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# SMART User Manual

Topic Statistics

# Topic Statistics

Topic statistics provide detailed information about each topic phrase, including information about how often the phrase was recognized by SpeechMiner and summary data of phrase audits.

## The Topic Statistics View

The **Topic Manager** screen includes statistics about each phrase in the topic. As shown in the following image, topic statistics appear to the right of the phrase list.

The screenshot shows the 'Callback' topic in the Topic Manager. At the top, there are filters for 'Applied Strictness: Very-Low (1)', 'Saved On: 10/11/2012 01:30', 'By: administrator', and 'Show Calls Since: 1/ 1/1970'. Below this is a table with columns for 'Text', 'Percent', 'CallsCount', 'EventsCount', 'Audits', 'TPCount', 'FPCount', 'SFPCount', and 'AuditsPrecision'. The table lists various phrases related to 'callback' with their respective counts and percentages. For example, the phrase 'U go ahead and just give me a < callback >' has a 0.3% percentage, 11 calls, 13 events, 0 audits, 0 TP counts, 0 FP counts, 0 SFP counts, and 0.0% audits precision.

Text	Percent	CallsCount	EventsCount	Audits	TPCount	FPCount	SFPCount	AuditsPrecision
U if you could give us a < callback >	0.3%	13	13	1	1	0	0	100.0%
U go ahead and just give me a < callback >	0.3%	11	13	0	0	0	0	0.0%
U he'll give you a < callback >	0.5%	21	23	0	0	0	0	0.0%
U < callback > a little later	0.6%	26	26	0	0	0	0	0.0%
U give you guys a < callback > today	0.3%	12	12	0	0	0	0	0.0%
U then you could < callback > and	0.5%	22	22	0	0	0	0	0.0%
U we're gonna have to give you a < callback >	0.2%	10	10	0	0	0	0	0.0%
U is it alright if i give you a < callback >	0.0%	0	0	0	0	0	0	0.0%
U i'm gonna give you a < callback >	0.5%	19	23	0	0	0	0	0.0%
U we'll give you a < callback > then	0.3%	13	13	1	1	0	0	100.0%
U give me a < callback > here directly	0.4%	17	18	0	0	0	0	0.0%
U so you'll give me a < callback >	0.2%	7	7	0	0	0	0	0.0%
U someone definitely give you a < callback >	0.0%	2	2	0	0	0	0	0.0%
U no problem i'll give you a < callback >	0.9%	37	39	0	0	0	0	0.0%
U you could always < callback > in	0.2%	7	7	0	0	0	0	0.0%
U when would be a better time to < callback >	0.0%	2	2	0	0	0	0	0.0%
U would it be possible to < callback >	0.0%	2	2	0	0	0	0	0.0%
U would you like me to < callback >	0.5%	20	20	0	0	0	0	0.0%
U would you like for us to give you a < callback >	0.0%	0	0	0	0	0	0	0.0%
U can simply give you a < callback >	0.1%	6	6	0	0	0	0	0.0%
U give you a < callback > tomorrow	0.7%	27	29	0	0	0	0	0.0%
U get that and give you a < callback >	0.1%	3	3	0	0	0	0	0.0%
U i can give you a < callback > later	0.1%	6	6	0	0	0	0	0.0%
U i can give you a < callback >	1.8%	72	73	1	1	0	0	0.0%
U please do give me a < callback >	0.5%	19	19	0	0	0	0	0.0%
U i will give you a < callback >	0.4%	16	16	0	0	0	0	0.0%
U i look into this and give you a < callback >	0.0%	0	0	0	0	0	0	0.0%

The statistics are only visible to users with SpeechMiner Audit permissions. In addition, only SpeechMiner events that are recognized with a strictness equal to the topic's strictness (see **Applied Strictness** above the list of phrases) are included in the data.

### Important

For detailed information about topic statistics, Interaction Grid, Event Grid, etc., refer to the [SpeechMiner User Manual](#).

