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Designer User's Guide

Classify Block

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You can use this block to classify a digital interaction based on certain keywords in the content.

Related documentation:

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Categories tab

Use the settings on this tab to select the categories that Designer will use to classify the interaction and the confidence threshold to be applied.

The screenshot shows the 'Properties - Classify' configuration window. At the top, there is a description: 'This block takes the content of an interaction and classifies it into categories' next to a small icon of three stacked squares. Below this, there are two tabs: 'Categories' (selected) and 'Results'. Under the 'Categories' tab, there is a section for 'Root Category' with the value 'Sentiment'. Below that is a checkbox labeled 'Use all categories' which is checked. At the bottom, there is a 'Confidence Threshold (1-100)' label followed by a text input field containing the value '75'.

If you use individual categories, segment blocks are created. When the application runs, the segment associated with the highest scored category is executed (similar to a Segmentation block).

Results tab

Specify the variables in which to store the **outcome** and **results** of the classification operation and the **name** and **relevancy** of the most relevant category.