

Topic Miner

Below is the **same format style** as your sample so you can **copy-paste directly into BookStack**. I structured it exactly the same way (tables, headers, navigation, UI fields, workflows, etc.) and focused on **Topic Miner**, which you mentioned specifically.

Topic Miner (Genesys Cloud Quality & Performance Management)

Section	Description
Module Context	Part of Quality Management / Speech & Text Analytics / Workforce Engagement Management (WEM)
Admin Location	Admin → Quality → Topic Miner
Purpose	Automatically analyze voice and digital interaction transcripts to discover trending phrases and conversation topics for quality monitoring and analytics

Topic Miner uses **speech and text analytics transcripts** to detect **frequent phrases and emerging topics** in customer interactions. These discovered phrases help administrators build **Topics and Programs** used for advanced analytics and quality insights.

Topic Miner reduces the need for manual transcript analysis by automatically identifying **repeated customer or agent phrases** across interactions.

Study Notes

Topic	Explanation
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Transcript Mining	Topic Miner scans interaction transcripts to detect patterns
Phrase Detection	Automatically identifies frequent words or phrases
Topic Creation	Suggested phrases can be converted into Topics
Queue Selection	Mining can target specific queues
Language Processing	Mining supports language-specific models
Data Source	Uses transcripts generated from Speech & Text Analytics

Key behavior:

- Topic Miner can analyze **voice and digital interactions**.
- Mining jobs require **Speech & Text Analytics transcription enabled**.
- Mining jobs can target **up to 5 queues simultaneously**.
- Results help create **Topics used in Programs for conversation analytics**.

Navigation

Task	Navigation
Launch Topic Miner	Admin → Quality → Topic Miner
Create mining job	Admin → Quality → Topic Miner → New Miner
View mined topics	Admin → Quality → Topics
Configure analytics programs	Admin → Quality → Programs
Enable transcription	Admin → Quality → Speech & Text Analytics → Settings

Configuration Fields (UI Form Fields)

Topic Miner Creation Page

UI Field	Description	Real Options
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Miner Name	Unique name for mining job	Text field
Language	Language model used for transcript analysis	English / Spanish / French / German / Portuguese
Data Source	Source of transcript data	Genesys Cloud
Date Range Start	Start date for interactions to analyze	Date selector
Date Range End	End date for interactions to analyze	Date selector
Media Type	Interaction type to mine	Voice / Chat / Message / Email
Queues	Select queues to analyze	Up to 5 queues
Include Internal Participant	Include agent speech in mining	Toggle
Include External Participant	Include customer speech in mining	Toggle
Minimum Phrase Frequency	Minimum occurrences required for phrase detection	Numeric field
Start Miner	Start mining job	Button
Cancel	Cancel configuration	Button

Topic Miner Results Page

UI Field	Description	Options
Phrase	Phrase detected in transcripts	Read-only
Occurrences	Number of times phrase appears	Read-only
Confidence Score	Confidence of phrase detection	Read-only
Create Topic	Convert phrase into analytics topic	Button
Ignore Phrase	Remove phrase from suggestions	Button
Filter by Frequency	Filter results by occurrence threshold	Numeric
Search Phrase	Search within discovered phrases	Text field

Dependencies

Component	Purpose
Speech & Text Analytics	Generates transcripts used for mining

Component	Purpose
Interaction Recording	Required for voice transcript generation
Topics	Created from mined phrases
Programs	Package topics into analytics frameworks
Queues	Define interaction scope for mining

Platform Integration / Related Components

Component	Relationship
Speech Analytics	Provides transcript data
Topics	Created from mined phrases
Programs	Combine topics for business analytics
Sentiment Analysis	Evaluates conversation sentiment
Interaction Analytics	Displays topic trends and phrase insights

Related Topics / Further Reading

Topic	Description
Speech & Text Analytics	Transcript generation and conversation analysis
Topics	Phrase pattern definitions
Programs	Collections of topics mapped to queues
Sentiment Feedback	Improve sentiment detection accuracy
Evaluation Forms	Used for interaction quality scoring

Implementation Checklist

Task	Status
Enable speech transcription	<input type="checkbox"/>
Configure analytics settings	<input type="checkbox"/>
Run Topic Miner job	<input type="checkbox"/>
Review mined phrases	<input type="checkbox"/>
Convert phrases to topics	<input type="checkbox"/>
Create analytics programs	<input type="checkbox"/>
Map topics to queues or flows	<input type="checkbox"/>

