

## Utforskande analys av - jämförelse mellan 10 första frågorna med olika dataset med 500 etikettering

Öppnade dokument i GoogleDocs i och med att det är vad Labelf har suttit och utvecklat för mest.

**Testmål:** Jämföra etiketteringen i de olika dokumenten och se om det finns markanta skillnader.

**Resultat:** Vi anser sammanfattningsvis att man redan på de första 10 frågorna kan se att subjektiviteten i vem och hur modellen är tränad påverkar hur Labelf etiketterar.

**Notes:**

Alla anteckningar är i testrapporten.

Dataset J&E:

1	I didn't get my order and don't kno Anna		Ticket Category?	Fitting Issue	2.0	labelf
2	□Website or phone?	Fredrik	Ticket Category?	Fault Issue	3.0	labelf
3	Your personal information	Louisa	Ticket Category?	Order info & Progress	1.0	labelf
4	Can you pre-order?	John	Ticket Category?	Sales	0.0	user
5	I can't pre-order.	Anna	Ticket Category?	Order info & Progress	1.0	labelf
6	Can I pre-order?	Fredrik	Ticket Category?	Sales	0.0	user
7	□Can i pre-order?	Louisa	Ticket Category?	Sales	0.0	user
8	Change delivery address?	John	Ticket Category?	Order info & Progress	1.0	user
9	What about shipping?	Anna	Ticket Category?	Sales	0.0	labelf
10	Can I cancel	Fredrik	Ticket Category?	Order info & Progress	1.0	user

Dataset A&L:

1	I didn't get my order and don't kno Anna		E-bike help	order info & progress	1.0	labelf
2	□Website or phone?	Fredrik	E-bike help	sales	3.0	labelf
3	Your personal information	Louisa	E-bike help	sales	3.0	labelf
4	Can you pre-order?	John	E-bike help	order info & progress	1.0	user
5	I can't pre-order.	Anna	E-bike help	order info & progress	1.0	validation
6	Can I pre-order?	Fredrik	E-bike help	order info & progress	1.0	user
7	□Can i pre-order?	Louisa	E-bike help	order info & progress	1.0	user
8	Change delivery address?	John	E-bike help	order info & progress	1.0	labelf
9	What about shipping?	Anna	E-bike help	order info & progress	1.0	user
10	Can I cancel	Fredrik	E-bike help	sales	3.0	labelf

Dataset I&V:

1	I didn't get my order and don't know why. Pleas	Anna	How do I fix my e-bike	Orderinfo & prog 9.0		labelf
2	_x001b_Website or phone?	Fredrik	How do I fix my e-bike	Other	11.0	labelf
3	Your personal information	Louisa				
4	Can you pre-order?	John	How do I fix my e-bike	Sales	12.0	user
5	I can't pre-order.	Anna	How do I fix my e-bike	Orderinfo & prog 9.0		labelf
6	Can I pre-order?	Fredrik	How do I fix my e-bike	Orderinfo & prog 9.0		user
7	_x001b_Can i pre-order?	Louisa	How do I fix my e-bike	Sales	12.0	labelf
8	Change delivery address?	John	How do I fix my e-bike	Orderinfo & prog 9.0		validation
9	What about shipping?	Anna	How do I fix my e-bike	Orderinfo & prog 9.0		validation
10	Can I cancel	Fredrik	How do I fix my e-bike	Orderinfo & prog 9.0		labelf

Dataset S&E:

1	I didn't get my order and don't know why. Please	Anna	What category	Order info & progress	1.0	labelf
2	Website or phone?	Fredrik	What category	Other	33.0	user
3	Your personal information	Louisa	What category	Other	33.0	labelf
4	Can you pre-order?	John	What category	Sales	0.0	user
5	I can't pre-order.	Anna	What category	Order info & progress	1.0	labelf
6	Can I pre-order?	Fredrik	What category	Sales	0.0	user
7	Can i pre-order?	Louisa	What category	Sales	0.0	user
8	Change delivery address?	John	What category	Order info & progress	1.0	labelf
9	What about shipping?	Anna	What category	Sales	0.0	labelf
10	Can I cancel	Fredrik	What category	Order info & progress	1.0	validation