Customer context

The situation:

The customer is analyzing different providers of natural language processing technologies. They opened a contest with 4 providers doing a NLP POC. This type of technology will address multiple use cases to help different users, automating and cutting time in their daily operations. The contest is already opened, in evaluation phase to decide the best provider, because of that any reference to the customer is confidential

[®] The pain:

The department of legal services has to manage and analyze juridical decisions. Currently this process is a manual process, where lawyers have to read and review manually all the documents (processing, categorization, summary, search, etc.)

The customer:

The Social Security Information Technology (GISS) has a SAS platform (SAS Fraud Framework, SAS DI and SAS Grid), in which SAS could add as an additional module natural language processing to address the cases of use raise



- To summarize it
- To classify it and add metadata
- Custom interface to manage collection of documents
- Free text and metadata search

2 Technical Requirements

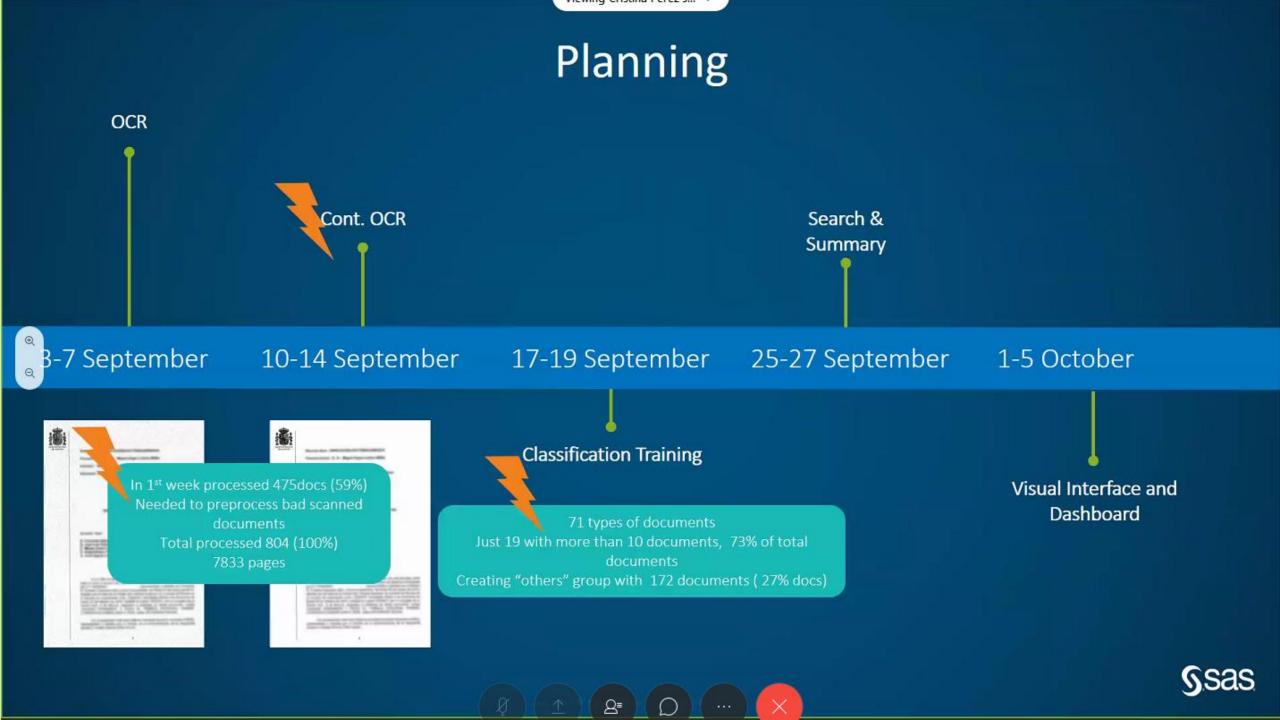
- Installation of VTA in customer environment
- 630 cases, 804 documents
- OCR Tesseract
- 630 cases manually classified to train a model



3 Success criteria / Test

- Accuracy and usability
- Versatility (other use cases)
- Test the POC with a sample of documents

S.sas





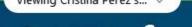






SAS Visual Text Analytics





Why SAS VTA for GISS?



