

# Ticket Classification and Entity Extraction System Outputs

Ticket Classifier with Entity Extraction

Single TicketBatch Tickets

Enter Ticket Text

Order #30903 for Vision LED TV is 13 days late. Ordered on 03 March. Also, I contacted support on 03 March but got no response

Predicted Issue Type

Late Delivery

Predicted Urgency Level

High

{ } Extracted Entities

1

2

3

4

5

6

7

8

9

10

11

12

▼

{

▼

"dates": [

"13 days",

"03 March",

"03 March"

],

▼

"products": [

"vision led tv"

],

▼

"complaints": [

]

]

}

Analyze

Use via API · Built with Gradio · Settings

The output demonstrates a **Ticket Classification And Entity Extraction System** that identifies the issue type (e.g., *Late Delivery*, *Wrong Item*), urgency level (e.g., *High*, *Medium*), and extracts relevant entities like **dates**, **product names**, and **complaints**. It supports both **single** and **batch ticket processing**, accurately tagging each ticket with structured metadata for streamlined customer support handling.

Ticket Classifier with Entity Extraction

Single TicketBatch Tickets

Enter one ticket per line

I ordered SoundWave 300 but got EcoBreeze AC instead. My order number is #36824.  
Facing installation issue with PhotoSnap Cam. Setup fails at step 1. I  
Order #30903 for Vision LED TV is 13 days late. Ordered on 03 March. Also, I contacted support on 03 March but got no response

{ } Results

1

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19

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{

▼

{

"ticket": "I ordered SoundWave 300 but got EcoBreeze AC instead. My order number is #36824.",

"issue": "Wrong Item",

"urgency": "Medium",

▼

"entities": {

▶

"dates": [ Array(0) ],

▶

"products": [ Array(2) ],

▶

"complaints": [ Array(0) ]

}

},

▼

{

"ticket": "Facing installation issue with PhotoSnap Cam. Setup fails at step 1. I",

"issue": "Installation Issue",

"urgency": "High",

▼

"entities": {

▶

"dates": [ Array(0) ],

▶

"products": [ Array(1) ],

▶

"complaints": [ Array(1) ]

}

},

▼

{

"ticket": "Order #30903 for Vision LED TV is 13 days late. Ordered on 03 March. Also, I contacted support on 03 March but got no response",

"issue": "Late Delivery",

"urgency": "High",

▼

"entities": {

▶

"dates": [ Array(3) ],

▶

"products": [ Array(1) ],

▶

"complaints": [ Array(1) ]