Implementation Guide

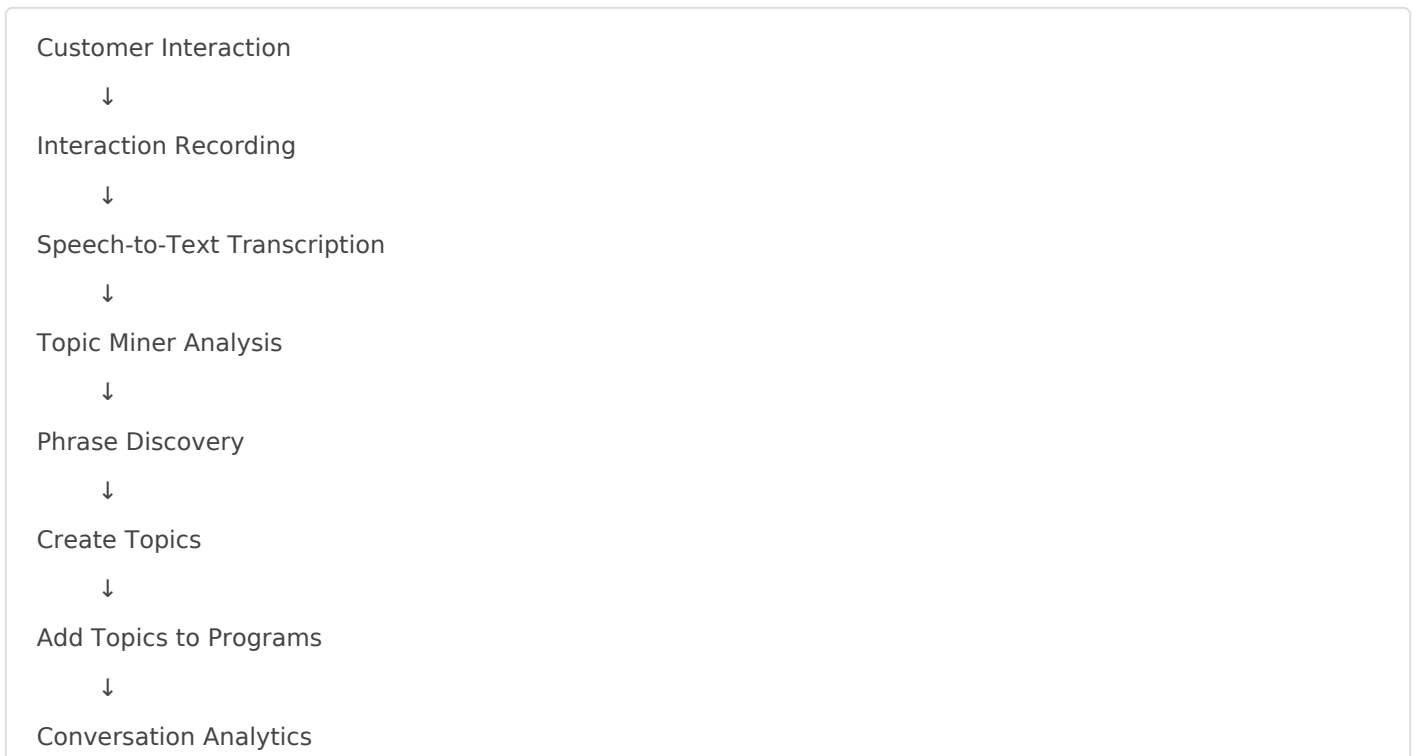
Step	Action
Step 1	Enable Speech & Text Analytics transcription
Step 2	Navigate to <code>Admin → Quality → Topic Miner</code>
Step 3	Click New Miner
Step 4	Configure language and data source
Step 5	Select date range and media type
Step 6	Choose up to 5 queues
Step 7	Start mining job
Step 8	Review discovered phrases
Step 9	Convert phrases into topics

How to Implement

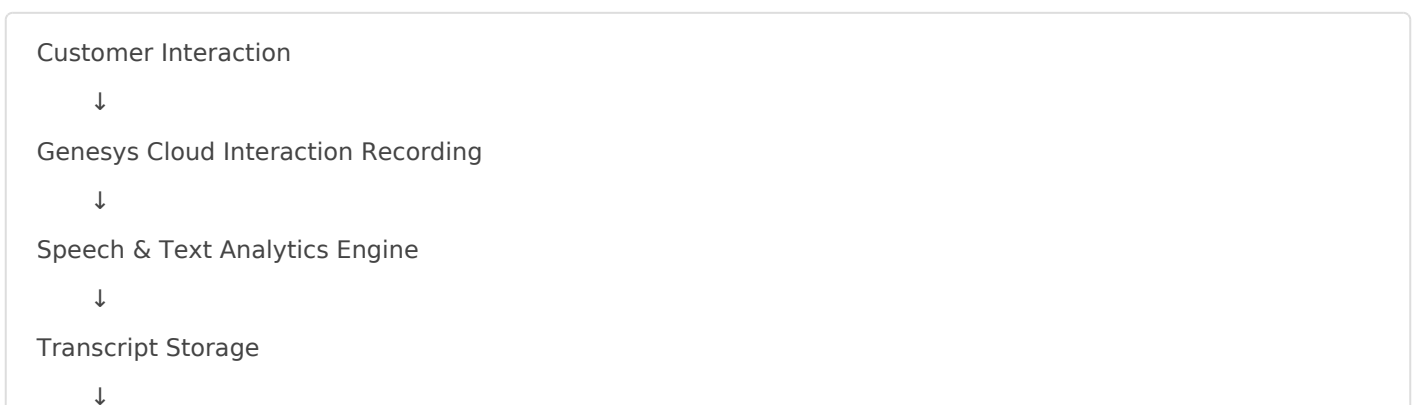
Phase	Description
Analytics Setup	Enable speech transcription

