

Customer Complain Severity Classification

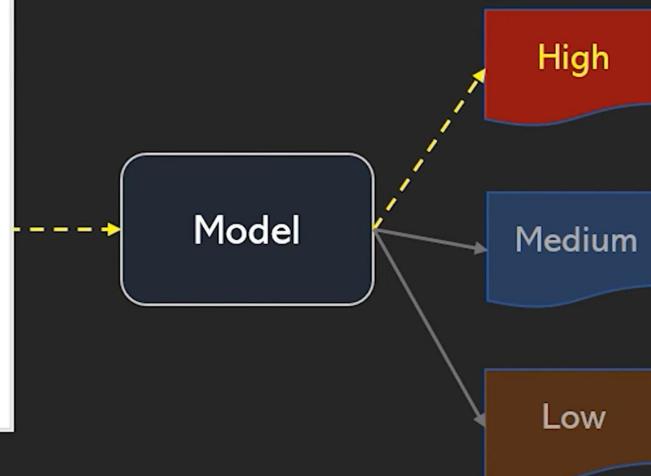
Cant open Camtasia after update

Marksice
1 day ago

Hi, can anyone help I have just updated Camtasia 2021 from 12.0.15 to the latest and now it wont start. Camtasia says "unable to Start Camtasia. Do you want to view the recommended steps to resolve this issue on our support site?" Then I go to the support site I can find nothing on this problem.

Thanking you,

2



Customer Complain Severity Classification

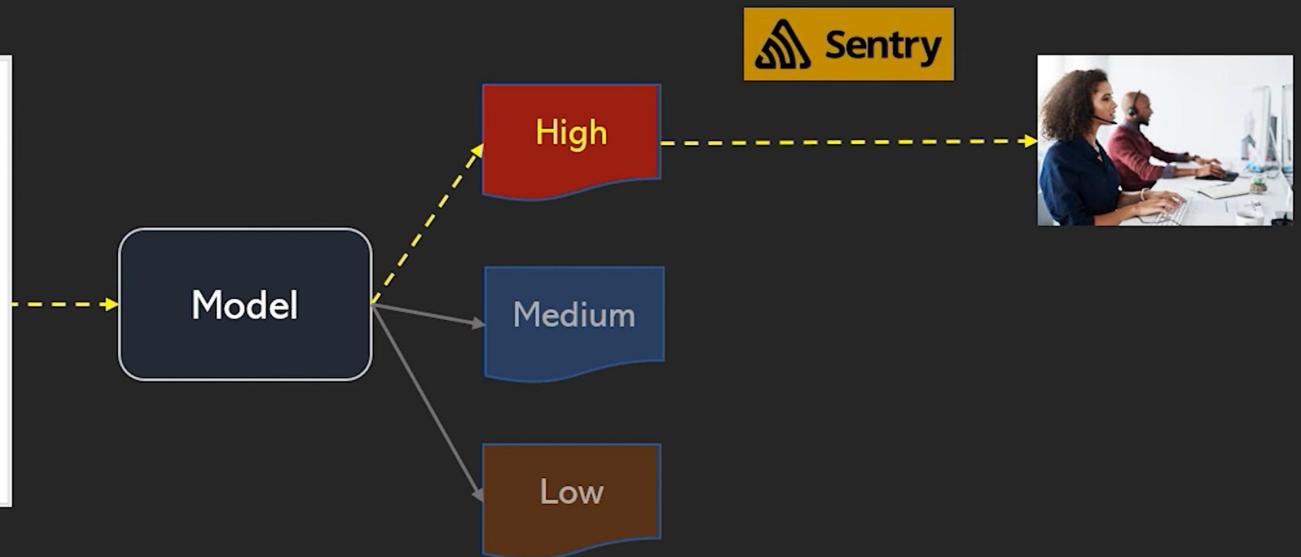
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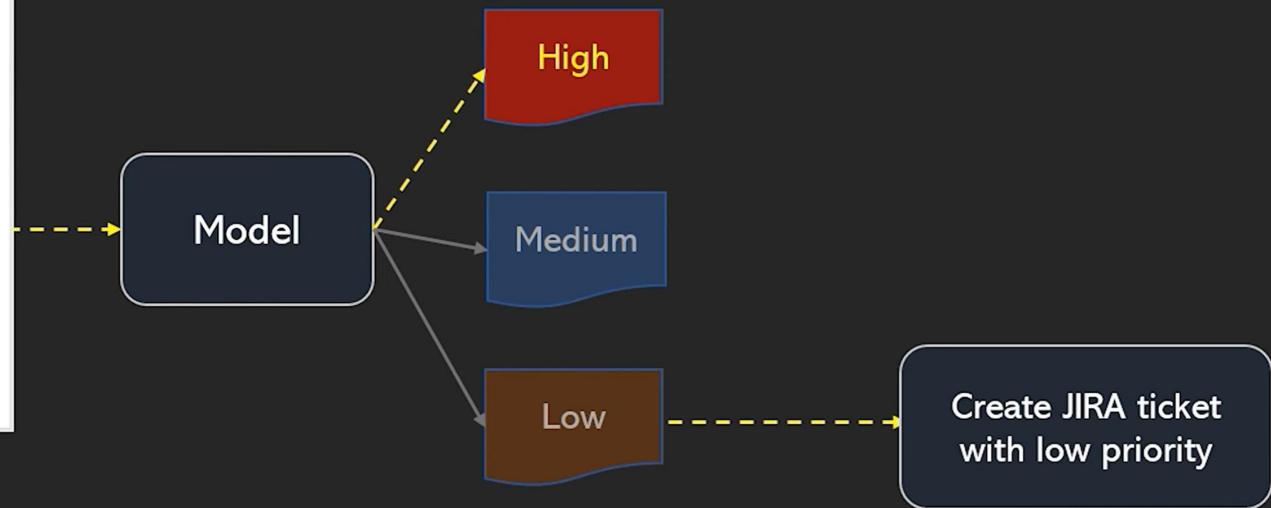
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fb tw in



