

# Speech & Text Analytics

## Speech & Text Analytics (Genesys Cloud Quality & Performance Management)

Section	Description
Module Context	Part of <b>Quality Management / Speech &amp; Text Analytics / Workforce Engagement Management (WEM)</b>
Admin Location	<a href="#">Admin</a> → <a href="#">Quality</a> → <a href="#">Speech &amp; Text Analytics</a>
Purpose	Enable <b>transcription, conversation analytics, topic detection, sentiment analysis, and content search</b> across voice and digital interactions

Speech & Text Analytics (STA) converts interactions into **searchable transcripts** and analyzes conversations to detect **topics, sentiment, silence, and conversational patterns**. These insights allow contact centers to improve **customer experience, compliance monitoring, agent coaching, and operational intelligence**.

Speech & Text Analytics supports both **voice and digital channels** including calls, chat, email, and messaging.

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## Study Notes

Topic	Explanation
Speech Transcription	Converts recorded voice conversations into text
Text Analytics	Analyzes transcripts to extract insights

Topic	Explanation
Topic Detection	Identifies recurring conversation topics
Sentiment Analysis	Determines emotional tone of conversation
Phrase Detection	Detects specific words or phrases
Content Search	Allows searching transcripts for keywords
Confidence Score	Confidence level of transcription accuracy
Low-Latency Transcription	Provides near real-time transcript generation

Key behavior:

- **Speech transcription must be enabled before analytics features work.**
- **Transcript confidence threshold default = 40%.**
- **Content search supports up to 35 days of transcript data.**
- Analytics results feed into **Topics, Programs, and Topic Miner.**

# Navigation

Task	Navigation
Configure speech analytics	Admin → Quality → Speech & Text Analytics → Settings
Enable transcription	Admin → Quality → Speech & Text Analytics → Settings → Voice Transcription
Manage topics	Admin → Quality → Topics
Configure programs	Admin → Quality → Programs
Run topic discovery	Admin → Quality → Topic Miner
Review transcripts	Performance → Workspace → Interactions → Conversation Details

# Configuration Fields (UI Form Fields)

# Speech & Text Analytics Settings

UI Field	Description	Real Options
Enable Voice Transcription	Enables automatic transcription of voice interactions	Toggle On / Off
Transcript Confidence Threshold	Minimum confidence score for transcript inclusion	Percentage slider (Default 40%)
Enable Low Latency Transcription	Generates transcripts faster for near real-time analytics	Toggle On / Off
Enable Content Search	Allows searching transcript content	Toggle On / Off
Transcript Retention	Determines how long transcripts remain searchable	Up to 35 days
Language Detection	Detects language automatically	Toggle On / Off
Supported Languages	Languages available for transcription	English / Spanish / French / German / Portuguese
Enable Keyword Search	Allows keyword-based transcript queries	Toggle
Save	Apply settings	Button
Cancel	Cancel configuration changes	Button

## Transcript View UI Fields (Interaction Details)

UI Field	Description	Options
Transcript Panel	Displays conversation transcript	Read-only
Speaker Identification	Labels speakers in transcript	Agent / Customer
Sentiment Indicator	Displays sentiment level	Positive / Neutral / Negative
Confidence Indicator	Displays transcription confidence	Percentage
Keyword Highlight	Highlights searched phrases	Enabled
Search Transcript	Search within transcript	Text field
Jump to Timestamp	Navigate to transcript timestamp	Button

# Dependencies

Component	Purpose
Interaction Recording	Required to capture voice conversations
Speech-to-Text Engine	Converts voice recordings into transcripts
Topics	Defines patterns detected in transcripts
Programs	Packages topics for business analytics
Topic Miner	Discovers phrases automatically

# Platform Integration / Related Components

Component	Relationship
Topics	Define phrases and patterns detected in transcripts
Programs	Organize topics for business-level analysis
Topic Miner	Automatically identifies phrases
Sentiment Feedback	Improves sentiment detection
Interaction Analytics	Displays analytics insights

# Related Topics / Further Reading

Topic	Description
Topic Miner	Discover phrases in transcripts
Topics	Define analytics phrase patterns

Topic	Description
Programs	Group topics into analytics programs
Evaluation Forms	Evaluate agent interactions
Quality Policies	Manage recording lifecycle

# Implementation Checklist

Task	Status
Enable speech transcription	<input type="checkbox"/>
Configure transcript confidence threshold	<input type="checkbox"/>
Enable low-latency transcription	<input type="checkbox"/>
Enable transcript search	<input type="checkbox"/>
Configure topics	<input type="checkbox"/>
Configure analytics programs	<input type="checkbox"/>
Validate transcripts appear in interactions	<input type="checkbox"/>

# Implementation Guide

Step	Action
Step 1	Navigate to <code>Admin → Quality → Speech &amp; Text Analytics → Settings</code>
Step 2	Enable <b>Voice Transcription</b>
Step 3	Configure transcript confidence threshold
Step 4	Enable <b>Low Latency Transcription</b>
Step 5	Enable <b>Content Search</b>
Step 6	Save configuration
Step 7	Verify transcripts appear in interaction details

# How to Implement

Phase	Description
Transcription Setup	Enable speech transcription
Analytics Configuration	Configure transcript settings
Topic Creation	Define topics for analytics
Program Mapping	Map topics to queues or flows

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## Workflow

## Screenshots

### Voice Transcription

- Enabled based on Queue configuration or Flow action
- Disabled

### Text Analytics on Digital Interactions

Enabled

Once enabled, sentiment analysis **will** run for all supported languages. Also, topic spotting **will** run based on the configured default program, or mapped program, based on the interaction queue or flow.

### Transcript Confidence Filter

Minimum confidence required for a word to be shown in the transcript tab. A lower number results in more words appearing in the transcript tab and a high number results in more ellipses (i.e. ...) appearing in the transcript tab.

 40

### Low Latency Transcription

Disabled

If enabled, minimizes the latency of all transcripts sent through the Notifications API.

## Transcript Content Search

Enabled

If enabled, all voice transcripts and digital interaction content for the last 35 days will be searchable. All searchable data is encrypted using a system-wide encryption key. It is not encrypted using your organization's encryption key.

## Default Program

Select the Program to use for topic detection. Only published topics will be shown.

None



Save

Settings **Actions**

### Out-of-the-box Topics

Create or update out-of-the-box topics. These can be used as a starting point for detecting business level intents in interactions and can be customized as needed.

en-US



Merge topics and phrases



Generate

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