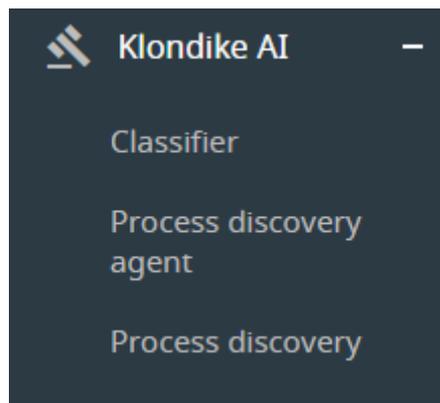


17.17 Klondike A.I. connector

From vtenext 20.04 in settings is available the new additional plug in Klondike AI. It allows to connect vtenext with the modules of the machine learning engine Klondike:

- Process discovery agents: to analyse and discover the used processes within vtenext. Once discovered they can be imported in the Process Manager in order to be further developed
- Classification manager: uses Artificial Intelligence to guess the value of a field. Example: when creating a ticket its category is guessed by analysing Title and Description.

Please contact the sales department to have more information to enable the plug in



Klondike settings

Settings > Classifier
Allow to configure the classifier

Show 50 entries NEW

Actions	Module	Filter	Training fields	Training target
	<input type="text" value="Search for Module"/>	<input type="text" value="Search for Filter"/>	<input type="text" value="Search for Training field"/>	<input type="text" value="Search for Training targ"/>
	Accounts	All	Account Name, Website, Assigned To, Time created, Time modified	Phone
	Contacts	All	Account Name, First Name, Last Name	Department
	Leads	All	Gender, Education, Company, Title, Email, Lead Source, Lead Status	Education
	Leads	All	Gender, Education, Company, Email, Industry, Last Name, Lead Source, Lead Status	Industry
	Projects	All	Priority, URL, Target budget	Progress
	Sales Order	Pending Sales Orders	Discount Amount	Purchase Order
	Trouble Tickets	All	Title, Description	Category

Showing 1 to 7 of 7 entries Previous 1 Next

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Classification

Settings > Classifier
Allow to configure the classifier

Module:

Filter:

Training fields:

-
-
-

Training target:

Classification configuration detail

Settings > Process discovery agent
Allow to configure process detection

Show 50 entries NEW

Actions	Module	Filter
	<input type="text" value="Search for Module"/>	<input type="text" value="Search for Filter"/>
	Accounts	All
	Calendar	Events
	Campaigns	All
	Contacts	All
	Leads	All

Showing 1 to 5 of 5 entries Previous 1 Next

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Process Discovery Agent

Settings > Process discovery agent
Allow to configure process detection

Module

Filter

[CREATE NEW](#) [CANCEL](#)

Process Discovery Agent configuration detail

Settings > Process discovery
Allow to view discovered processes

Show 50 entries

Search:

Actions	Id	Attributes set	Events	Metrics	CRM Module
	<input type="text" value="Search for Id"/>	<input type="text" value="Search for Attributes set"/>	<input type="text" value="Search for Events"/>	<input type="text" value="Search for Metrics"/>	<input type="text" value="Search for CRM Module"/>

No data available in table

Showing 0 to 0 of 0 entries

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List of managed Processes

Settings > Process discovery
Allow to view discovered processes

Show 50 entries

Search:

Actions	Id	Attributes set	Events	Metrics	CRM Module
	Search for	Search for Attril	Search for Events	Search for Metrics	Search for CR
	1	converted: 0	Lead Converted? CONVERTED	time_discovery: 0.102s, fitness: 1.0, precision: 1.0, fscore: 1.0, time_metrics: 641ms, n_task=>0	1lead
	2	converted: 0	Ticket0(Status:Open, Ticket Creator:Lead, Ticket Owner:User 1) AS T1-0 START	time_discovery: 0.137s, fitness: 1.0, precision: 0.5, fscore: 0.6666666666666666, time_metrics: 707ms, n_task=>0	1lead
	3	converted: 0	Business Unit CHANGED FROM VTENEXT TO CrmVillage.biz S.r.l.	time_discovery: 0.164s, fitness: 1.0, precision: 0.3783783783784, fscore: 0.5490196078431372, time_metrics: 700ms, n_task=>0	1lead
	4	converted: 0	Status CHANGED TO Contattato	time_discovery: 0.116s, fitness: 0.6666666666666667, precision: 1.0, fscore: 0.8, time_metrics: 622ms, n_task=>0	1lead
	5	leadsource: Mail Converter	Ticket0(Status:Open, Ticket Creator:Lead, Ticket Owner:User 1) AS T1-0 START	time_discovery: 0.132s, fitness: 1.0, precision: 0.5, fscore: 0.6666666666666666, time_metrics: 749ms, n_task=>0	1lead
	6	leadsource: Mail Converter	Lead Converted? CONVERTED	time_discovery: 0.106s, fitness: 1.0, precision: 1.0, fscore: 1.0, time_metrics: 637ms, n_task=>0	1lead
	7	leadsource: Mail Converter	Status CHANGED TO Inviata Mail da Processo	time_discovery: 0.138s, fitness: 0.5454545454545454, precision: 0.5, fscore: 0.5714285714285713, time_metrics: 652ms, n_task=>0	1lead
	8	leadsource: Mail Converter	Ticket0(Status:Open, Ticket Creator:Lead, Ticket Owner:User 24944) AS T2-0 START	time_discovery: - first gateway not found, fitness: 1.0, precision: 1.0, fscore: 1.0, time_metrics: 700ms, n_task=>0	1lead
	9	leadsource: Mail Converter	Category FOR T2-0 CHANGED FROM TO info@crmVillage.biz	time_discovery: - first gateway not found, fitness: 1.0, precision: 1.0, fscore: 1.0, time_metrics: 711ms, n_task=>0	1lead
	10	leadsource: Mail Converter	Ticket Owner CHANGED FROM TO TO Ticket	time_discovery: - first gateway not found, fitness: 1.0, precision: 1.0, fscore: 1.0, time_metrics: 711ms, n_task=>0	1lead

Examples of managed Processes

Revision #1

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