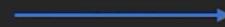
Ticket Management Software Team



Ticket Management Software Team



Ticket Management Software Team



```
{  
    "title": "camtasia closing and crashing during batch production",  
    "description": "So here's another post complaining about something I've  
        read a couple of times before:\n\n        During video production  
        (though mostly batch production as that's what I usually use),  
        Camtasia loves to crash. The crash is basically..",  
    "creator": "Vladimir Putin",  
    "create_ts": "3/23/2022 10:30 AM EST",  
    "severity": "High"  
}  
{  
    "title": "part of video lies outside of editable timeline ",  
    "description": "Hi Everyone,\n\n        So I have a video that somehow  
        no longer allows me to move the play head to the  
        end of all the content. When displayed in the group...",  
    "creator": "Joe.Biden",  
    "create_ts": "3/24/2022 04:12 AM EST",  
    "severity": "Low"  
}  
...
```



Ticket Management
Software Team



?

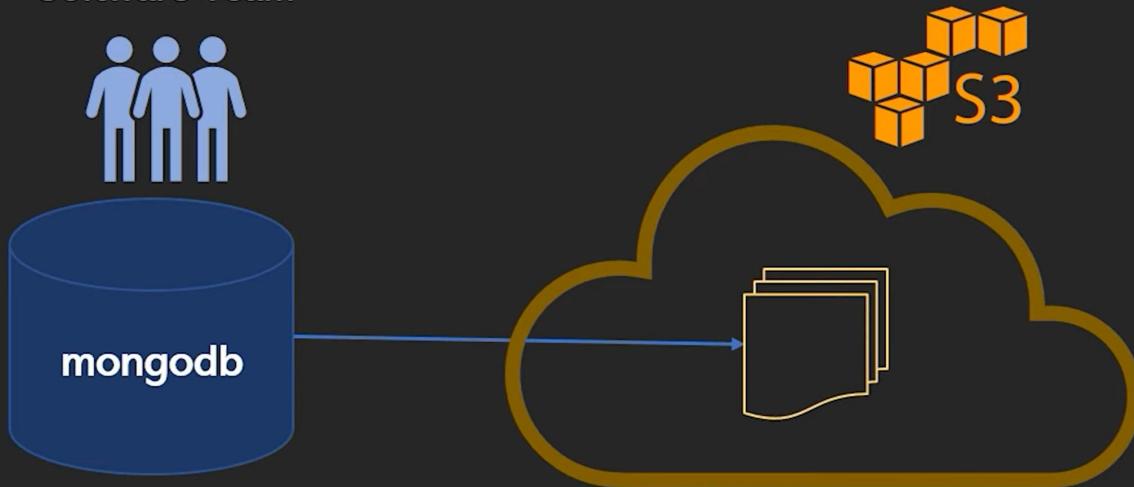
NLP Team



Ticket Management
Software Team



Ticket Management
Software Team



Ticket Management
Software Team



NLP Team



Ticket Management
Software Team



NLP Team



Data Acquisition

```
{  
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{  
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Discard irrelevant information

