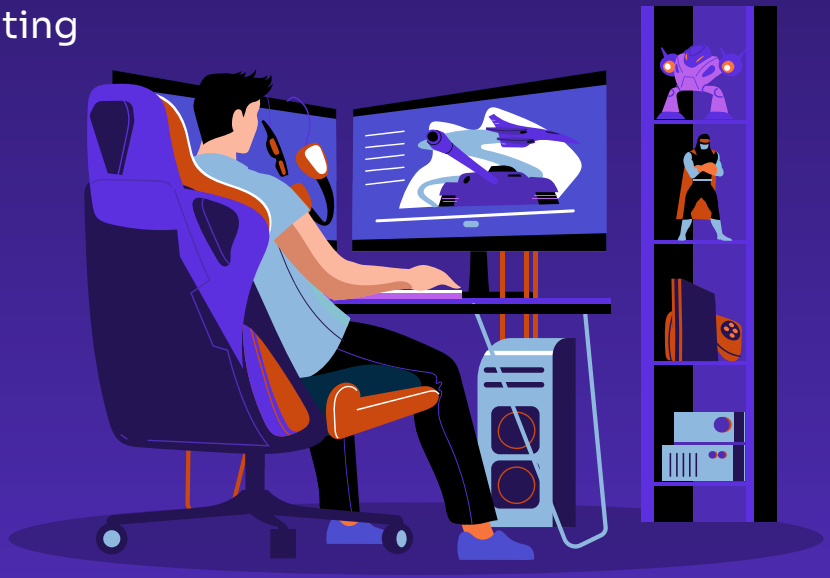
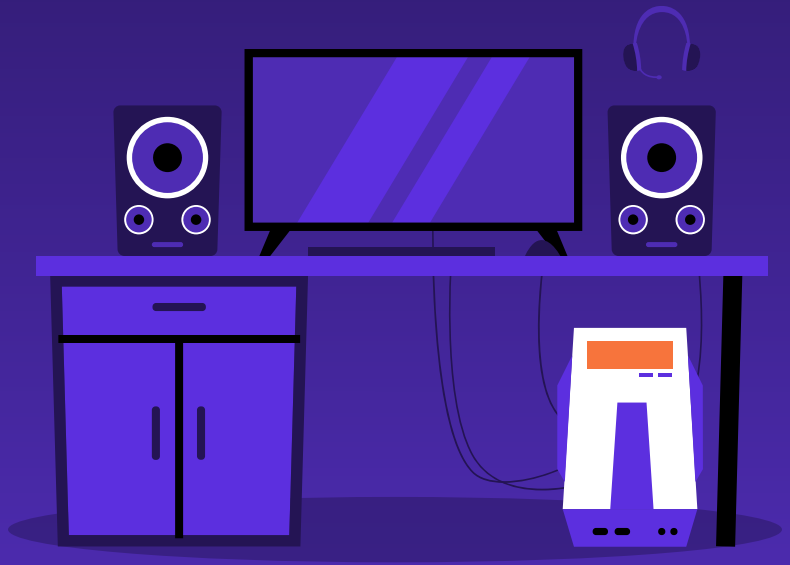
Team UnKnown Challenge - 02