Completed set of text analytical tools: NLP, categories (Machine Learning and Linguistic Rules), entities extraction, topics, search, summary End-to-end



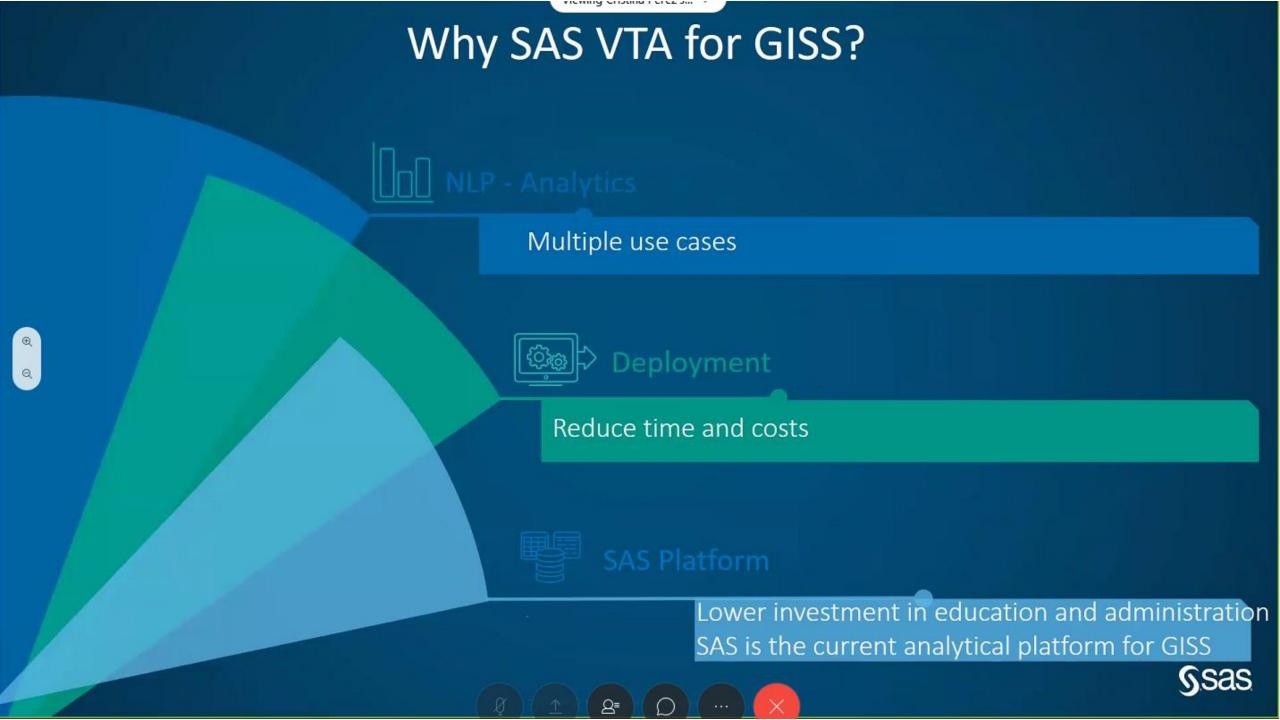
Deployment

Automatically deploy
Feedback & retraining
Easy to use, very flexible, for
different users
Open source integration

SAS Platform

Add to the current customer SAS platform In-memory, security, maintenance, support