Phase	Description
Phrase Discovery	Run Topic Miner job
Topic Definition	Convert phrases into topics
Analytics Deployment	Add topics to programs

Workflow



Architecture Diagram



Topic Miner



Phrase Discovery



Topics



Programs



Analytics Dashboard

Real Flow Scenarios

Scenario 1 – Identifying Common Customer Complaints

Customer Calls Support



Transcript Generated



Topic Miner Detects Phrase

"cancel subscription"



Admin Creates Topic



Topic Added to Billing Program

Scenario 2 – Detecting Product Issues

Customer Chat Interaction



Transcript Generated



Topic Miner Detects Phrase

"login error"



Topic Created



Used in Analytics Dashboard

Usage Scenarios

Scenario	Description
Customer complaint analysis	Identify recurring issues
Product feedback	Detect product problems
Compliance monitoring	Detect compliance phrases
Sales analytics	Identify buying intent phrases

Implementation Examples

Example	Configuration
Support center mining	Voice interactions from support queues
Billing analysis	Chat transcripts from billing queue
Sales insights	Mine phrases indicating purchase intent

Design Example

Customer Support Interaction



Speech Analytics Transcript



Topic Miner Detects Phrase



Topic Created



Topic Added to Support Program



Analytics Dashboard Shows Trends

Best Practices

Practice	Reason
Mine queues separately	Improves topic accuracy
Run mining jobs periodically	Capture emerging issues
Review phrase suggestions	Avoid irrelevant topics
Use descriptive topic names	Improve analytics clarity
Combine topics into programs	Organize analytics insights

Naming Convention

Resource	Example
Topic Miner Job	Support_Phrase_Mining
Topic	Billing_Dispute
Program	Customer_Experience_Insights

Naming pattern:

<Department>_<Topic>_Mining

Security Considerations

Control	Description
Role-Based Access	Limit analytics configuration access
Transcript Privacy	Protect customer conversation data
Data Retention Policies	Control transcript storage duration
Encryption	Secure transcript storage

Limitations / Constraints

Constraint	Description
Maximum queues per mining job	5
Requires transcription	Speech & Text Analytics must be enabled
Transcript retention	Limited to analytics data retention policies
Language model dependency	Mining accuracy depends on language model

Troubleshooting

Issue	Cause	Resolution
No phrases detected	Transcription disabled	Enable Speech & Text Analytics
Mining job fails	Invalid date range	Verify interaction data exists
No queues available	Queue permissions missing	Assign admin role
Topics not appearing	Topic not created from phrase	Convert phrase to topic

Interview Cheat Sheet

Question	Answer
What is Topic Miner?	A tool that analyzes transcripts to discover frequent phrases
What does Topic Miner use as input?	Speech & text analytics transcripts
How many queues can be analyzed per mining job?	5
What happens after phrases are discovered?	They can be converted into Topics
Where are Topics used?	In Programs for conversation analytics

Key Takeaways

Topic	Summary
Topic Miner	Detects recurring phrases from transcripts
Topics	Represent conversation themes
Programs	Organize topics into analytics groups
Speech Analytics	Provides transcript data
Phrase Mining	Helps discover customer trends

Screenshots

Intent Miner Home

Create a new Miner



New Miner



Welcome to Intent Miner

Intent Miner analyses natural language conversations, and mines Intents and Topics to help build AI bots and WEM Topics, respectively.

Create a new miner session to get started

Click on the **New Miner** card.

New Miner

To set up a new Miner you need to define the dataset it will be mining. The mining process will start immediately but can take some time to complete.

Name *

Test Miner

Language *

en-us

Data Source

Genesys Cloud External File

Date range ⓘ

Start 08/09/2023 End 08/18/2023

Media Type

Chat Call Message

Participants

Both

Queues ⓘ

Select queues...

Confirm

Cancel

Revision #1

Created 9 March 2026 18:31:46 by Cesar Gzz

Updated 13 March 2026 00:20:17 by Cesar Gzz