```
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{
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Spell correction + Remove \n\n

```
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    The crash is basically..",  
    "severity": "High"  
}
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Data
Acquisition

Text Extraction
& Cleanup



"camtasia closing and crashing during batch production. So here's another post complaining about something I've read a couple of times before: During video production (though mostly batch production as that's what I usually use), Camtasia loves to crash. The crash is basically.."





"camtasia closing and crashing during batch production. So here's another post complaining about something I've read a couple of times before: During video production (though mostly batch production as that's what I usually use), Camtasia loves to crash. The crash is basically.."

Sentence # 1

"camtasia closing and crashing during batch production"

Sentence # 2

"So here's another post complaining about something I've read a couple of times before: During video production (though mostly batch production as that's what I usually use), Camtasia loves to crash."

Sentence # 3

"The crash is basically.."

Sentence Segmentation

"camtasia closing and crashing during batch production. So here's another post complaining about something I've read a couple of times before: During video production (though mostly batch production as that's what I usually use), Camtasia loves to crash. The crash is basically.."

Sentence # 1

"camtasia closing and crashing during batch production"

Sentence # 2

"So here's another post complaining about something I've read a couple of times before: During video production (though mostly batch production as that's what I usually use), Camtasia loves to crash."

Sentence # 3

"The crash is basically.."





Dr. strange ordered samosas, ravioli etc. for his lunch.



Dr. strange ordered samosas, ravioli etc. for his lunch.

Sentence # 1

Dr

Sentence # 2

strange ordered samosas, ravioli etc

Sentence # 3

for his lunch



“So here’s another post complaining about...”



“So here’s another post complaining about...”

Word Tokenization

So

here

‘s

another

post

...



Hulk

loves

eating

pizza

He

ate

467

pizza

yesterday



Hulk

