



# CHEAT SHEET TO CONFIGURE TOPICS & PROGRAMS



Genesys Cloud.

## SOME CONTEXT:

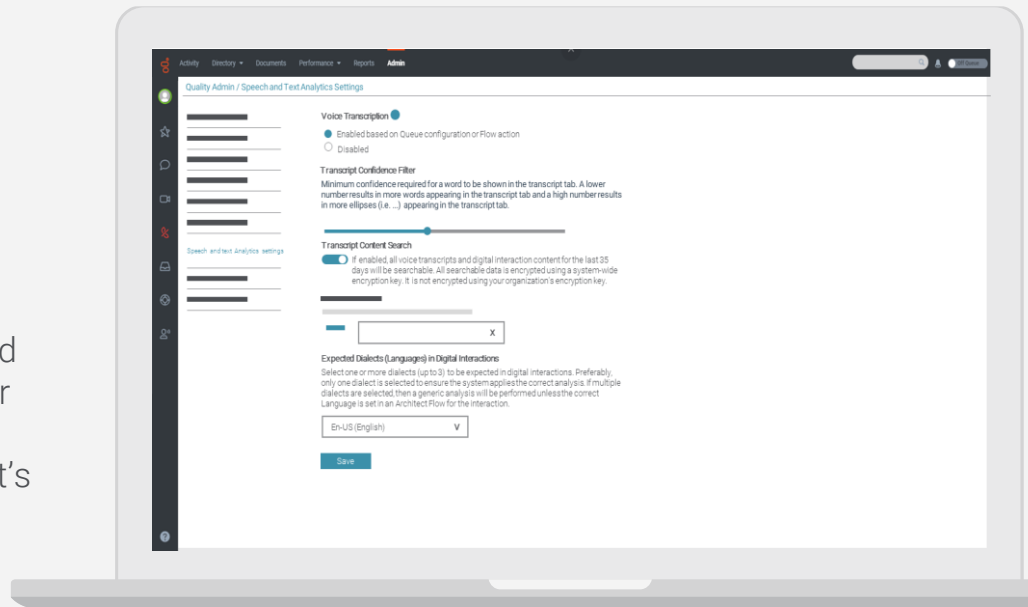
What components integrate this feature.

- \* Programs
- \* Topics
- \* Phrases

Available for **GC3**

### Business intent

Programs, topics, and phrases enable speech and text analytics to automatically tag interactions for specific business level intents that subsequently provide analytics about the customer's and agent's motivations and goals during the interaction.



## SET UP

1 Follow the steps in how to start using Speech & Text analytics  
In the Quality admin section select Topics

2 Click button "Create Topic"

3 Fill the boxes  
~ Topic name ~ Strictness  
~ Description ~ Dialect  
~ Tags ~ Participants

6 In the Quality admin section select Program  
Click button "Create Programs"

9 Publish Program  
Repeat as needed

4 Click – "Phrases" tab and add single or multiple phrases  
Save draft and return to Details

7 Fill the boxes  
~ Program name  
~ Description  
~ Tags

5 Publish Topic  
Repeat as needed

8 Click on – "Selected topics" tab. Check the boxes to link Topics to program  
Save draft and return to Details

**YOU HAVE SUCCESSFULLY COMPLETED THE THIRD STEP**

More about programs, topics and phrases in [Help my PureCloud](#)  
Or you can always bring your questions to the [Genesys WEM Community](#)

