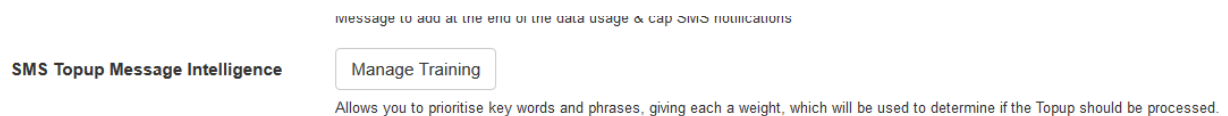


SMS Topup Intelligence Training

This post is an expansion of the [SMS Topup Message Intelligence](#) on how to manage the training of the SMS topup message intelligence .

Disclaimer: only proceed with adding or changing training keys if you are familiar with regular expressions or wildcards.



When clicking on the Manage Training button, a pop up will display where the user can insert or edit the Training Key.

SMS Topup Message Intelligence Training Manager

Trained Keys



Key:	{^}{#}{1,3}{\$}	Weight:	100		
Key:	\b{#}{1,3}[\]?GB[\]?GIG[\]?G[\]?GIGS[\]?GIB[\]?Gigabyte\b	Weight:	100		
Key:	{^}(topup[\]?top up[\]?another[\]?please add another[\]?add[\]?add another[...	Weight:	100		
Key:	{^}(topup[\]?top up[\]?another[\]?please add another[\]?add[\]?add another[...	Weight:	100		
Key:	\b[a-zA-Z]+[0-9]{1,3}GB\b	Weight:	100		
Key:	{^}{#}{1,3}[s](thanks please thnx tx pls plse){\$}	Weight:	10		
Key:	\bnot\b\bno\b\bnie\b\bdon't\b\bdont\b\bstop\b\bend\b\bcancel\b\bwhy\b\b...	Weight:	-500		

Close

Rebuild Knowledge Base

The user updating the training will need to update a Keyword or Phrase, assign a weight for the Keyword or Phrase and add samples. By clicking on the Show/Hide Help button, the user will see a full breakdown of how to setup these fields correctly.

These are predefined and have been setup for the user already. It is not recommended to edit these without fully understanding the functionality.

SMS Topup Intelligence Training

Edit Keyword or Phrase

Keyword Or Phrase

This is used to specify the keyword or phrase you would like to use for training. Case will be ignored. This field is required.

Wildcards:

- {#} Any numeric value between 0 and 9.
- {*} Any uppercase or lowercase alphabetic character.
- {1,3} Quantifier indicating that the preceding wildcard may occur 1 to 3 times. The 1 and 3 values may be substituted with other numeric values.
- {^} Can be used to indicate the beginning of message.
- { \$} Can be used to indicate the end of message.

Weight

This is used to specify the scoring weight for the keyword or phrase. The total score, out of a 100, will start at 0 and this will either add or subtract from that score (if the keyword or phrase is found). Carefully consider this value as having the value too high or too low may cause an unintended result. If the total score is 100 or above, the Topup SMS will be processed. This field is required.

Sample SMS

Sample Match

Sample Score

Example of when these training keys may need to get updated: On the last key, with the words “not”, “cancel”, “don’t”, there may be a word that needs to be added that customers use when they need help and not a topup. Such as the company may send an sms to the customer: “Reply yes if you need us to call you back.”

Then add the phrase “\byes” to the same key list that has the words “\bnot” too.

How it was trained and tested ; where we got the predefined training keys

1. Set up training key(s) to generate the correct scores for SMS message replies, based on the character pattern in the message reply <http://your-instance/settings/notification>
 2. Rebuild knowledge base
 3. Rebuild scores on SMS message replies <http://your-instance/messages/replies>
 4. Go through the scores to see that all the SMS message replies that should be matched to get a topup has a positive score. Take note of the pattern in the message reply for the message replies that was incorrectly matched
 5. Test a real reply message to see which trained keys it matches and if the score is correct. Positive score above 0 will send the message on to the topup functionality, score below 0 will create a helpdesk ticket
- Real reply message test:
http://your-instance/testing/test_smsscore/Please%20top%20up%20our%20account%20with%20GB%20Thank%20you
6. If the score it not correct, matching not correct, start from 1 again