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Recording, Quality Management and Speech Analytics User Manual

Browsing Interactions

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Browsing Interactions

Important

This feature is not available in the Recording UI mode.

This section explains how to use the Content Browser to find interactions with the characteristics that interest you.

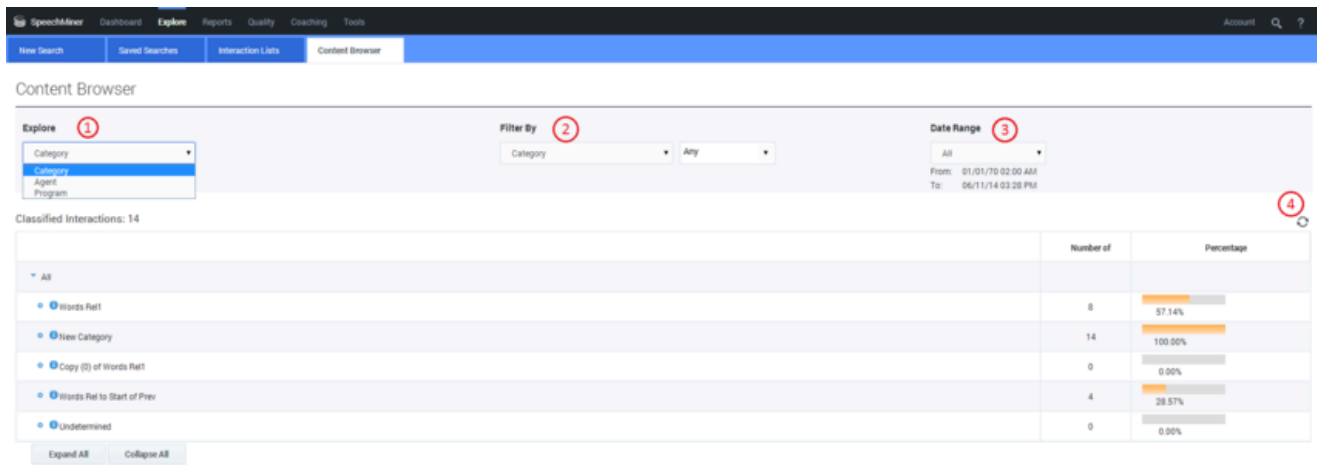
Content Browsing begins by selecting a classification base. This base defines how the interactions will be organized in the tree structure.

Classification Base	Description
Category	The tree structure is based on Categories that are assigned to interactions. These Categories are defined in the Category Manager and assigned automatically to interactions when the system processes them. Each Category consists of a group of characteristics that identify the type of interaction and its content. When the tree structure is based on Categories, interactions are listed under the Categories that were assigned to them.
Agent	The tree structure is based on Workgroups and can be subdivided by agents. Workgroup and agent information is metadata; for interactions, it is collected by the recording system and relayed to SpeechMiner along with the recordings of the interactions; for e-mails and other texts, it is written in the database when the texts are imported. When the tree structure is based on Agents, interactions are listed under the workgroups of the agents who handled the interactions.
Program	The tree structure is based on Programs. These Programs are sets of processing instructions for interactions; they are defined in SMART. When the tree structure is based on Programs, interactions are listed under the Programs that were used by the system to analyze them.

To open the Content Browser:

In the Main Menu, under **Explore**, select **Content Browser**. The Content Browser opens with the default base classification, **Category**, selected.

Browsing Interactions



Key to Illustration:

Number	Description
1	Classification base tab
2	Filter By classification
3	Filter By date range
4	Refresh button