

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.

	wessage to add at the end of the data usage & cap Sivis notifications			
SMS Topup Message Intelligence	Manage Training			
	Allows you to prioritise key words and phrases, giving each a weight, which will be used to determine if the Topup should be processed.			

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	(2)					
	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	(2)					
	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	Z ×					
	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 Top	oup Me	Edit Keyword or Phrase		×	×		
Trained	Keys	Keyword Or Phrase	Hide H	lelp			
Key:	{^}{#	This is used to specify	the keyword or phrase you would like to use for training.				
Key:	\b{#}	Case will be ignored. Th	ase will be ignored. This field is required.		C ×		
r Key:	{^}(to	<u>Wildcards:</u> {#} Any numeric \ {*} Any uppercas	Wildcards: {#} Any numeric value between 0 and 9. {*} Any uppercase or lowercase alphabetic character				
Key:	{^}(to	{1,3} Quantifier ind times. The 1	 {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 				
S Key:	\b[a-	values. {^} Can be used t {\$} Can be used t	to indicate the beginning of message. to indicate the end of message.				
Key:	{^}{#	Weight	100	11	(
Key:	\bno [.]	This is used to specify score, out of a 100, w score (if the keyword o the value too high or to 100 or above, the Topup		nowledge Base			
S Reply Ticke	t Catego	Sample SMS		of	be processed.		
oly Ticket Ass	igned Us	Sample Match					
		Sample Score		n	at be processed.		
pups to pre-d	efined L			R	adius, Topup Types. skets instead.		
ium Usage No	otificatio	Cancel	s	ave			

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:

 $http://your-instance/testing/test_smsscore/Please\%20top\%20up\%20our\%20account\%20with\%202GB\%20Thank\%20you$

6. If the score it not correct, matching not correct, start from 1 again