## Related Topics

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

## Understanding Topic Statistics

The data in the **Topic Statistics** table provides information about how often topic phrases were found in all the interactions and how accurately SpeechMiner identified them. The Topic Statistics table includes the following data for each phrase:

Column	Description
Percent	The percentage of all the interactions in the database in which the phrase was found.
Calls Count	The number of interactions in the database in which the phrase was found.
Events Count	The number of times the phrase was found in the database.
Audits	The number of times the phrase was audited for precision (that is, was rated, TP, FP or SFP).
TP Count	The number of times the phrase was rated TP during auditing.
FP Count	The number of times the phrase was rated FP during auditing.
SFP Count	The number of times the phrase was rated SFP during auditing.
Audits Precision	The percentage of TP rating among all the audits.

Click the data links to open interaction grids that list the interactions in each category. You can use the grids to listen to the topic events in the interactions and audit them for accuracy. This information can help you decide if certain phrases should be modified or removed from the topic, and if additional phrases should be added.

### Important

For detailed information about topic statistics, Interaction Grid, Event Grid, etc., refer to the [SpeechMiner User Manual](#).

### Related Topics

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

## Working with Topic Statistics

Every phrase recognized in an interaction can be audited.

When SpeechMiner recognizes a phrase it is referred to as an **event**. In order to audit an event, the auditor (SpeechMiner user) must play the event using an Event Grid. After listening to the event, the auditor rates the accuracy of the event recognition by selecting a rating in the TP/FP column of the Event Grid.

The SpeechMiner user uses the following rating system:

- **TP (True Positive)**: The event was correctly identified by SpeechMiner.
- **FP (False Positive)**: The event was incorrectly identified by SpeechMiner.
- **SFP (Sense False Positive)**: The words were correctly identified by SpeechMiner, but they were used in a way that does not match the intent of the topic.

Based on the information about the phrases that were recognized by SpeechMiner in actual interactions, you can modify the words of a phrase, add new phrases, or delete existing phrases, as necessary. For example, if a phrase is not recognized consistently (has a large number of FP ratings), you can add more words to the phrase to make it easier for SpeechMiner to identify. Similarly, if the auditing data show that the phrase frequently does not match the intent of the topic (has a large number of SFP ratings), you can add more words to it in order to ensure it is only identified when it really does match the intent of the topic. On the other hand, if you think a phrase with a large number of FPs or SFPs cannot be improved, you might choose to delete it.

### Important

For detailed information about Topic statistics, Interaction Grid, Event Grid, etc., refer to the [SpeechMiner User Manual](#).

### Related Topics

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

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## Understanding the Interaction Grid

The **Interaction Grid** contains detailed information about each interaction (for example, an interaction, an email, etc). You can modify the display to suit your requirements by selecting which columns you want to include in the grid. If you want to listen to an interaction or view other types of interactions, you can select them in the grid and they will be opened above the grid.

You can open the Interaction Grid directly from the Topic Manager screen by clicking a topic statistic. Once the grid is open, you can use it to open the media player and play back interactions. If the grid contains an event list, you can audit the event recognition and add or modify the precision ratings of the events.

Column	Description
Calls Count	A grid that contains the interactions in which the phrase was found.
Events Count	An event grid that contains the locations within each interaction in which the phrase was found.
Audits	The locations within each interaction in which the phrase was audited.
TP Count	The locations within each interaction in which the phrase was audited and rated TP.
FP Count	The locations within each interaction in which the phrase was audited and rated FP.
SFP Count	The locations within each interaction in which the phrase was audited and rated SFP.

### Important

For detailed information about topic statistics, Interaction Grid, Event Grid, etc., refer to the [SpeechMiner User Manual](#).

### Related Topics

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

## View Statistics for a Specific Date

You can view topic statistics according to a specific date.

### Procedure

1. Above the list of topic statistics, in the **Show Calls Since** field, select the date from which you want to view data.
2. Click **Refresh Audits**.

The data is refreshed and only data associated with interactions that originated from the selected date and on are included.

### Important

For detailed information about topic statistics, Interaction Grid, Event Grid, etc., refer to the [SpeechMiner User Manual](#).

### Related Topics

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