loves

eating

pizza

He

ate

467

pizza

yesterday

hulk

love

eat

pizza

he

ate

467

pizza

yesterday





Hulk loves eating pizza He ate 467 pizza yesterday

Stemming

hulk love eat pizza he ate 467 pizza yesterday

Lemmatization

hulk love eat pizza he eat 467 pizza yesterday



| | |
|------------------------|----------------------|
| Stemming | Lemmatization |
| adjustable -> adjust | was -> (to) be |
| formality -> formaliti | better -> good |
| formaliti -> formal | meeting -> meeting |
| airliner -> airlin | |

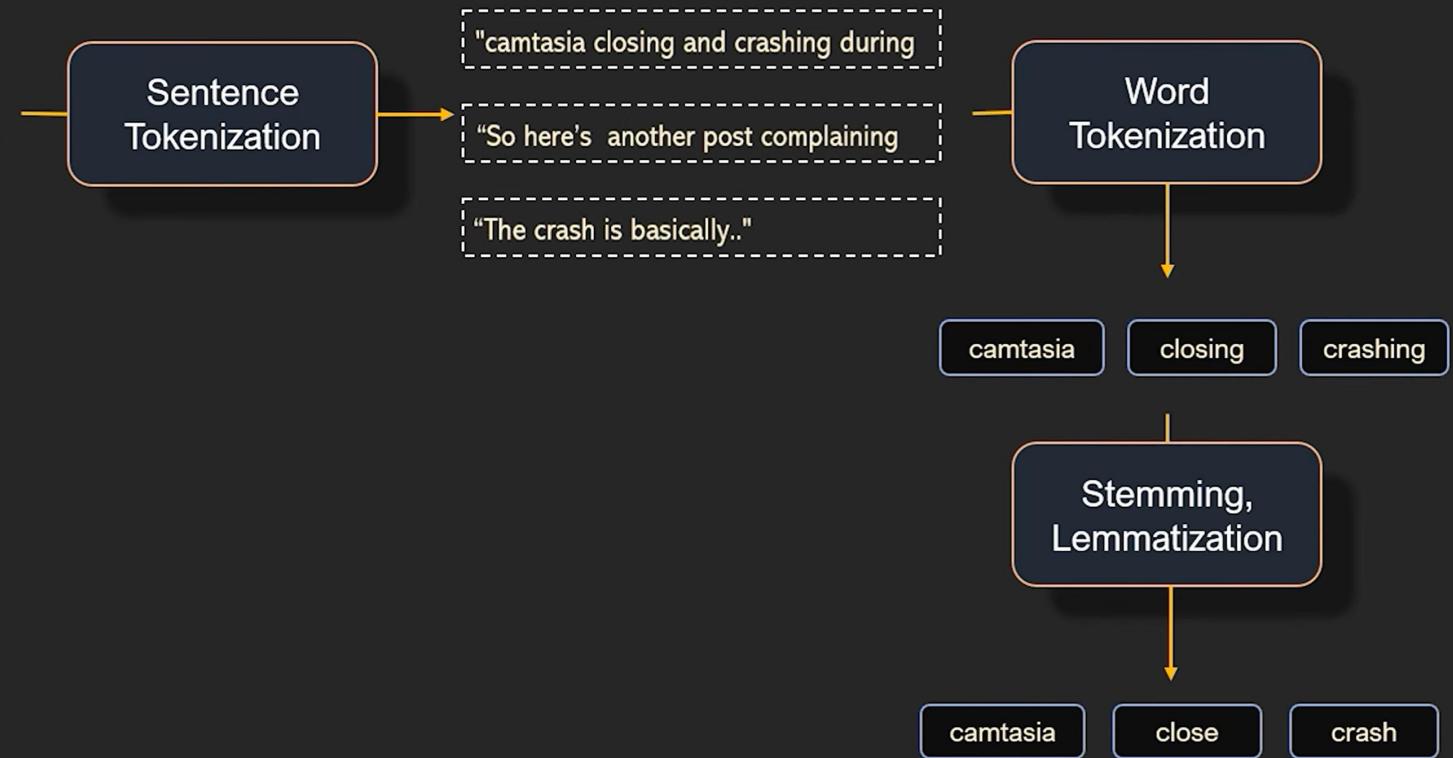
Figure 2-7. Difference between stemming and lemmatization [33]



Credits: Practical NLP Book

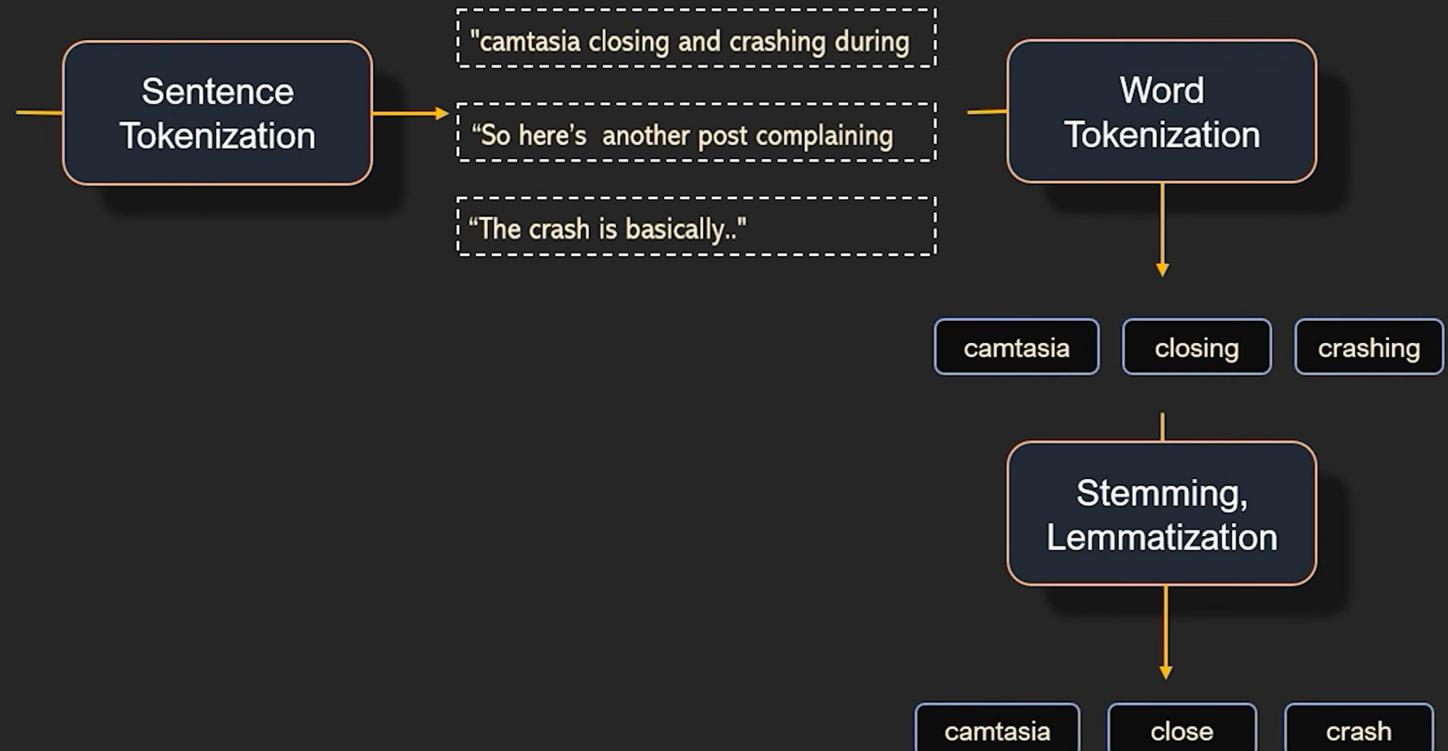


"camtasia closing and crashing during ba
another post complaining about somethi
