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

What is an interaction

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- Administrator

An interaction is communication between an agent and a customer.

Related documentation:

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SpeechMiner can analyze the following interaction types:

- **Audio:** An agent-customer interaction from an audio-based communication channel (phone call).
- **Text:** An agent-customer interaction from a text-based communication channel (chats, emails, Facebook, SMS, or Twitter) .

Interaction information

An interaction can include the following information:

- Meta Data
- Event
- Segment
- Comment
- Transcription

Important

Speech Analytics can analyze acoustic aspects of a call such as periods of silence, time when the agent and customer are talking at the same time (talk-over time), who is talking (agent/customer) and so on.

Meta Data

Meta data refers to the data that is attached and associated with an interaction while the call is routed through the contact center. This information is available in the SpeechMiner UI and can be used in categorizing interactions. Meta data is stored at the interaction level, not the segment level.

Event

An event occurs when Speech Analytics identifies a topic in an interaction. A topic is a collection of phrases that Speech Analytics recognizes in the audio 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 is indicated by a numbered icon in the Media Player and within the interaction's transcript. 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. For additional information, see [Interaction Events](#).

Segment

A segment is created when a customer is transferred during an agent-customer audio interaction. If an interaction includes 4 segments, the customer was transferred 4 times.




For more information about segments, see: [Working with the Search Results Grid](#).

Comment

Comments are added to interactions to express a thought about the interaction. A comment can be general or associated with a specific time during the interaction.

User comments are indicated by icons above the audio graph in the Media Player and within the interaction transcript.

There are three types of comments:

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

For more information about how to add a comment to an interaction, see: [Interaction Comments](#).

Transcript

An interaction transcript is a textual representation of the agent-customer interaction or IVR-customer interaction.

For more information about how to work with an interaction transcript, see: [Interaction Transcript](#).

Interactions with Screen Recordings

A Screen Recording is a video of the agent's screen during the agent-customer interaction.

Not all interactions include a Screen Recording. Availability of screen recordings is based on the percentage of voice interactions where screen recording is enabled.

When you play back an interaction with a screen recording, the voice and screen are synchronized.