START USING SPEECH AND TEXT ANALYTICS
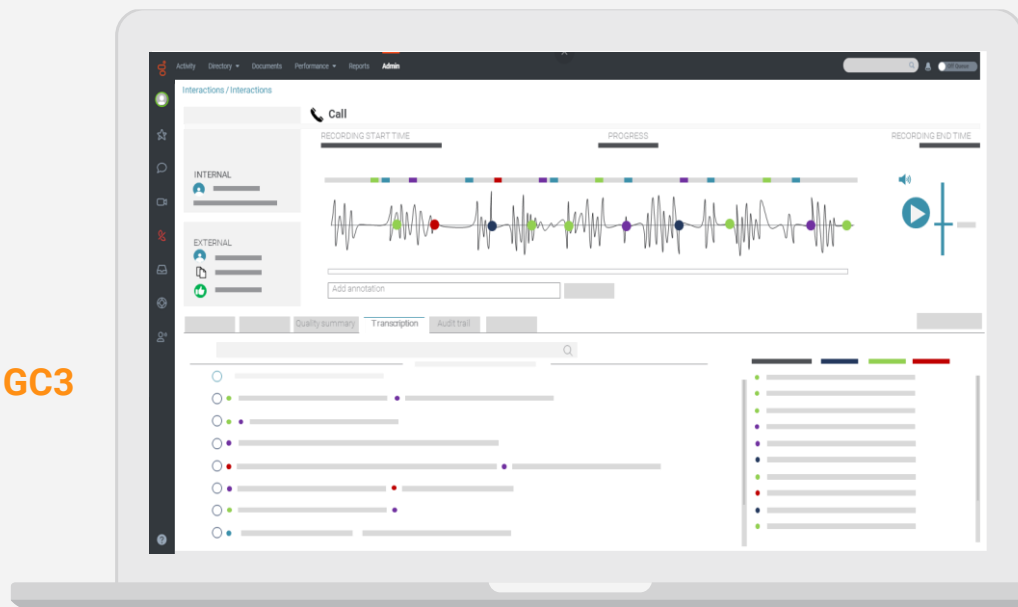
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SOME CONTEXT:

What features integrate this capability.
* Voice transcription
* Interaction overview
* Sentiment analysis
* Topic Manager and topic spotting
* Acoustic analysis
* dashboards

Available for **GC3**

WHERE TO START

1 Access your Admin panel and locate Quality functionalities

→ Select Speech and Text Analytics Settings

2 Activate all functionalities
~ Voice Transcription
~ Transcript Confidence Filter
~ Transcript Content Search
~ Default Programs
~ Expected Dialects (Languages) in Digital Interactions

3 Save changes

YOU HAVE SUCCESSFULLY COMPLETED THE FIRST STEP

There are a couple more steps so check the cheat sheets for voice transcription and topic management so you can be fully up and running.

Prerequisites

Make sure the following permits are set
* Speech and Text Analytics -> Settings -> All
* Routing -> Transcription Settings -> All

For mor details visit Help my PureCloud
Or you can always bring your questions to the Genesys WEM Community

Speech and text analytics is a set of features that provide automated analysis of interaction content, in **100%** of the interactions handle, to provide deep insight into customer-agent conversations, customer experience, agent performance, sales, and compliance

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