

# Fuzzy Logic Email Classification

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**Abstract**—Large organizations have problems with their customer service, since due to their complexity, they cannot answer messages from external parties in a quick manner. This project aims to demonstrate that Fuzzy Logic can be used to solve this problem, by determining the correct addressee within the organization in an automatic way.

In this project it has been demonstrated that Fuzzy Logic can successfully be implemented. (to be extended).

**Index Terms**—Fuzzy Logic System (FLS)

## I. INTRODUCTION

THIS work is done as part of the autumn 2017 bachelor course Fundamentals of Fuzzy Logic by A. Bilgin (and M. Hol and V. Dankers) within the study Artificial Intelligence at University of Amsterdam.

### A. Problem

Many large organizations suffer from their own complexity. If an external party seeks contact with a specific person in an organization, this works fine, but if a party seeks contact about a subject (without knowing whom to talk to), it usually takes more time before the party gets a good answer. This is even more the case given the large number of spam mail organizations receive.

Who does not have experience with this complexity or large organizations? Suppose you have a question on [example], we all have been facing either that we are sent from one person to another department (“kastje naar de muur”), or perhaps worse that we do not get an answer at all, since the message is lost somewhere. Organizations aim to get better on customer service, but tools that support this are building up.

This project aims to solve this issue of customer service in a complex organization. We present software based on fuzzy logic which aims to bring a message of an external party to the correct internal department or person for further action, purely based on the content of the message.

Why fuzzy logic ?

- First, with fuzzy logic methods, we can better deal with the uncertainties from the real world.
- Second, fuzzy logic deals well with incomplete or difficult to interpret data.
- Finally, fuzzy logic uses linguistic terms. With this we can include human knowledge into the system which is relatively easy to interpret.

These fuzzy and linguistic features support dealing with unstructured messages.

### B. Objectives

Via several steps our software will bring an unstructured message (email) to the correct department. For achieving this goal several steps are taken:

- 1) from an email a list with relevant words is produced, irrelevant words are filtered out
- 2) the words are matched and scored (word count) against a feature list
- 3) with fuzzy logic these features are matched with a department
- 4) so the end result is a department attached to an email

This project aims to prove that Fuzzy Logic works for this problem. Due to time-constraints the project has limitations:

- Only written emails are used as input. At this moment emailing is the main way of communication to businesses (120 billion email a year [1], and far more used than other ways like social media or message apps. This will change, so in a later phase we envision this to be expanded to messages in any format, like messaging via WhatsApp or LinkedIn.
- The “word-to-feature translator” is implemented with limited scope, currently a number of only (xx?) English words. We did not extend to much on this, since we would like to focus on the Fuzzy Logic part of the software.
- We used a theoretical organization for the proposed structure of department, with first testing in the real world, we should test and amend this structure.

## II. LITERATURE REVIEWS

### A. A Proactive Anti-Phishing Tool Using Fuzzy Logic and RIPPER Data Mining Classification Algorithm

A Proactive Anti-Phishing Tool Using Fuzzy Logic and RIPPER Data Mining Classification Algorithm [3]

is a paper that explains how phishing emails are detected using content- and non-content based approaches in the form of a combination of the RIPPER Classification Algorithm and a FLS. The RIPPER Classifier is used to learn relations of the different phishing features, resulting into rules that are used by the FLS.

While designing our system, the implementation of the content-based classification approach gives us a starting point for designing membership functions, linguistic variables and rules. However, the characteristics used to determine the crisp inputs aren’t mentioned.



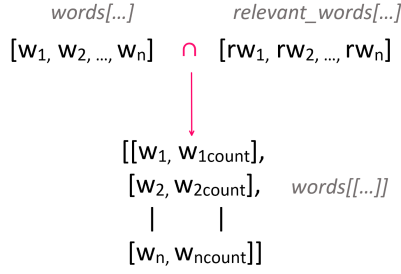


Fig. 2. Taking the intersection of the words with a relevant list of words

account in relation to the total number of relevant words in the email. This calculation is made for all feature lists ( $T$ ,  $U$ ,  $V$ ,  $W$ ), for every word in the email.

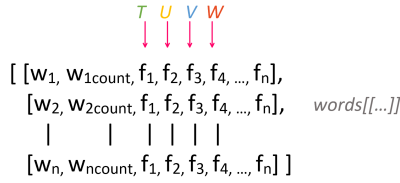


Fig. 3. The scores for each words are added as features

#### 4) Classifying

Finally the scores are aggregated, resulting in the inputs for the FLS, which outputs the correct department.

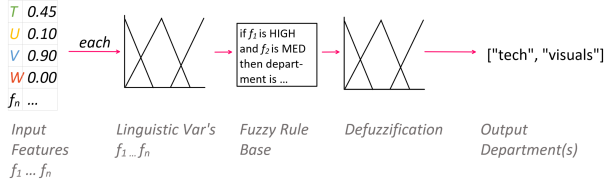


Fig. 4. The FLS outputs the department based on the input features

### C. Implementation

We used Python3 as programming language and Jupyter Notebook as development environment. The four steps mentioned in subsection III-B are roughly coded as follows:

```
// Cleaning
emails = get_emails_from_dataset()

for each email in emails
    tokenize(email)
    lowercase(email)
    remove_punctuation(email)
    keep_only_words(email)
    remove_stopwords(email)
    stem_words(email)

// Filtering
relevant_words = get_relevant_words()
corpus = intersection(email, relevant_words)
corpus = count_wordfrequencies(corpus)

// Ranking
feature_set = get_feature_set()
```

```
for each word in corpus:
    for each feature in feature_set:
        word = calculate_score(word, feature
        )

// Classifying
email_score = aggregate_scores(corpus)

FLS = get_fuzzy_logic_system()
department = FLS.calculate_department(
    email_score)
send_original_email_to(department)
```

### REFERENCES

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