

Utforskande analys av - jämförelse mellan frågor 11-20 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: Sammanfattningsvis så är det endast 3 frågor som alla dataset har samma etikettering, och på alla de 3 så är de etiketterade som 'fault issue'. Intressant att både de 4 modellerna och vi 4 team skiljer oss i de andra frågorna, även om det är lite olika i hur stor grad på respektive fråga. På många frågor var 3/4 samma, där det skiljde sig i etikettering mellan 'fault issue' & 'fitting issue'. Som till exempel fråga 15, där har Labelf etiketterad på allas modeller men vi har fått 3 olika etiketter totalt, vår analys är att där har subjektiviteten påverkat våra modeller.

Notes:

Alla anteckningar är i testrapporten

Dataset J&E:

11	The wheel is broken	Louisa	Ticket Category?	Fault Issue	3.0	validation
12	What should I do	John	Ticket Category?	Order info & Progress	1.0	labelf
13	Can anyone help me?	Anna	Ticket Category?	Fault Issue	3.0	labelf
14	The crank doesn't turn	Fredrik	Ticket Category?	Fault Issue	3.0	labelf
15	Help with my battery	Louisa	Ticket Category?	Fault Issue	3.0	labelf
16	The crank has broken	John	Ticket Category?	Fault Issue	3.0	labelf
17	I have a question?	Anna	Ticket Category?	Fault Issue	3.0	labelf
18	The battery won't charge	Fredrik	Ticket Category?	Fault Issue	3.0	labelf
19	Battery is shorting out?	Louisa	Ticket Category?	Fault Issue	3.0	labelf
20	A mess of cables	John	Ticket Category?	Fitting Issue	2.0	labelf

Dataset A&L:

11	The wheel is broken	Louisa	E-bike help	fault issue	4.0	user
12	What should I do	John				
13	Can anyone help me?	Anna	E-bike help	sales	3.0	labelf
14	The crank doesn't turn	Fredrik	E-bike help	fault issue	4.0	labelf
15	Help with my battery	Louisa	E-bike help	fitting issue	0.0	labelf
16	The crank has broken	John	E-bike help	fault issue	4.0	user
17	I have a question?	Anna	E-bike help	sales	3.0	labelf
18	The battery won't charge	Fredrik	E-bike help	fault issue	4.0	validation
19	Battery is shorting out?	Louisa	E-bike help	fitting issue	0.0	labelf
20	A mess of cables	John	E-bike help	fault issue	4.0	labelf

Dataset I&V:

11	The wheel is broken	Louisa	How do I fix my e-bike	Fault issue	0.0	labelf
12	What should I do	John	How do I fix my e-bike	Orderinfo & prog	9.0	labelf
13	Can anyone help me?	Anna	How do I fix my e-bike	Sales	12.0	labelf
14	The crank doesn't turn	Fredrik	How do I fix my e-bike	Fault issue	0.0	user
15	Help with my battery	Louisa	How do I fix my e-bike	Fault issue	0.0	labelf
16	The crank has broken	John	How do I fix my e-bike	Fault issue	0.0	user
17	I have a question?	Anna	How do I fix my e-bike	Other	11.0	labelf
18	The battery won't charge	Fredrik	How do I fix my e-bike	Fault issue	0.0	user
19	Battery is shorting out?	Louisa	How do I fix my e-bike	Fault issue	0.0	labelf
20	A mess of cables	John	How do I fix my e-bike	Fault issue	0.0	labelf

Dataset S&E:

11	The wheel is broken	Louisa	What category	Fault Issue	3.0	labelf
12	What should I do	John	What category	Fault Issue	3.0	labelf
13	Can anyone help me?	Anna	What category	Other	33.0	user
14	The crank doesn't turn	Fredrik	What category	Fault Issue	3.0	labelf
15	Help with my battery	Louisa	What category	Other	33.0	labelf
16	The crank has broken	John	What category	Fault Issue	3.0	labelf
17	I have a question?	Anna	What category	Fault Issue	3.0	labelf
18	The battery won't charge	Fredrik	What category	Fault Issue	3.0	labelf
19	Battery is shorting out?	Louisa	What category	Fault Issue	3.0	labelf
20	A mess of cables	John	What category	Fault Issue	3.0	labelf