

TEAM

18 **Extracting And Analyzing Information In User-Support Conversations On Twitter**

Abstract

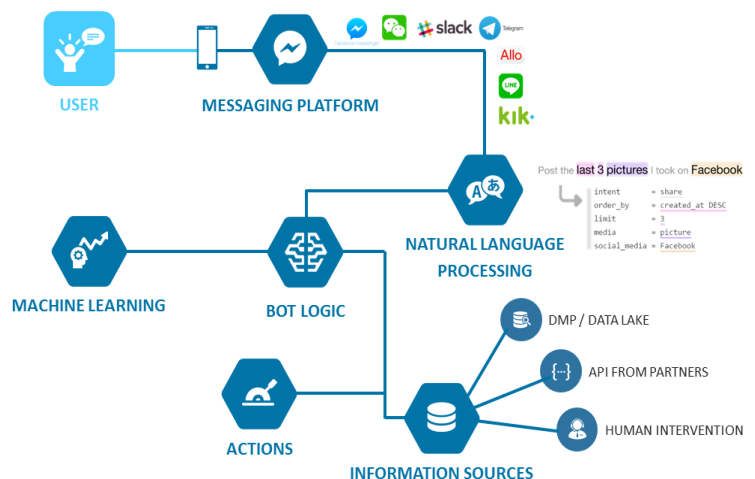
The reporting process in social media is unstructured and the feedback often lacks basic context information, such as the app version or the device concerned when experiencing the issue. We introduce an unsupervised approach that uses pre-defined keyword lists, word vector representations, text patterns to extract context items from tweets, including the platform, device, app and system versions and combined with a chatbot that automatically requests missing context items from reporting users, our approach aims at auto-populating issue trackers with structured bug reports.

Modules

Extracting data from twitter
Building intents and creating a bot
Generating a final bug report

JSON	Raw Data	Headers
Save	Copy	Collapse All Expand All Filter JSON
2:	"Hi there, how can I help?"	context_set: ""
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Architecture



Tools and Technologies

- Python 3.6
- Pycharm
- Tweepy
- Tensorflow
- Twit, ChatterBot

Conclusion and Future Scope

Through this project we have improved the way to collect the data from the social media for the app support accounts to auto-populating issue trackers with structured bug reports.. As part of the future we will be using better techniques for the extracting the context items for the tweets which are provided in by the users in twitter.

Guide

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