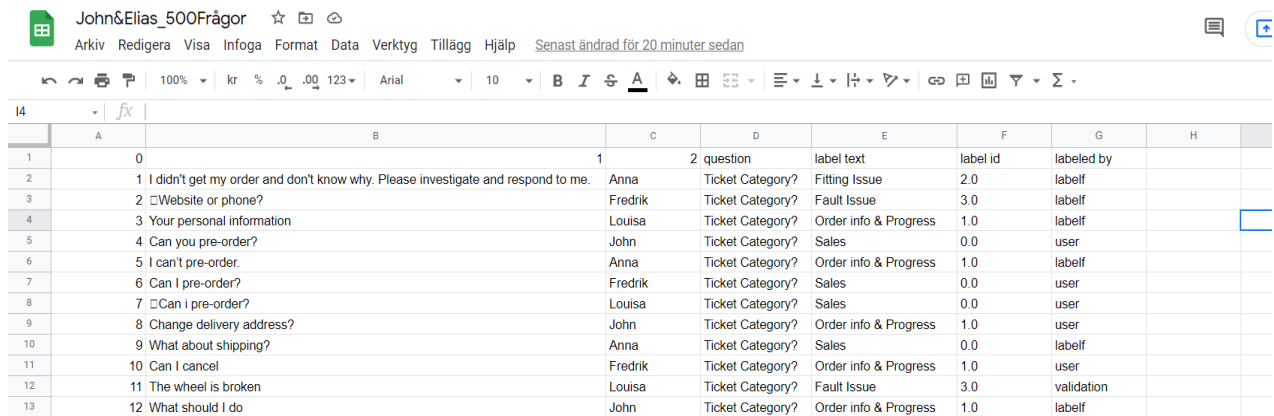


Sammanställning LG3-119

Öppna och analysera i Google Docs.

Använder datasetet med 500 gjorda texter.



	A	B	C	D	E	F	G	H
1	0		1	2	question	label text	label id	labeled by
2		1 I didn't get my order and don't know why. Please investigate and respond to me.	Anna	Ticket Category?	Fitting Issue	2.0	labelf	
3		2 Website or phone?	Fredrik	Ticket Category?	Fault Issue	3.0	labelf	
4		3 Your personal information	Louisa	Ticket Category?	Order info & Progress	1.0	labelf	
5		4 Can you pre-order?	John	Ticket Category?	Sales	0.0	user	
6		5 I can't pre-order.	Anna	Ticket Category?	Order info & Progress	1.0	labelf	
7		6 Can I pre-order?	Fredrik	Ticket Category?	Sales	0.0	user	
8		7 Can I pre-order?	Louisa	Ticket Category?	Sales	0.0	user	
9		8 Change delivery address?	John	Ticket Category?	Order info & Progress	1.0	user	
10		9 What about shipping?	Anna	Ticket Category?	Sales	0.0	labelf	
11		10 Can I cancel	Fredrik	Ticket Category?	Order info & Progress	1.0	user	
12		11 The wheel is broken	Louisa	Ticket Category?	Fault Issue	3.0	validation	
13		12 What should I do	John	Ticket Category?	Order info & Progress	1.0	labelf	

Öppnar .csv filen i google docs och ser direkt att saker iallafall ligger i rätt celler. Gjorde kolumn B bredare för att kunna läsa Texten.

Label id är baserat på i vilken ordning du skapade labeln i fråga.

label text	label id	labeled by	
Fitting Issue	2.0	labelf	
Fault Issue	3.0	labelf	
Order info & Progress	1.0	labelf	
Sales	0.0	user	
Order info & Progress	1.0	labelf	
Sales	0.0	user	
Sales	0.0	user	
Order info & Progress	1.0	user	
Sales	0.0	labelf	
Order info & Progress	1.0	user	
Fault Issue	3.0	validation	
Order info & Progress	1.0	labelf	
Fault Issue	3.0	labelf	
Fault Issue	3.0	labelf	
Fault Issue	3.0	labelf	

I excel såg denna raden konstig ut med lite olika tecken. Ser normalt ut i google docs.

