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SpeechMiner Administration Guide

Deploying SpeechMiner

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Deploying SpeechMiner

This section describes the SpeechMiner system and how to configure each component for your enterprise.

Components

SpeechMiner Components

The SpeechMiner system makes use of the following components:

- **UPlatform service:** Manages all the processing tasks of SpeechMiner—fetching (in the case of Analytics mode), recognition and exploration (in the case of Analytics and Analytics & Recording UI modes), categorization compression, and indexing (in all modes).
- **Interaction Receiver:** A web service which receives calls (audio and metadata) from the Genesys Interaction Recording system.
- **MS-SQL database:** The SpeechMiner database that stores the interaction data and the interaction processing results.
- **Web service:** Runs the SpeechMiner web-based interface that enables users to view and work with the interaction data after it is processed.
- **ULogger:** The log viewer for the SpeechMiner logs.

System Software

Users work with the following software to use SpeechMiner:

- **SpeechMiner browser-based interface:** Offers a variety of ways to access call audio and the results of interaction analysis performed by the system (when Analytics mode is in use). Users of the speech-analytics system can:
 - Find interactions that have specific characteristics or that are about particular topics.
 - Identify and listen to the parts of calls that interest them.
 - Audit and fine-tune SpeechMiner call processing.
 - Keep track of a range of system metrics.
- **SpeechMiner administration tool (SMART)**—An application that enables users to configure the speech-analytics system to search calls for specific topics and other characteristics.
- **SMConfig**—An application that is used by system administrators to configure SpeechMiner.
- **SMUpgrade**—An application that upgrades the SpeechMiner database from the previous version to the current version.

Install

Installing SpeechMiner

This section includes [pre-installation steps](#); setting up the [system components](#), [database](#), and the software steps that users perform to interact with the system. The components can be installed on a single machine, or on separate machines, as required by the particular configuration of your system.

Configure

Configuring SpeechMiner

Most of the SpeechMiner configuration is performed in the SMConfig application after SpeechMiner is installed. This is a Windows application that can be installed on any machine on your network. Once SMConfig is installed, it can be used, from any machine on which it is installed, to configure the entire SpeechMiner system.

SpeechMiner supports users defined in three places:

- **Internal (SpeechMiner):**

Users are defined in the SpeechMiner interface.

- **Windows:**

Users are defined in the SpeechMiner interface and are managed with the Windows Active Directory.

- **Genesys Configuration Server:**

Users are defined in the Genesys Configuration Server. Refer to steps 1-5 and 11 in the [Configuring SpeechMiner Users](#) in the GIR Solution Guide.

Important

It is recommended that users be defined using only one type of authentication method. To set the authentication type, configure the `AuthenticationTypes` and `AuthenticationDefault` fields in the `WebServiceParams` table in the SpeechMiner database.

Language Support

SpeechMiner Language Support

SpeechMiner language recognition and user interface (UI) support is available for the following languages:

Language	Recognition Support	UI Support
Dutch - NL	X	Dutch - NL
English - USA	X	English - USA
English - UK	X	English - USA
English - Australia	X	English - USA
English - South African	X	English - USA
English - Indian	X	English - USA
French - Canadian	X	French - Canadian
Russian - Russia	X	Russian - Russia
Spanish - Columbian	X	Spanish - Mexican
Spanish - Mexican	X	Spanish - Mexican
Spanish - Spain	X	Spanish - Spain
German - Germany	X	German - Germany
Portuguese - Brazil	X	Portuguese - Brazil
Korean - Korea	X	Korean - Korea
French - France	X	French - France
Japanese - Japan	X	Japanese - Japan
Mandarin - China	X	Simplified Chinese (labeled as Mandarin)
Italian - Italy	X	Italian - Italy
Arabic - World Wide	X	Arabic - World Wide
Turkish - Turkey	X	Turkish - Turkey
Cantonese - Hong Kong	X	Traditional Chinese (labeled as Cantonese)