

Automated Ticketing System IV

Dominik Macko

Tasks Reminder

- Text data of tickets
- Supervised tasks:
 - Team classification
 - Time to resolve prediction
- Unsupervised task:
 - Ticket similarity

Team assignment

Model	F1 micro averaged
Naive Bayes	0.75
Linear SVM	0.73
Random forest	0.56
Logistic regression	0.56
Transformer	0.41
Baseline majority class	0.33
Baseline stratified	0.18

Speed prediction

Model	RMSE
Regularized regression	2125
Linear SVR	2193
Random Forest	2204
BERT	2311
Baseline mean	2375
Baseline median	2474

Complications and third task

- Need to label data to evaluate ticket similarity
 - Setting up label studio took some time
- Need to retry other settings for Transformers
- Issue: sickness

Thank you for your attention