45	What's my order status?
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	"ELECTRICAL INPUT ERROR"					
78	Electrical Input Error?	Fredrik	Ticket Category?	Fault Issue	3.0	labelf
79	The motor is not spinning	Louisa	Ticket Category?	Fault Issue	3.0	labelf
80	My Lazer Wheels don't turn	John	Ticket Category?	Fitting Issue	2.0	validation
81	☐Thank you for your help	Anna	Ticket Category?	Fault Issue	3.0	labelf
82	The folding mechanism won't fold	Fredrik	Ticket Category?	Fitting Issue	2.0	labelf
83	How do I swap batteries?	Louisa	Ticket Category?	Fault Issue	3.0	labelf
84	I need a new battery	John	Ticket Category?	Fault Issue	3.0	labelf
	"FAIL TO CALIBRATE"					
85	Failure To Calibrate?	Anna	Ticket Category?	Fault Issue	3.0	labelf
	"FAIL TO STOP"					
86	Failure To Stop?	Fredrik	Ticket Category?	Fault Issue	3.0	labelf
87	The battery is not charging	Louisa	Ticket Category?	Fault Issue	3.0	user
	"FAIL TO CHARGE"					
88	Failure To Charge?	John	Ticket Category?	Fault Issue	3.0	labelf

Dessa textrader är fortfarande trasiga i Google docs. Vet inte varför de har dessa error meddelanden.

577		Hello. I bought the Unicycle kit in July 2011. My power pack is not charging and the light on the charger is flashing. Is there something I can do to stop this? Thanks, Diane T.	John	Ticket Category?	Warranty & Post delivery
578	2577	The first time I charged my battery, it went up to 100%, but then I realized that I did	Anna	Ticket Category?	Fault Issue
579		Hello, Thank you for contacting Swytch. I am sorry to hear that your battery did not charg	Fredrik	Ticket Category?	Warranty & Post delivery
580		Hi, I bought the Unicycle kit in July 2011. My power pack is not charging and the light on the charger is flashing. Is there something I can do to stop this? Thanks, Diane T.	Louisa	Ticket Category?	Warranty & Post delivery
581		I bought the Unicycle kit in July 2011. My power pack is not charging and the light on the charger is flashing. Is there something I can do to stop this? Thanks, Diane T.	John	Ticket Category?	Warranty & Post delivery
582		Hi, I bought the Unicycle kit in July 2011. My power pack is not charging and the light on the charger is flashing. Is there something I can do to stop this? Thanks, Diane T.	Anna	Ticket Category?	Warranty & Post delivery
583		Hi, I bought the Unicycle kit in July 2011. My power pack is not charging and the light on the charger is flashing. Is there something I can do to stop this? Thanks, Diane T.	Fredrik	Ticket Category?	Warranty & Post delivery

Vissa texter har “Whitespace” i sig vilket blir att det går vidare till nästa rad och blir lite större. Inget större fel men är inte samma som de andra.

2874		I put the battery in the wrong way, do I have to turn it 90 degrees? I also noticed you don't have a step by step diagram for fitting it. A year and a half i I have yet to take the time to understand how batteries work, I have been told they							
	2873	If you do get the diagrams please let us know. That would be a very useful addition	Anna	Ticket Category?	Warranty & Post delivery	4.0	labelf		
2875		There seems to be trouble fitting motor wheel, I wonder if you sent the right tools?							
	2874		Fredrik	Ticket Category?	Fitting Issue	2.0	user		
2876		The old tyre is really hard to install on the new wheel and I'm unable to get the whe	Louisa	Ticket Category?	Fitting Issue	2.0	validation		
	2875	The PAS pedal sensor cannot fit on the pedal and the bike cannot be ridden. My hi							
2877			John	Ticket Category?	Fitting Issue	2.0	labelf		
2878	2877	Hi, I am using order portal for a long time and i am facing the issue that after the or	Anna	Ticket Category?	Warranty & Post delivery	4.0	labelf		
2879									
2880									

Sista textraden är 2877. Inget konstigt i botten av dokumentet jämfört med excel.