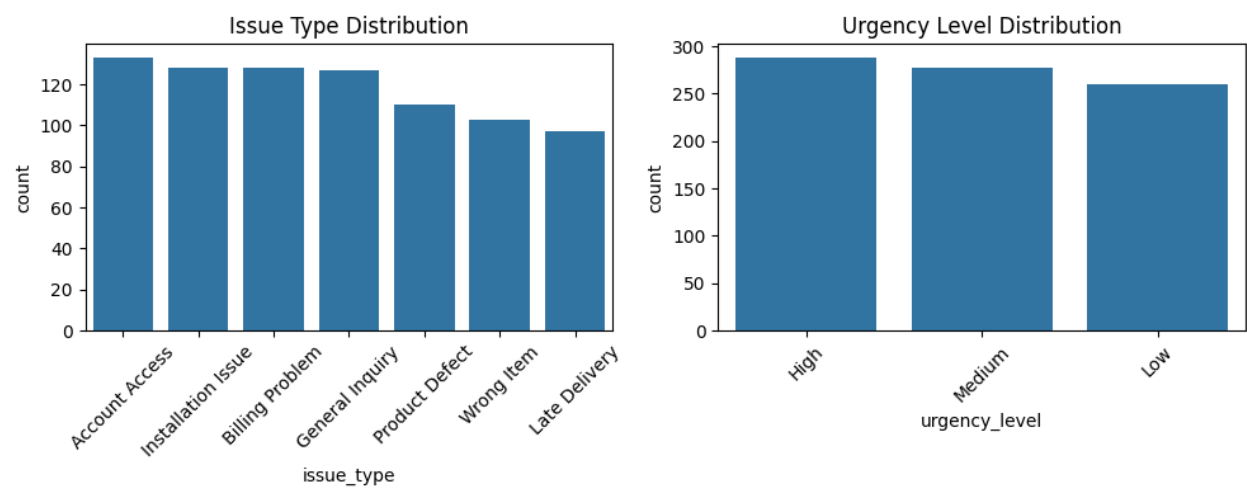
}

}

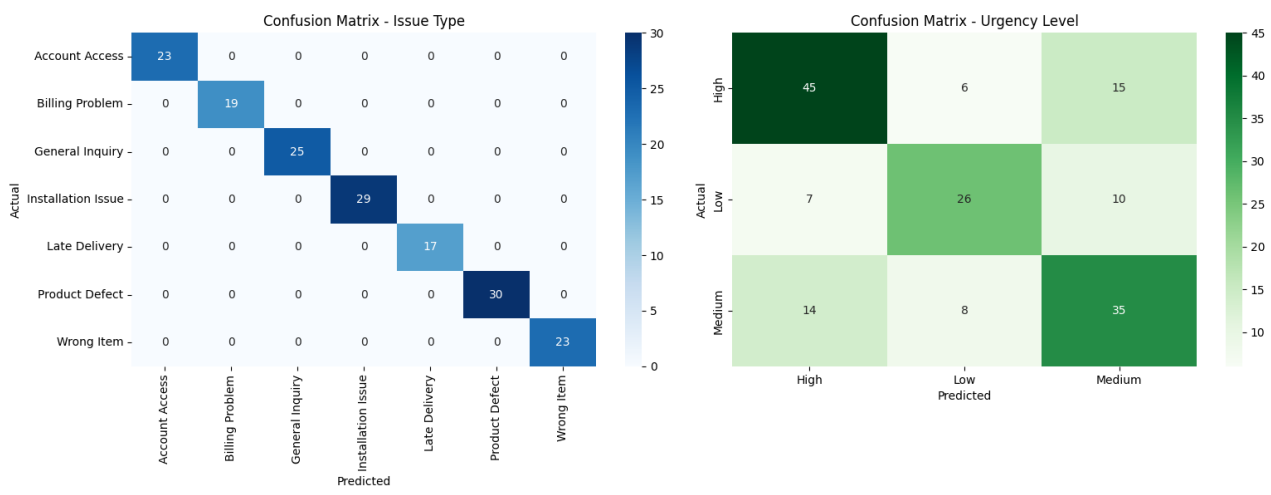
}

Analyze All

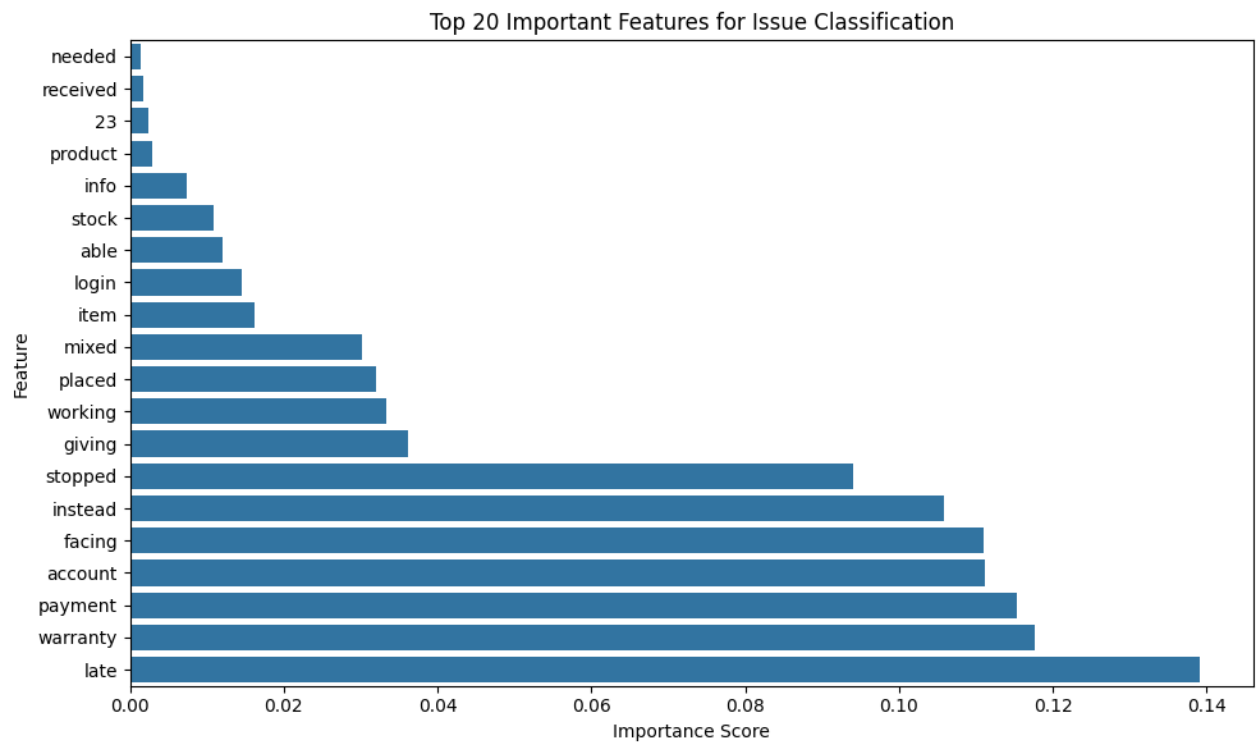
Class Distribution Visualization



Confusion Matrices for Model Evaluation Visualization



## Feature Importance Plot



## Visualize TF-IDF features using TSNE