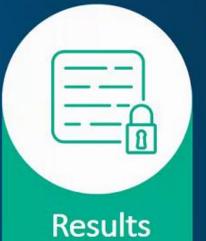








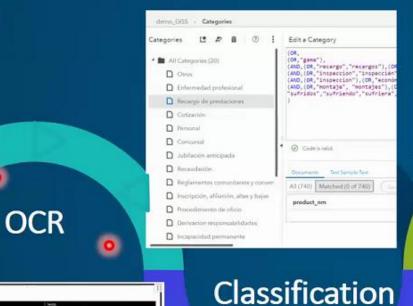




OCR, classification, summary, search and custom interface Reduce manual tasks

Results

End-to-end process, automatize and feedback

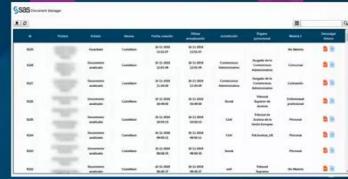


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Feedback

Summary

Search





















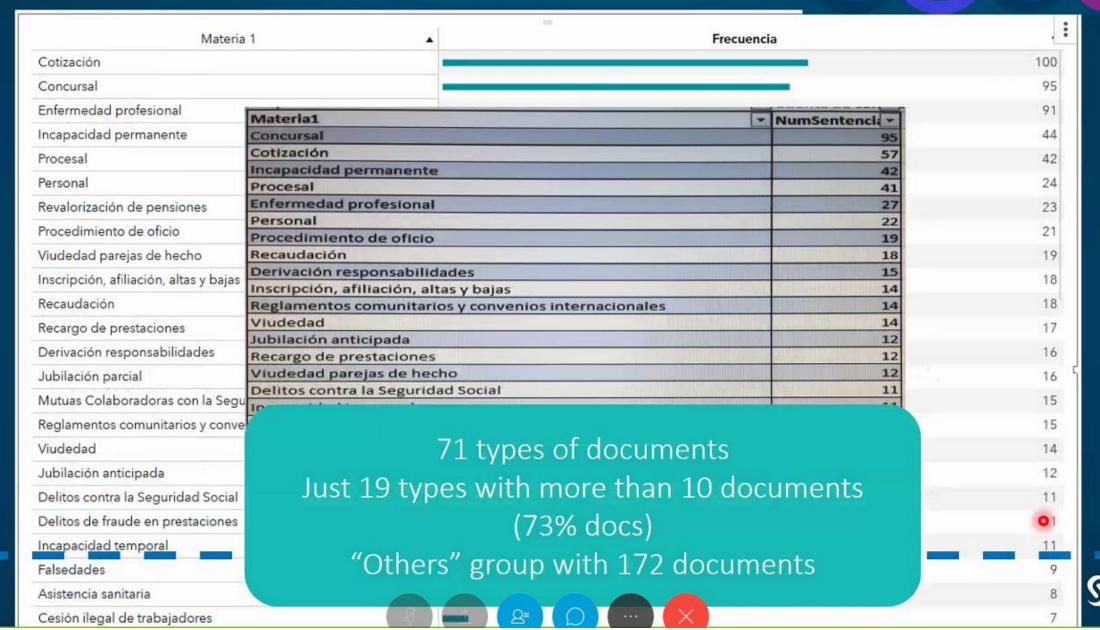
Needed to preprocess bad scanned documents Total processed 804 (100%) 7833 pages



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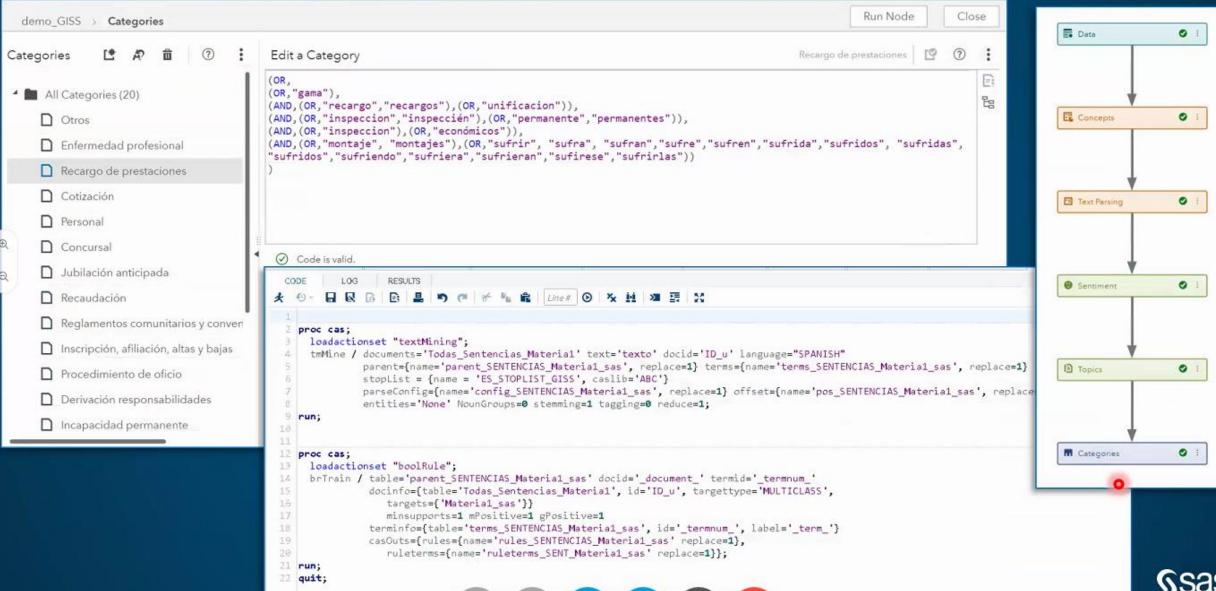
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Coments: training model