University of Colombo School of Computing

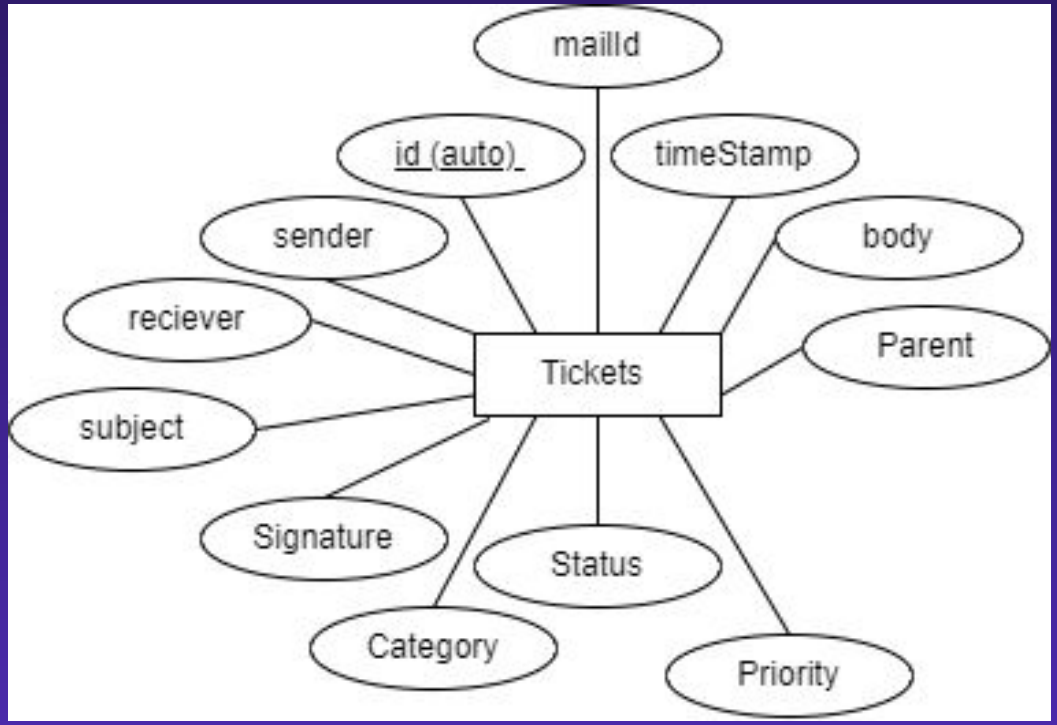


ER diagram

- id (auto)
- mailId
- timeStamp
- Sender
- Receiver
- Subject
- Body
- Signature
- Status
- Category
- Priority



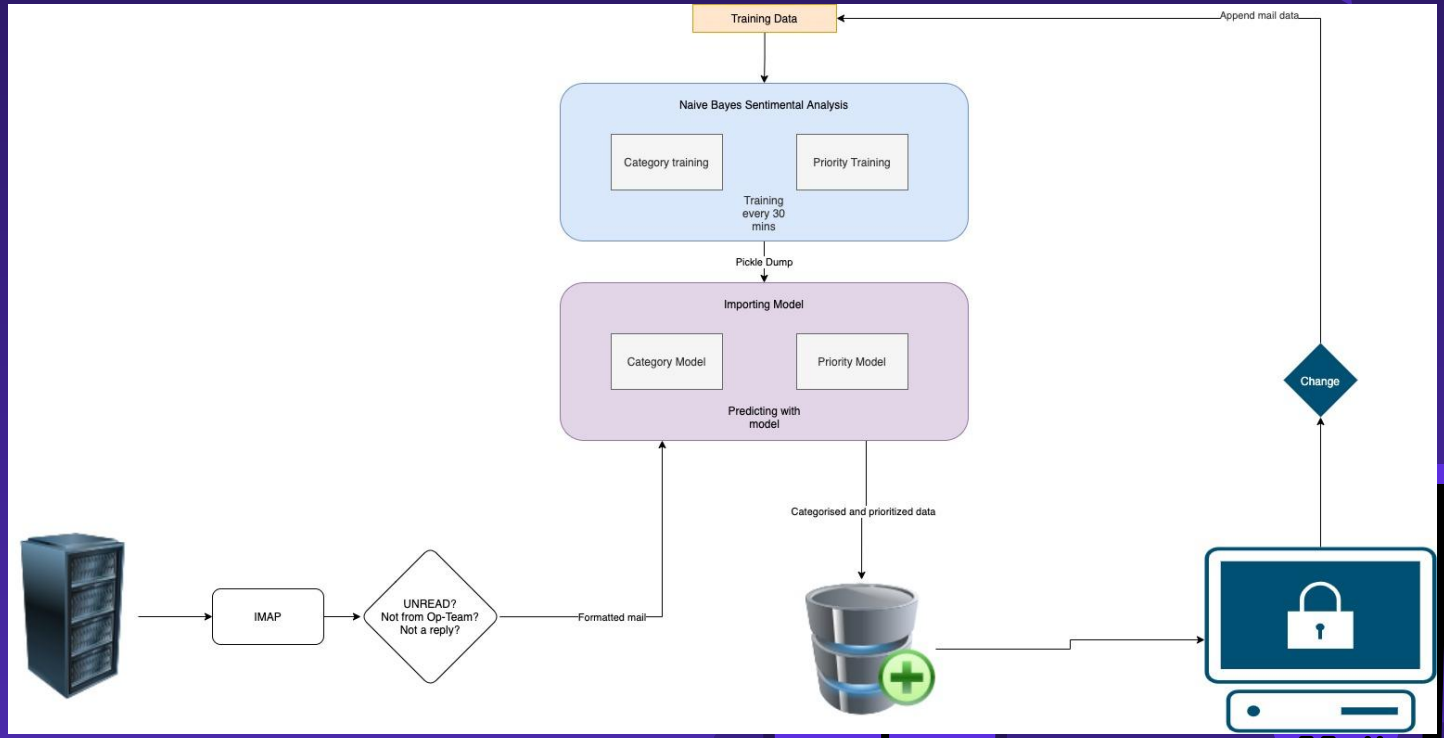
ER diagram


mailId
id (auto)
timeStamp
sender
body
reciever
Parent
Tickets
subject
Signature
Status
Category
Priority

