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Genesys Recording, Quality Management, and Speech Analytics User's Guide

Working with interactions

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- Administrator

Use the interaction transcript to gain insight about specific characteristics associated with the interaction.

Related documentation:

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Interactions provide important insights into agent/customer communication. Such insights ultimately suggest how agent/customer communication might be improved to effect better interaction outcomes. With interaction transcripts, visualization of who spoke what word, pinpointing related words, and the ability to leave comments, Interactions provide information that might otherwise be overlooked.


Interaction transcript

If Speech Analytics is enabled, interaction transcripts are available.



When working with transcripts you can:

- View an interaction's transcript
- Search an interaction's transcript
- View the words spoken during the interaction
- View Events found in the interaction
- View comments that you and other users added to the interaction
- View related words for a selected term
- View who is talking during the interaction

View an interaction's transcript

1. Select **Explore > Search**.
2. Playback an interaction.
3. Click the **Transcript** icon  to view the interaction transcript.


Search an interaction's transcript

1. Select **Explore > Search**.
2. Playback an interaction.
3. Click the **Transcript** icon  to view the interaction transcript.
4. In the top right corner of the transcript click the **Search** icon  and in the field that appears type the letter, word, and/or phrase you are searching for. The specific letter, word and/or phrase will be highlighted in the transcript if found.

View the spoken word within the transcript

- When you play back an interaction, the current playback location in the transcript is indicated by a line beneath the word being spoken.
- Once a word is played back, its color changes from gray to black and the typeface of the text reflects the confidence of the transcription: the darker the text, the higher its accuracy.


View an interaction's events

- The locations of Events are indicated in the transcript by numbered Event icons .
- To view an event, refer to the right side of the Transcript page. The right side of the Transcript page contains a list of all the comments and events in the interaction.
- The numbers match the event numbers that appear in the **Events** list on the right side of the page.

For details, see Interaction events.

Edit, show or hide comments added by SpeechMiner users

View a comment:

- Hover over the **Comments** icon . A tip appears with the comment.
- Refer to the right side of the **Transcript** page. The right side of the Transcript page contains a list of all the comments and events in the interaction.

Edit a comment:

- Click the **Comment** icon. An **Edit Comment** window opens.

For details, see Interaction comments.

View related words for a selected term

1. Place your mouse cursor on the term/phrase and double-click. A pop-up menu appears.
2. Select **Related Words**. The related words results are opened in a new window.

For details, see Related words.

View who is talking (agent or customer)

- When your system employs multiple audio channels, the speakers are identified in the transcript and the transcript includes information about when the agent is talking and when the customer is talking.

If your system employs multiple audio channels, the speakers are identified in the transcript, and the text is color-coded to match the speakers.

Interaction comments

Comments enable you to add a remark about a thought you have regarding a specific interaction.

A comment can be added:

- At a specific time above the audio wave. When a comment is associated with a specific time in the interaction, it also appears in the transcript at the same time.
- In the transcript alone. When a comment is specifically added to the transcript, it is not associated with a specific time in the interaction.




Important

Comments include a timestamp of the time and date the comment was made/last edited.

Interaction comments enable you to:

- View a comment(s).
- Search for a comment.
- Add a comment to an audio interaction.
- Add a comment to a text interaction.
- Edit an existing comment.


There are three types of comments:

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- **Good**  : Indicates a positive comment.
 - **Bad**  : Indicates a negative comment.
 - **Neutral**  : Indicates an unbiased comment.


View a comment in an interaction

1. Hover over the comment in the Media Player or the transcript . The comment appears in a pop up window.

Search for a comment in an interaction




1. Select **Explore > Search**.
2. Play back the interaction in which you want to view a comment.
3. Click the **Transcript** icon  to view the interaction transcript.
4. Type a word in the **Search** field above the **Comments and Events** list in the right side of the screen. The list is filtered according to what you typed in the field.

Add a comment to an audio interaction

1. Select **Explore > Search**.
2. Play back the interaction to which you want to add a comment.
3. Click the **Add Comment** icon  above the **Comments and Events** list.
4. In the **Time** field, set a time to add the comment at a specific time during the interaction.

Important





The time in the **Time** field is automatically set to the time associated with the location of the cursor on the audio graph.

5. Enter your comment in the field provided.
6. Select one of the following:
 - **Good**  : Indicates a positive comment.
 - **Bad**  : Indicates a negative comment.
 - **Neutral**  : Indicates an unbiased comment.
7. Click **Add** to add the comment to the interaction.

Important

You can also add a comment from within the transcript itself. Double-click the term(s) to which you want to add the comment and click the **Add Comment** icon in the tool tip that appears. To add the comment, follow the steps described in this section.

