**Text summarization**:

Consistently and accurately capture keywords of customer interaction and follow-up the customer revisit and resolve the issue

Ideas:

Main 3 elements for all summarization method

* Selection of important ideas
* Rejection of unnecessary information and,
* Substitution of long sentences in the original work by sentence expressed in your own words

Steps in summarization (Manually):

* Read the text
* Break the text down into sections
* Identify the key points in each section
* Write summary
* Check the summary against the article

There are two approaches for text summarization

* NLP based technique
* Deep learning technique

Ways of doing

* Text cleaning
* Convert paragraphs into sentences
* Sentence tokenization
* Word tokenization
* Find weighted frequency of occurrence
* Replace words by weighted frequency in sentences
* Word frequency table
* Short sentences in descending order of weights
* Summarization