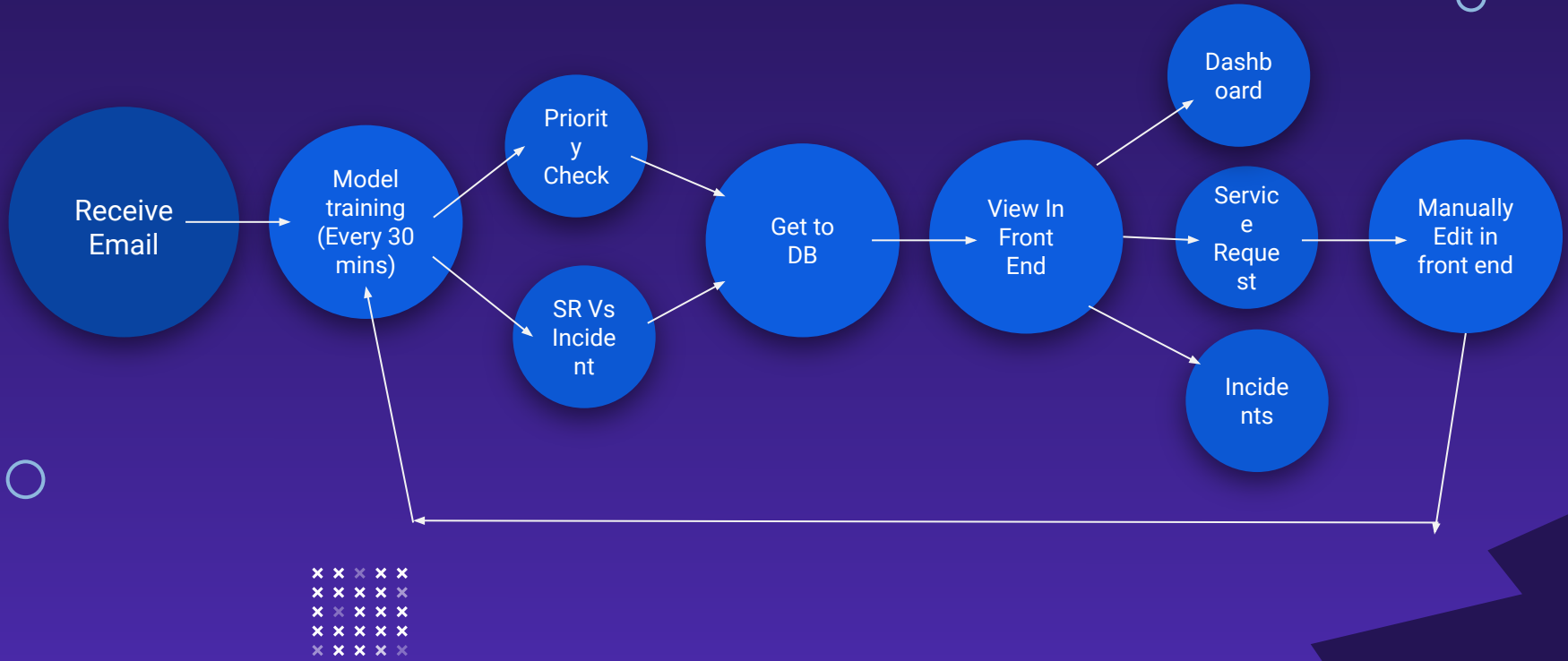
Technology

- Python
- React - Frontend
- DB - MySql
- Machine learning

Architecture Diagram



Automation Flow



Proof of working model - Priority

```
MultinomialNB()

[44] priority = model.predict(vec.transform(['please do in a month']))[0]

priority

1

[41] import pickle
     f = open('model.pickle', 'wb')
     pickle.dump(model, f)
     f.close()
```

```
[38] model = MultinomialNB()
     model.fit(x, y)

     MultinomialNB()

priority = model.predict(vec.transform(['please do this asap']))[0]

priority

3

+ Code  + Text

[41] import pickle
     f = open('model.pickle', 'wb')
     pickle.dump(model, f)
     f.close()
```

```
MultinomialNB()

[46] priority = model.predict(vec.transform(['please arrange a laptop']))[0]

priority

2

[41] import pickle
     f = open('model.pickle', 'wb')
     pickle.dump(model, f)
```

Proof of working model - Category

```
[17] category = model.predict(vec.transform(['system not working. i can\'t connect']))[0]
```

```
category
```

```
0
```

```
[14] import pickle
     f = open('model.pickle', 'wb')
     pickle.dump(model, f)
     f.close()
```

```
MultinomialNB()
```

```
[19] category = model.predict(vec.transform(['i need a letter']))[0]
```

```
category
```

```
1
```

```
[14] import pickle
```

Thank you