IBM
'SMS Based FAQ Retrieval System'
Work-Flow

```
┌─────────────────────┐
│  Query Received by   │
│        SMS           │
└─────────────────────┘
          │
          ▼
┌─────────────────────┐
│  Remove digits from  │
│     the Query        │
└─────────────────────┘
          │
          ▼
┌─────────────────────┐
│  Query divides into  │
│       Tokens         │
└─────────────────────┘
          │
          ▼
┌─────────────────────┐
│  Chose correct words │
└─────────────────────┘
          │
          ▼
┌─────────────────────┐
│   Form questions     │
└─────────────────────┘
          │
          ▼
┌─────────────────────┐
│  Retrieve answers    │
│   from the FAQ       │
│     database         │
└─────────────────────┘
          │
          ▼
┌─────────────────────┐
│  Send Answer to the  │
│        user          │
└─────────────────────┘
```
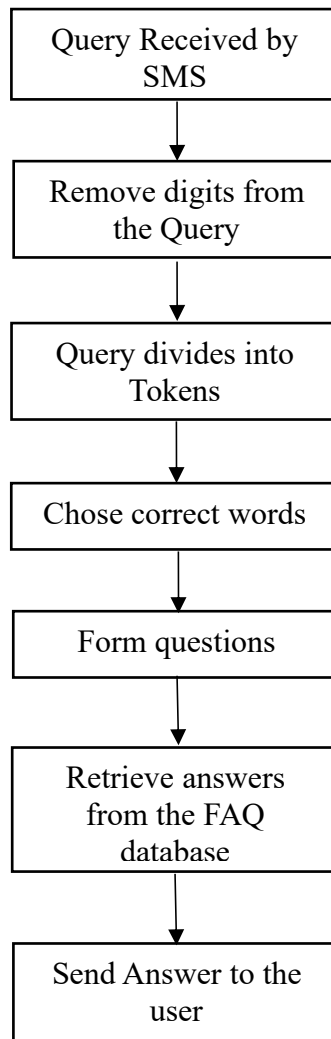
Technologies and Languages
1. JAVA
2. C, C++
3. FAQ database (File-System)
4. SMS (Short Message Service)

Implemented Techniques and Algorithms
1. Longest Common Sub sequence (LCS)
2. Sound-ex Algorithm
3. Digit Removal
4. Similarity Measure