times before: During video production (tl
production as that's what I usually use),
The crash is basically.."



Pre-Processing

"camtasia closing and crashing during ba
another post complaining about somethi
times before: During video production (tl
production as that's what I usually use),
The crash is basically.."





camtasia

close

crash



camtasia

close

crash

CAMTASIA, CLOSE, CRASH

**??? GIVE
ME NUMBERS BRO**

imgflip.com





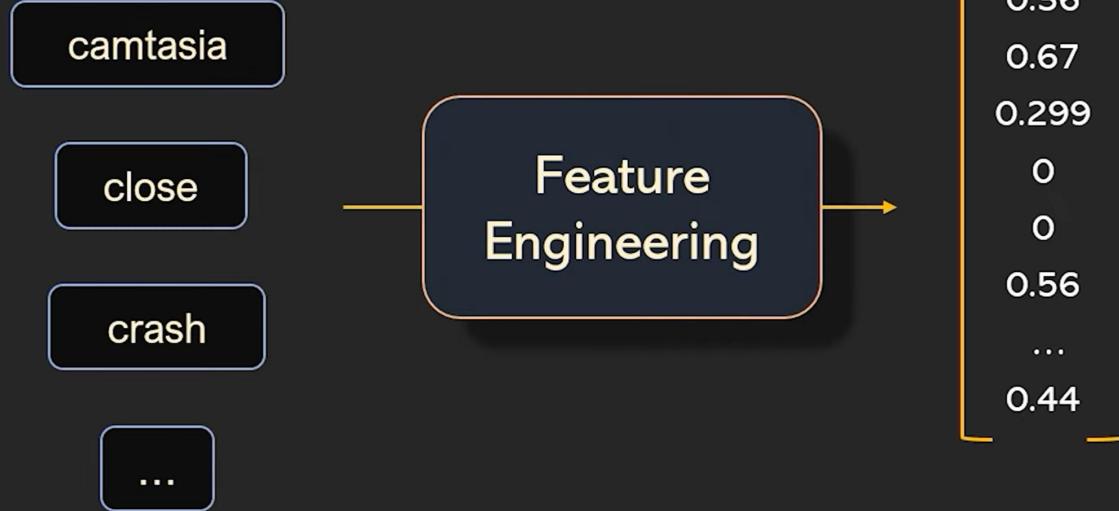
camtasia

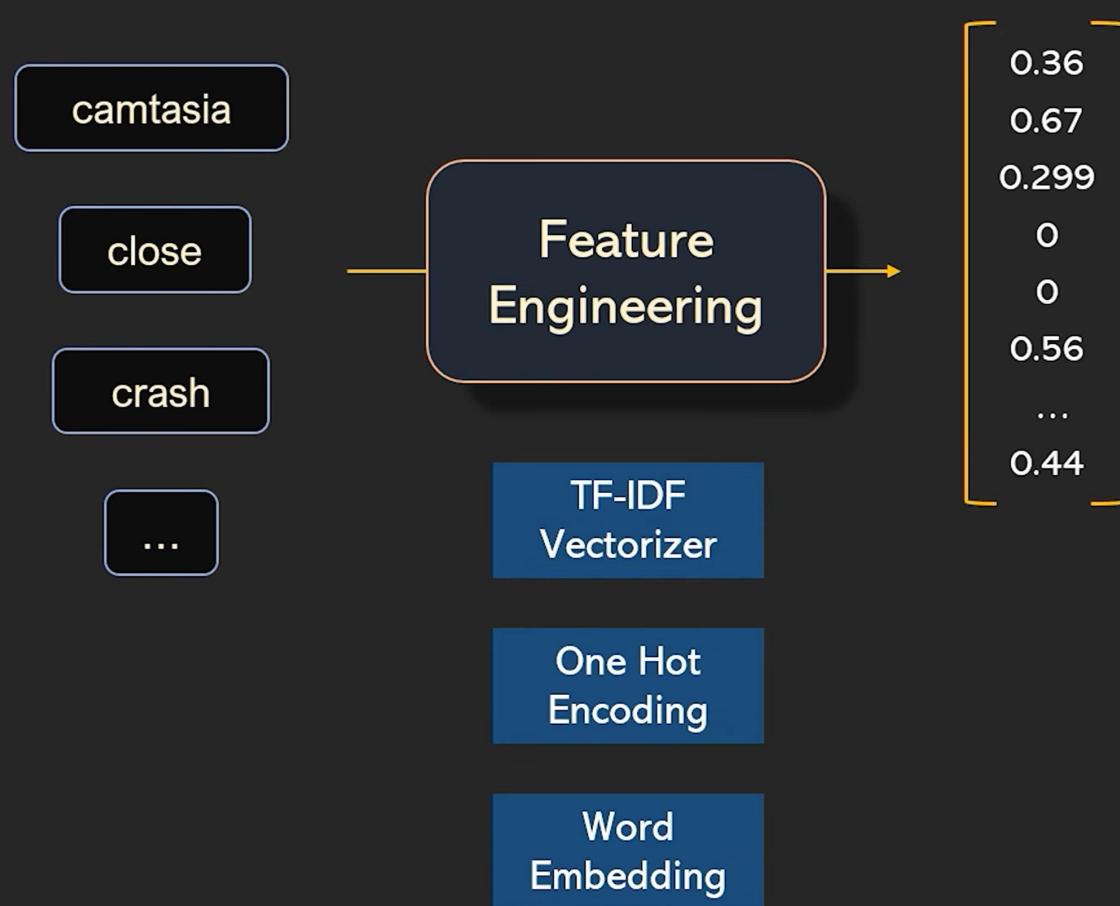
close

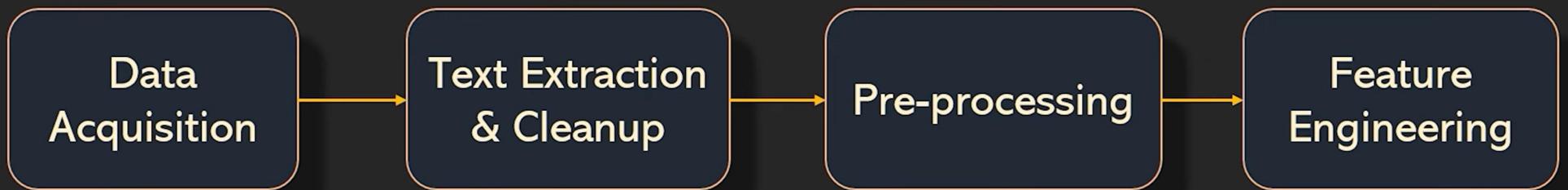
crash

...

[0.36
0.67
0.299
0
0
0.56
...
0.44]

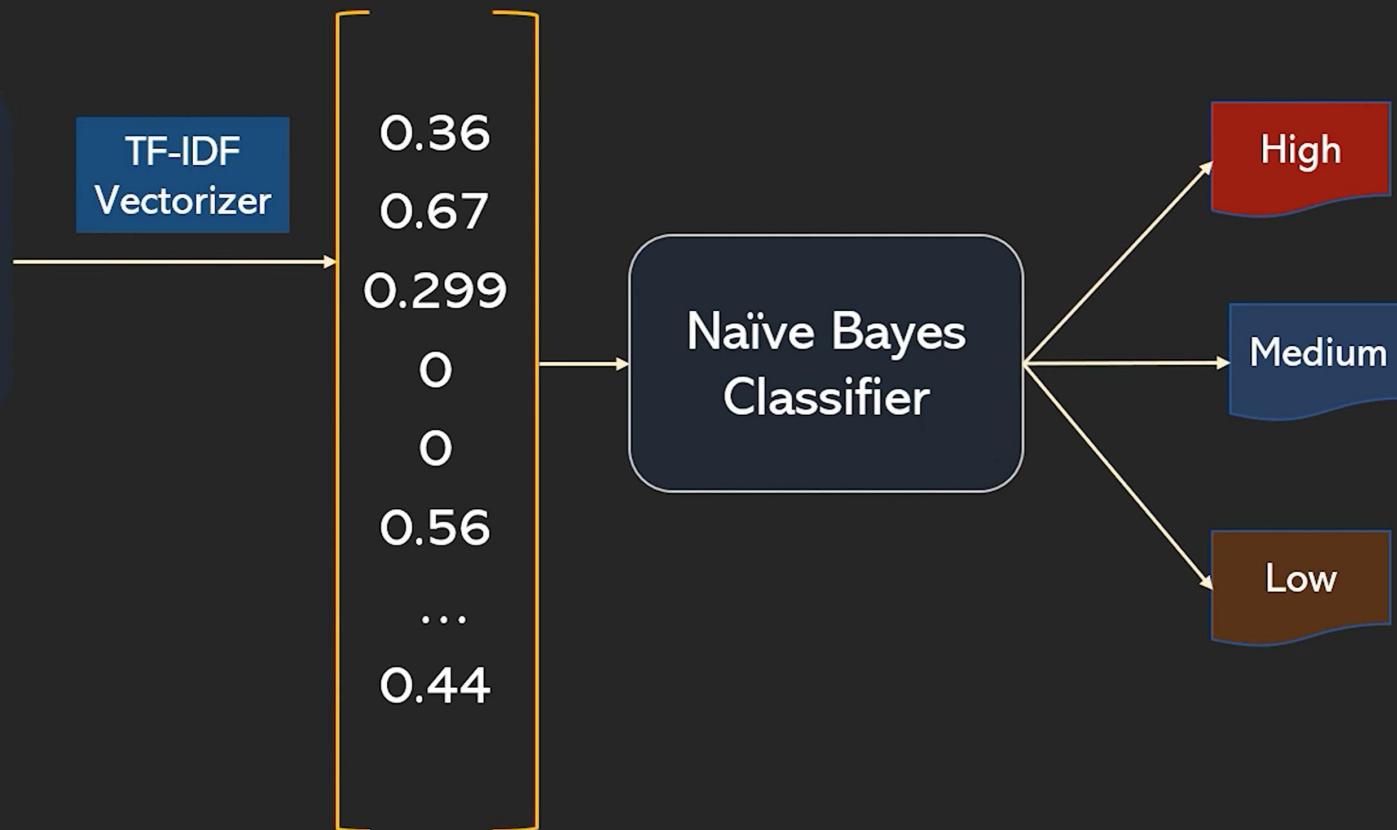


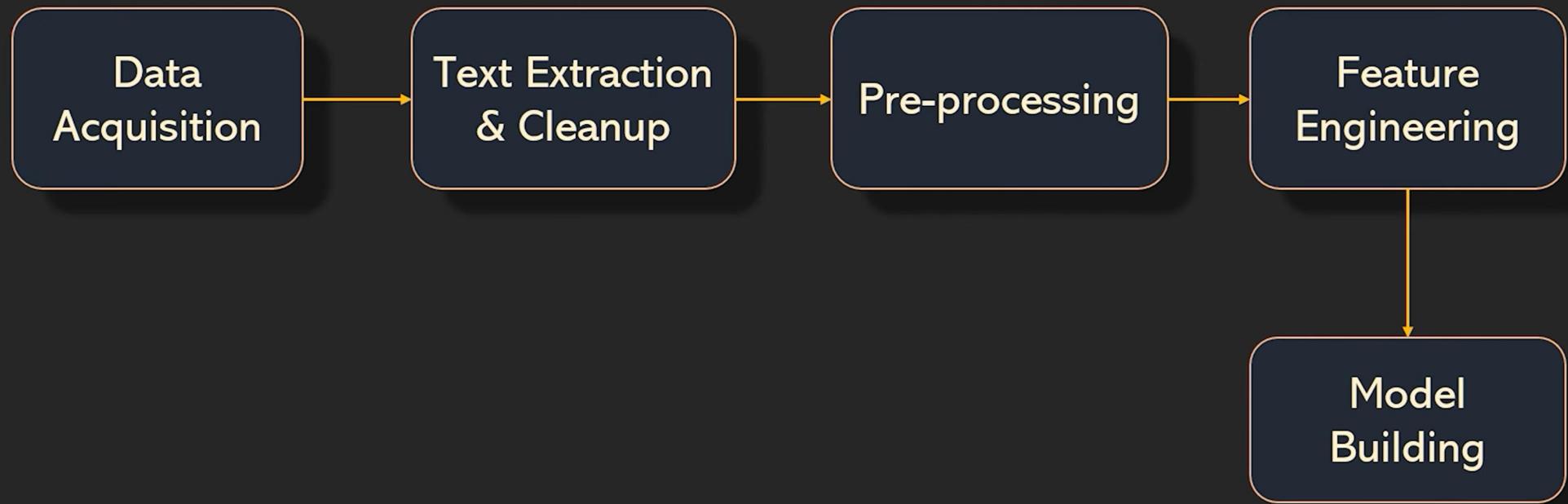




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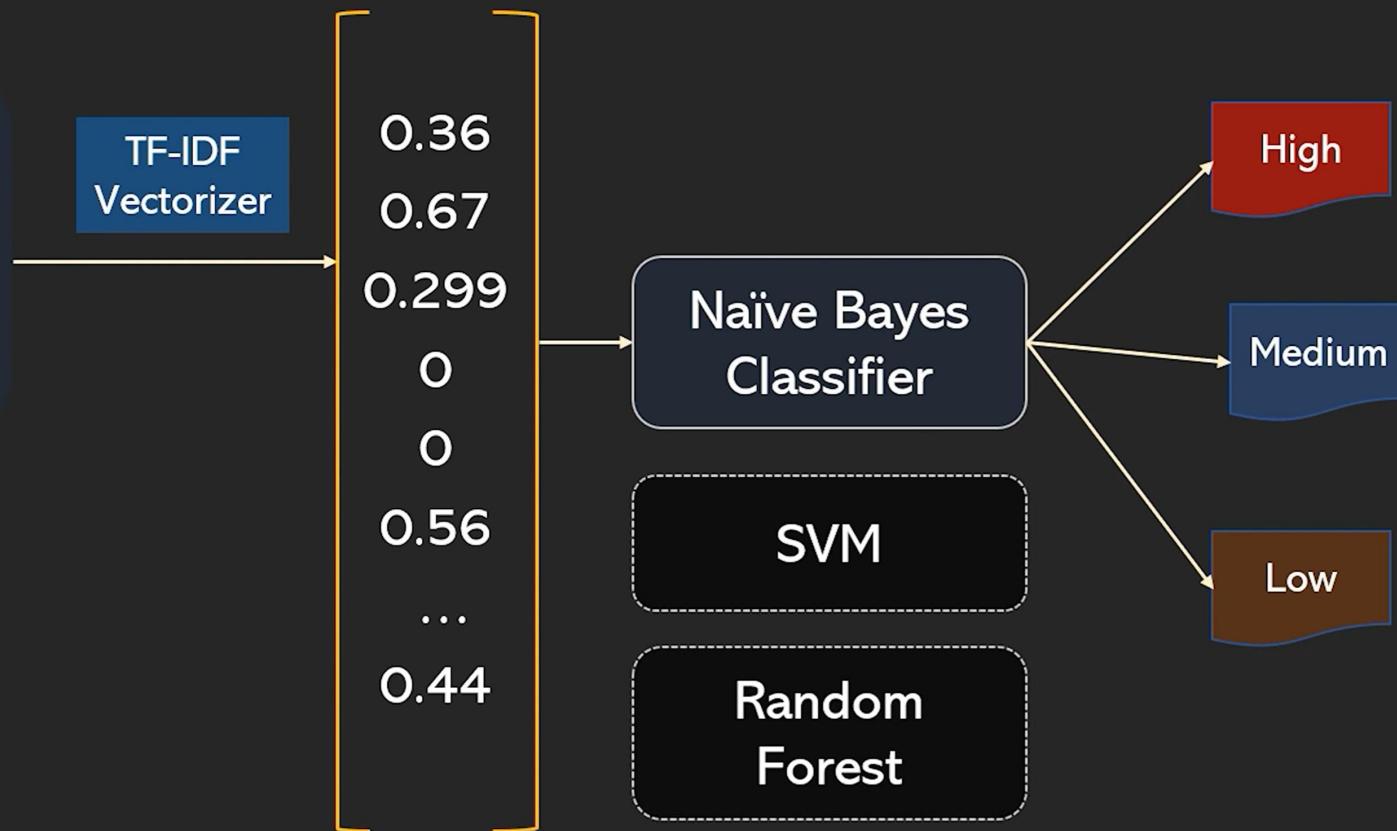
