A Project Report

on

EXTRACTING AND ANALYZING CONTEXT INFORMATION IN USER SUPPORT CONVERSATIONS ON TWITTER

Submitted in partial fulfillment of the requirements for the award of the degree of

BACHELOR OF TECHNOLOGY

in

INFORMATION TECHNOLOGY

by

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Department of Information Technology

BVRIT HYDERABAD COLLEGE OF ENGINEERING FOR WOMEN

(Accredited by NBA & NAAC '**A**' Grade, Approved by AICTE, and
Affiliated to JNTUH, Hyderabad)

Bachupally, Hyderabad – 500090

April 2020

DECLARATION

We hereby declare that the work presented in this project entitled **"EXTRACTING AND ANALYZING CONTEXT INFORMATION IN USER SUPPORT CONVERSATIONS ON TWITTER**" submitted towards completion of the major project in IV year of B.Tech IT at "BVRIT HYDERABAD COLLEGE OF ENGINEERING FOR WOMEN**"**, Hyderabad is an authentic record of our original work carried out under the esteem guidance of Ms D. Sangeetha, Assistant Professor, IT department.

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Certificate

This is to certify that the Project report on "**Extracting And Analyzing Context Information in User Support Conversations on Twitter**" is a bonafide work carried out by **P. Harshitha (16WH1A1236), N. Sai Charitha (16WH1A1242), R. Yamini (16WH1A1253)** in the partial fulfillment for the award of B.Tech degree in **Information Technology, BVRIT HYDERABAD COLLEGE OF ENGINEERING FOR WOMEN, Bachupally, Hyderabad**, affiliated to Jawaharlal Nehru Technological University, Hyderabad under my guidance and supervision.

The results embodied in the project work have not been submitted to any other University or Institute for the award of any degree or diploma.

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ABSTRACT

Many Apps include built-in options to report bugs or request features but also users still provide an increasing amount of feedback via social media, like Twitter, Facebook etc. Compared to traditional issue trackers, the reporting process in social media is unstructured and the feedback often lacks basic context information, such as the app version or the device concerned when experiencing the issue. To make this feedback actionable to developers, support teams engage in recurring, effortful conversations with app users to clarify missing context items.

Our project is about a simple approach that accurately extracts basic context information from unstructured, informal user feedback on mobile apps, including the platform, device, app version, and system version. For the extraction of the data we will be using the tweets from twitter which contains little information about the problem. Combined with a chat-bot, that automatically requests missing context items from reporting users. The data which is being extracted from the user accounts are then analyzed which is used for developing bug reports.

LIST OF FIGURES

LIST OF ABBREVIATIONS

Term/Abbreviation	Definition
API	Application Program Interface
XML	Extensible Markup Language
AJAX	Asynchronous JavaScript and XML
IDE	Integrated Development Environment
VCS	Version Control Systems
REST	Representational State Transfer
NLTK	Natural Language Toolkit

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