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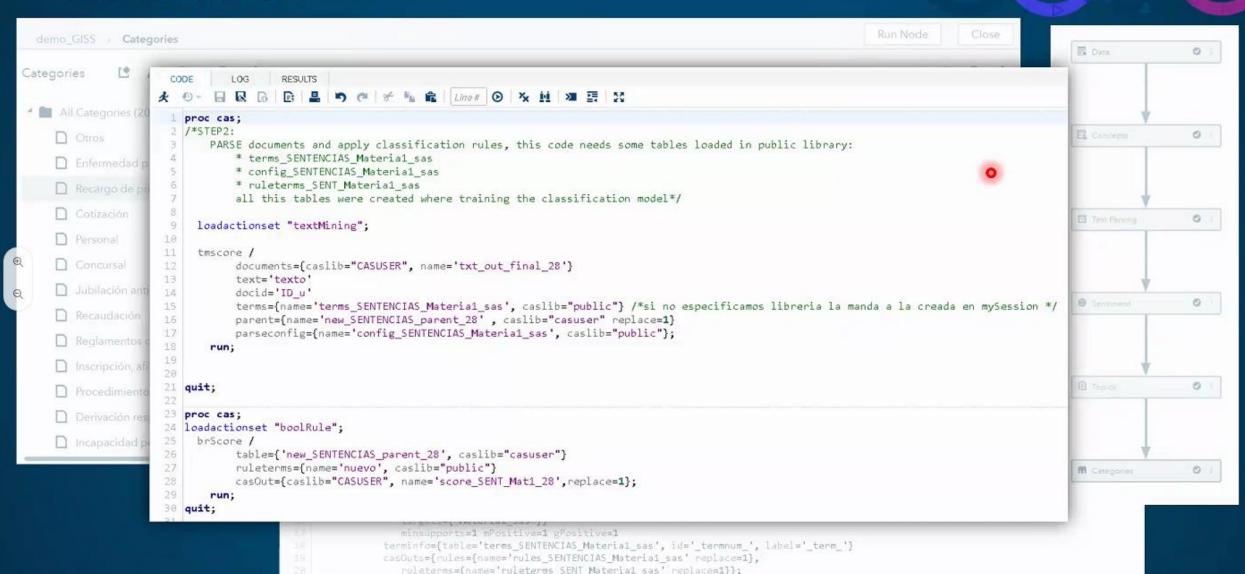
Coments: Training