Camtasia 10.0 won't import mp4 file through import media section





Customer Complain Severity Classification

Camtasia 10.0 won't import mp4 file through import media section



Confusion Matrix

| | | | |
|--------|----|---|---|
| High | 10 | 0 | 1 |
| Medium | 0 | 8 | 0 |
| Low | 2 | 0 | 4 |

High Medium Low



Confusion Matrix

| | High | 0 | 1 |
|--------|------|---|---|
| High | 10 | 0 | 1 |
| Medium | 0 | 8 | 0 |
| Low | 2 | 0 | 4 |

High

Medium

Low

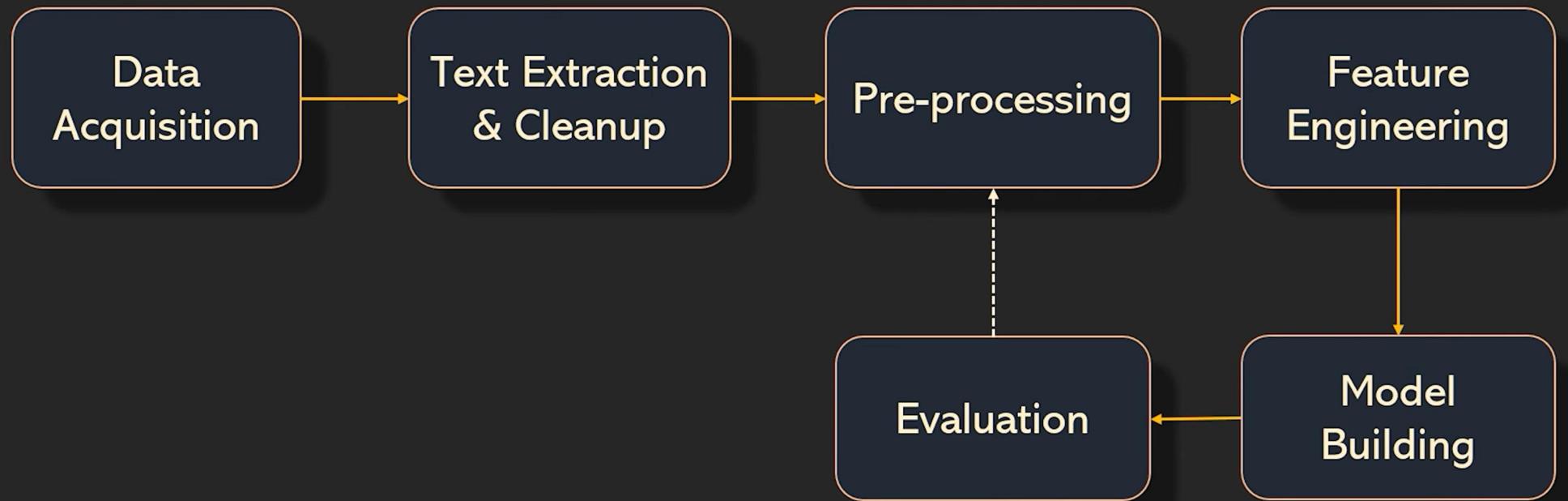
Accuracy

Precision

Recall

F1 Score





Credits: Practical NLP Book





Google Cloud





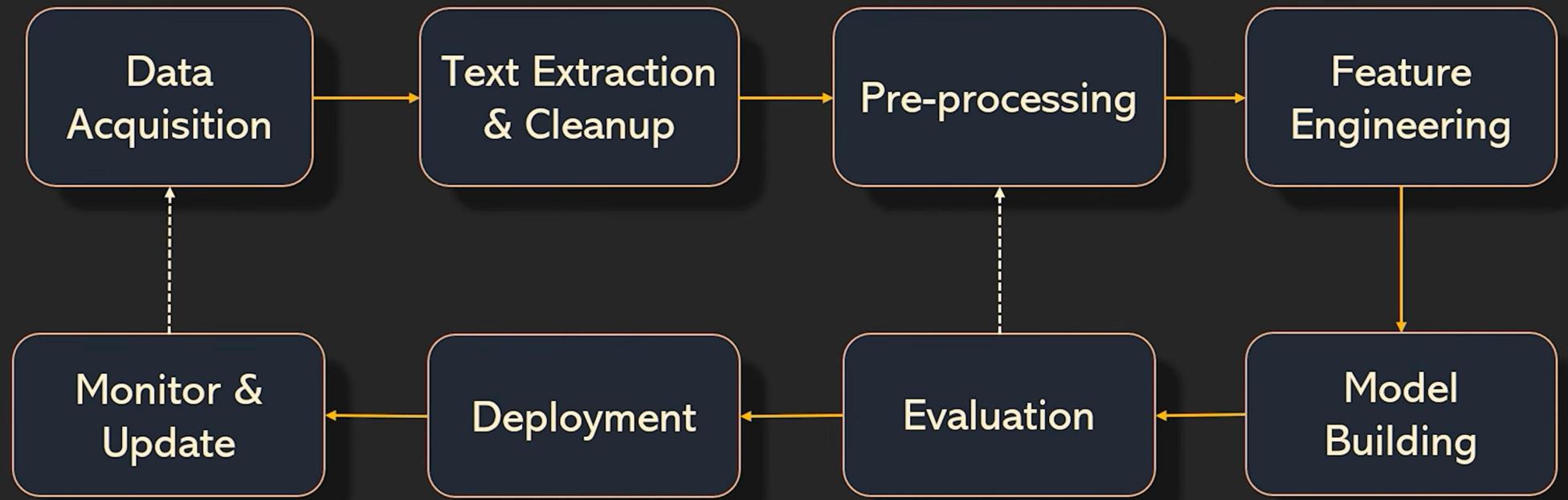
 **databricks**



Amazon SageMaker



Azure Machine Learning



Credits: Practical NLP Book

