, select **Metadata**.

The fields required to configure the metadata values are added to the **Trigger Properties** window below the **Type** parameter.

- c. In the first field (from left), select an existing metadata type from the drop-down list or manually enter the metadata type.

For example:

- Select Workgroup\Agent from the drop-down list if you want to define a condition based on the work group or agent that handled the interaction.
- Type interaction direction, if you want to define a condition associated with the direction of an interaction.

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- In the remaining fields, select or enter the relevant conditions.

The remaining fields change according to the selected metadata type.

- Select **Not** if you want the Trigger to notify SpeechMiner about interactions that do not match the condition.
- Click **Add**.

Click **Update** if you are modifying existing Trigger Properties.

- If the condition is not the first condition, select the condition in the Text field and click the operator that should precede it (**And**, **Or**, or **Not**)
- Add a **topic condition**:
 - a. From the **Type** list, select **Topic**.

The window changes and displays the topic parameters.

- b. Modify the following as necessary:

Condition	Description
Topic	Select the topic that you want to turn into a dependent topic . The selected Topic will be a dependent of the topic associated with the current Trigger Properties.
Not found	Select this option if you want the Trigger to include all interactions that do not match the conditions specified in the Trigger Properties. That is, SpeechMiner will only search for the dependent topic when it does not find the preceding topic.
Occurrence	<ul style="list-style-type: none">• The number of occurrences indicates the minimum number of times a topic must be found in the interaction before SpeechMiner can search for its dependent topic. If the minimum is not met, SpeechMiner proceeds as if the topic was not found.• The Strictness level indicates the minimum strictness level required for SpeechMiner to recognize the topic. If the minimum Strictness level is not found, SpeechMiner proceeds as if the topic was not found.• The Confidence level (a range from 1 to 100), indicates the minimum level of confidence for the recognition of the phrase. If the SpeechMiner Confidence Level does not meet this minimum, SpeechMiner proceeds as if the phrase was not found.
Position	<ul style="list-style-type: none">• From: Define the earliest position (in seconds) in the interaction at which the

Condition	Description
	<p>preceding topic should be found and then select one of the following:</p> <ul style="list-style-type: none">• Secs Abs: The number of seconds from the beginning of the interaction.• Secs Abs from End: The number of seconds from the end of the interaction.• Secs Rel to Start of Prev: The number of seconds from the beginning of the preceding topic.• Secs Rel to End of Prev: The number of seconds from the end of the preceding topic.• To: Define the latest position (in seconds) in the interaction at which the preceding topic should be found and then select one of the available options.
Speaker	Select a speaker type to instruct SpeechMiner to find and analyze topics where only the Agent, Customer or both speak.

c. Click **Add**.

Click **Update** if you are modifying existing Trigger Properties.

- Add **parentheses** to group conditions:
 - a. In the Text field, click the first condition that you want to include in the parentheses.
 - b. Click **(**.
 - c. Click the condition or operator after the last condition that you want to include in the parenthese.
 - d. Click **)**.
- Click **OK**.

The condition appears in the **Triggers** tab under **Exp**.

If the Trigger contains metadata conditions, the Trigger arrow is orange.

What to do next

[Create a Program Recognition Task](#)

Related Topics

[Program Structure](#)
[Program Trigger](#)