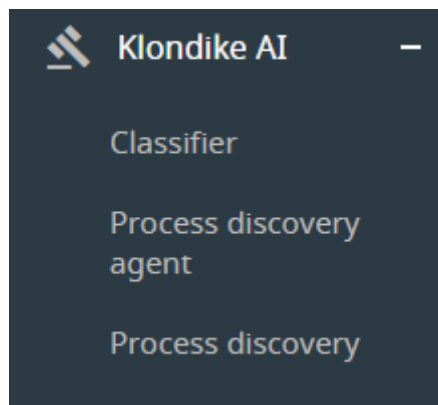


17.17 Klondike A.I. connector

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

Search:

NEW

Actions	Module	Filter	Training fields	Training target
	Search for Module	Search for Filter	Search for Training field	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

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Classification

Settings > Classifier

Allow to configure the classifier

Module

Account

Filter

All

Training fields

Account Information

Account Name

Account No

Website

Training target

Phone

CREATE NEW

CANCEL

Classification configuration detail

Settings > Process discovery agent

Allow to configure process detection

Show 50 entries

Search:

NEW


Actions	Module	Filter
	Search for Module	Search for Filter
	Accounts	All
	Calendar	Events
	Campaigns	All
	Contacts	All
	Leads	All

Showing 1 to 5 of 5 entries

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Process Discovery Agent

**Settings > Process discovery agent**
Allow to configure process detection

Module

Account









Filter

All

CREATE NEW

CANCEL

Process Discovery Agent configuration detail



Settings > Process discovery
Allow to view discovered processes

Show 50 entries

Search:

Actions

Id

Search for Id

Attributes set

Search for Attributes set

Events

Search for Events

Metrics

Search for Metrics

CRM Module









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 Attr	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: 0.6, 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 END TO 0 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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