Add a comment to a text interaction

1. Select **Explore > Search**.
2. Click the **Play** icon next to the interaction to which you want to add the comment.
3. Click the **Add Comment** icon  above the **Comments and Events** list.
4. Enter your comment in the field provided.
5. Select one of the following:
 - **Good** : Indicates a positive comment.
 - **Bad** : Indicates a negative comment.
 - **Neutral** : Indicates an unbiased comment.
6. Click **Add** to add the comment to the interaction.

Important

When adding a comment to a Chat interaction, you can add the comment from within the transcript itself to a specific time. Double-click the term(s) to which you want to add the comment and click the **Add Comment** icon in the tool tip that appears. To add the comment, enter your comment and time in the **Enter Comment** and **Time** fields and click **Add**. The comment is added in-line.


Edit an existing comment

1. Click the comment icon associated with the comment you want to edit either from the Media Player or from the transcript.
2. Modify the comment as required.
3. If necessary change the comments sentiment (good, bad, neutral).
4. Click **Apply** to modify the comment. The comment is added in-line.

Interaction events

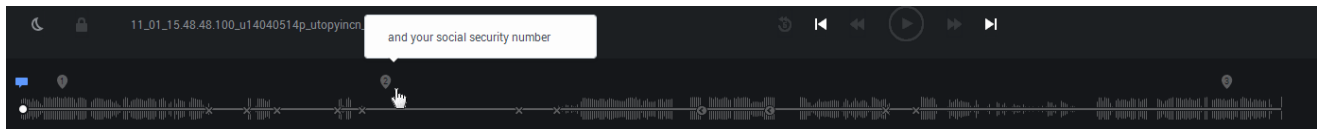
An event occurs when Speech Analytics identifies a topic in an interaction. A topic is a collection of phrases that Speech Analytics looks for when analyzing interactions. For example, if the "can offer you a loan" phrase associated with the Loan Offer topic is identified, the start of the event is "can" and the end of the event is "loan".

Speech Analytics can also identify non-linguistic events. Non-linguistic events are sounds other than speech (for example, a dial tone, silence, music or noise, key press, and so on).

An event (both linguistic and non-linguistic) is indicated by a numbered icon . Event icons and information about each event appear above the Media Player audio graph and in the Interaction transcript. For more information see Interaction transcript and What is an interaction?. You can view details about each event by placing your mouse over the event icon. In addition, each event has a start time, end time, a name and a type.

With SpeechMiner UI you can:






- View an event
- Search for an event
- Non-Linguistic Identification






Non-Linguistic Identification

Non-Linguistic Identification identifies the non-verbal parts of an interaction. For example, silence, busy signal, key presses and caller agitation (tone).

SpeechMiner UI is instructed to automatically identify the following non-linguistic events:


-  **Music** - Indicates when music is being played during the interaction. Music generally indicates that the interaction was on hold.
-  **Cross Talk** - Indicates when two or more people are talking at the same time.
-  **Silence** - Indicates when there is nothing being said or played. SpeechMiner UI will automatically skip over these silences when the interaction is played back.
-  **DTMF** - Key press on a touch-tone phone. 12 different keys can be identified using DTMF (Dual Tone Multi Frequency).
-  **Agent Busy** - A busy signal.

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-  **Agent Unknown** - A dial tone.
 -  **Ringback** - A signal used in PSTN (Public Switched Telephone Networks - standard "land lines") to indicate that the line is being called or an incoming interaction is present.
 -  **After call work** - Indicates the section of the recording that takes place after the interaction has ended.

View an event in an interaction

Hover over the event in the Media Player or the transcript. The event details appear in a pop up window.

Search for an event in an interaction

1. Select **Explore > Search**.
2. Play back the interaction.
3. Click the **Transcript** icon  to view the interaction transcript.
4. Type a word in the **Search** field above the **Comments and Events** list in the right side of the screen. The list is filtered according to what you typed in the field.

Interaction attributes

The Interaction Attributes panel enables you to view characteristics about the interactions in the Search Results grid.

In addition, you can use the Interaction Attributes Panel to assign manual Categories to the selected interaction.

Click the **Interaction Attributes** icon  in the Search Results grid to view following information:

- **Interaction processing time:** Indicates the date and time the interaction was processed in the system.
- **Work groups:** Indicates the groups associated with the agent(s) that participated in the interaction.
- **Agents:** Indicates the agent(s) that participated in the interaction.
- **Metadata values:** Indicates the metadata values associated with the interaction.
- **Tags:** Indicates the tags associated with the interaction.
- **Manually assigned categories:** Enables you to manually associate one or more categories with the specific interaction.
- **Automatically assigned categories:** Indicates the categories associated with the interaction.