# Research Proposal

## Potential Algorithms for Ticket Classification

# Introduction

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- Users tend to submit low quality tickets (Slips)
  - Critical Slips can be lost in noise
  - The same underlying cause results in many similar Slips
  - Low priority or non-issue Slips may be resolved first

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# Neural Classifier

Efficient Client-side Slip Classification

- Use pre-trained model for word embedding
- Train recurrent network for word sequence analysis

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# 95%

Accuracy Achieved on Test Dataset

# Possible Issues

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