SmartClassify — Model Card

Model Overview

SmartClassify is a fine-tuned Transformer model built on the BERT architecture.
It classifies customer support messages into predefined categories, helping teams route tickets efficiently.

Intended Use

- Automating customer support triage
- Analysing incoming user messages
- Routing tickets to correct departments

Not Intended For

- Legal, medical, or financial advice
- Automated high-stakes decision-making

Training Data

- 100,000 anonymised support messages
- Sources: Zendesk Corpus + synthetic examples

Evaluation Metrics

Metric	Score
Accuracy	92.4%
F1 Score	90.8%
Latency	150ms

Ethical Considerations

- Avoid use with sensitive or private data
- Ongoing bias testing across dialects

Limitations

- English only
- Struggles with sarcasm or mixed-topic inputs