

Automated Ticketing System III

Dominik Macko

Tasks Reminder

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

Completed

- basic statistical models, Transformers for supervised tasks
- tfidf, bm25 for unsupervised task

Not completed

- Transformers currently being trained
- SentenceTransformers for semantic similarity – should be fast
- Evaluation

Evaluation

- Supervised tasks: standard metrics
- Unsupervised task: sample test set → top 10 recommendations → label myself

Thank you for your attention!