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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.

Properties - Classify

This block takes the content of an interaction and classifies it into categories

Categories Results

Root Category [Sentiment](#)

Use all categories

Confidence Threshold (1-100)

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.