

# Text Analytics Activities Overview

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## Context

Text Analytics is a natural language processing (NLP) technology that detects language, extracts key phrases, and determines sentiment on text. The activity is based on Azure and AWS services. Each of the functions is performed in a separate activity

## Use Cases

- Determine the language used in customer feedback, or a customer service request.
- Extract key phrases and text, for example, in the sentence "The party was fun and the food was tasty", would extract "party", "fun", "food", "tasty".
- Determine customer sentiment by analyzing comments and feedback.

## Text Analytics Profiles

Text Analytics profiles define the service (Azure or AWS), the credentials for the selected service, the region, and the service endpoint. The profiles you configure are used in the Text Analytics activity wizard.

## Azure Profile

Azure requires the following parameters.

- Name
- Type
- Password
- Region
- EndPoint

The screenshot shows the Genpact Cora Orchestration interface. The top navigation bar includes the Genpact Cora logo, the word 'Orchestration', and a user greeting 'Welcome Alex Fiedler' with a home icon. A left-hand navigation menu lists various activities, with 'Text Analytics Profiles' highlighted. The main content area displays a form titled 'Update Table: Text Analytics Profiles'. The form contains the following fields: 'fidid' (value: 6), 'Name' (value: AZURE-WEST-US-2), 'Type' (value: AZURE), 'UserName' (empty), 'Password' (masked with asterisks), 'Region' (value: WEST-US-2), and 'EndPoint' (value: https://). At the bottom of the form are three buttons: 'Update', 'Close', and 'Reset'.

## AWS Profile

AWS requires the following parameters.

- Name
- Type
- Username
- Password
- Region

The screenshot shows the 'Update Table: Text Analytics Profiles' configuration page in the Genpact Cora Orchestration interface. The sidebar on the left contains a navigation menu with categories like OCR Trigger, RPA Email Trigger, RPA Error Handling, RPA File Trigger, Service Request with OCR, Showcase Default Views, ST Change Request with Sta, ST Data Activities, ST Edit Lookup Table, ST Flow Gateways, ST Grids, ST Grids v2, ST Msg Recipient Types, Test Machine Learning, Text Analytics, and Text Analytics Demo. The main configuration area has the following fields: 'Name' (AWS-US-EAST-2), 'Type' (AWS), 'UserName' (redacted), 'Password' (redacted), 'Region' (us-east-2), and 'EndPoint' (empty). At the bottom, there are three buttons: 'Update' (blue), 'Close' (grey), and 'Reset' (grey).

## Text Analytics Activities

There are several Text Analytics Activities you can use in a workflow. The wizard for each activity is the same.

- Detect Key Phrases
- Detect Language
- Detect Sentiment

The screenshot displays a workflow diagram in the Genpact Cora Orchestration interface. The diagram is organized into four horizontal lanes: Case Initiator, Sequence, Management, and Operations. The 'Case Initiator' lane starts with a 'Start' activity, followed by 'Open Case' and 'Acknowledge Receipt'. The 'Sequence' lane contains a series of decision and action activities: 'Process Case', 'Case Review Required', 'Case Approval Required', 'Action Required', 'Outcome Review Required', 'Outcome Approval Required', and 'QA Required'. The 'Management' lane includes 'FileWriter1', 'Review Case', 'Approve Case', 'Approved', 'Review Outcome', 'Approve Outcome', and 'QA Case'. The 'Operations' lane contains 'RpaFileTrigger1' and 'Action Case'. The right sidebar shows the 'Properties' panel for the selected activity, with fields for Name (Alex Demo), Alias (Showcase), Description (Showcase Demo), Workflow ID (9a34d20c-47c9-459b-a37e-2ad2ee25af17), and various other settings.

## Define a Name and Alias for the In-Process Consumer

### In-Process Consumer Properties

**Name \***

**Alias \***  
Enter the activity's alias to be displayed in runtime

**Description**

## Select an In-Process Consumer

### Select In-Process Consumer

Select from the list or create a new In-Process Consumer

- SendRequestService
- SendRequest\_v1.0.0
- SendRequest\_v1.0.0
- coraTextAnalytics\_v1.0.0**
- SendRequest\_v1.0.0
- SendRequest\_v1.0.0
- SendRequest
- SendRequest

## Define the Bindings

You need to define several parameters in the Body section.

Name	Type	Required	Description
TextAnalyticsProfile	string	required	The Text Analytics Profile you defined for this activity (either Azure or AWS).
TextContent	string	required	Text that you want to analyze.

In-Process Service Consumer "coraTextAnalytics\_v1.0.0" Request Bindings

Services: coraTextAnalytics\_v100

Methods: DetectLanguageResult DetectLanguage(TextAnalyticsInput)

Request

**DetectLanguage**

- Headers
  - ActivityMetadataHeader ActivityMetadata
- Body
  - TextAnalyticsInput DetectLanguageRequest
    - string TextAnalyticsProfile = wf.Variables["TextAnalyticsPro
    - string TextContent = wf.Variables["InputText"]

General

(Name) DetectLanguage

IsOneWay

Back Finish Cancel

## Text Analytics Activity in a Workflow

**NOTE:** When you build a solution, change the Subscription Key in the REST Service Custom Configuration to a valid subscription key.

In this example, information is collected from a form completed by a customer. The form information is then analyzed for language detection, key phrases, and sentiment. The workflow is then routed according to the detected language.