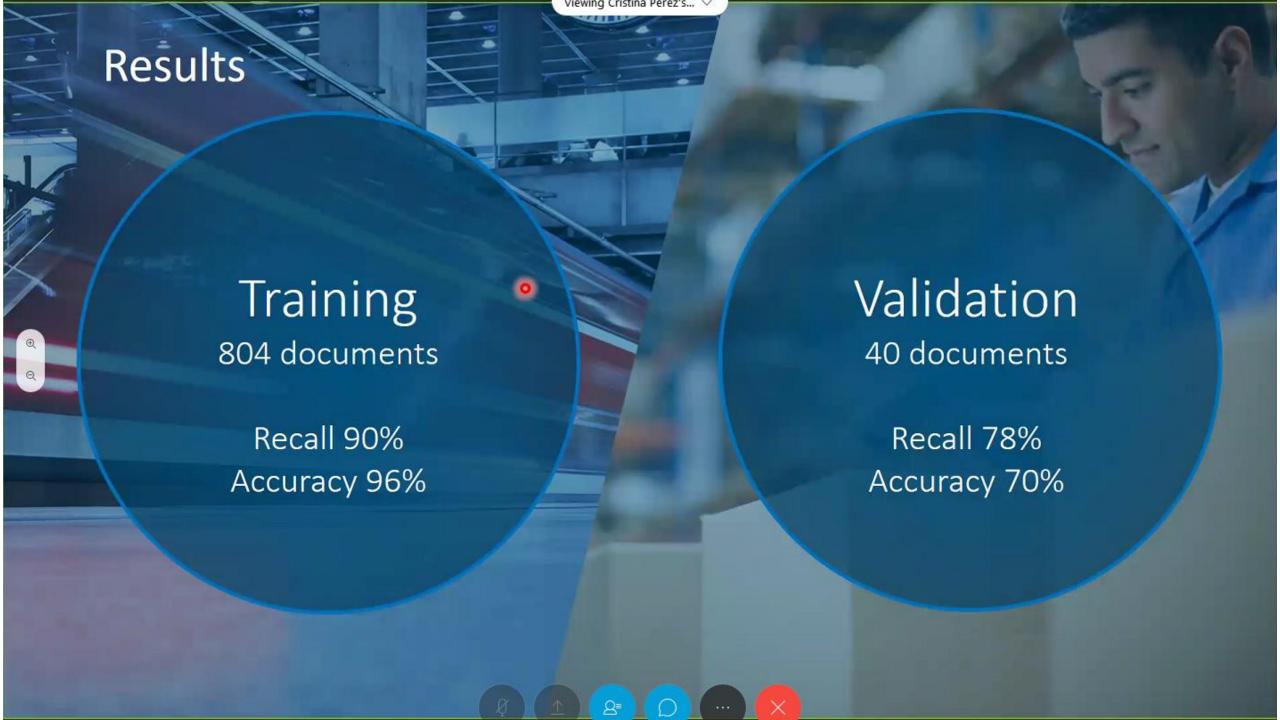
<u>ceedback</u>

Automation

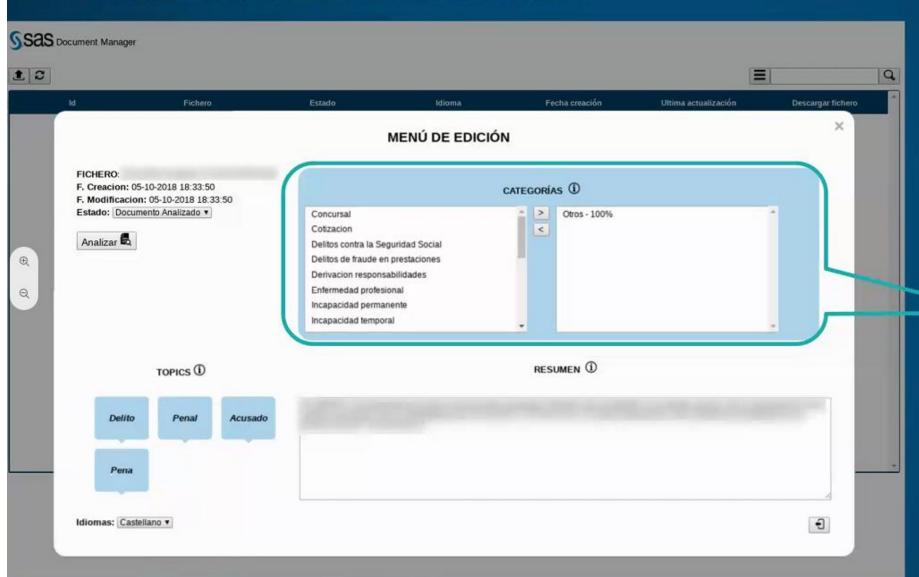
quit;



Ssas



Automation and feedback



The user can manually assing or change the category and sabe it to retrain the model automatically



<u><u>eeedback</u></u>



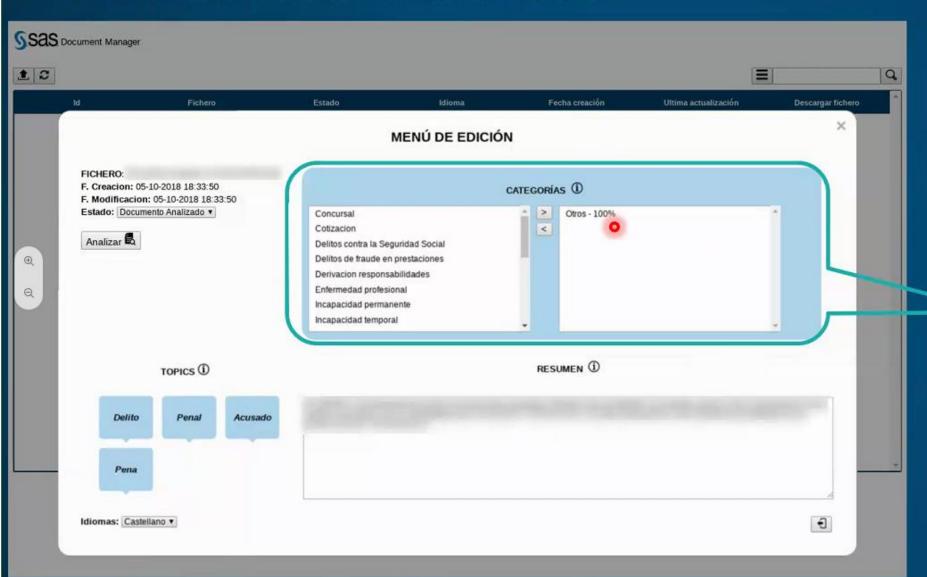








Automation and feedback

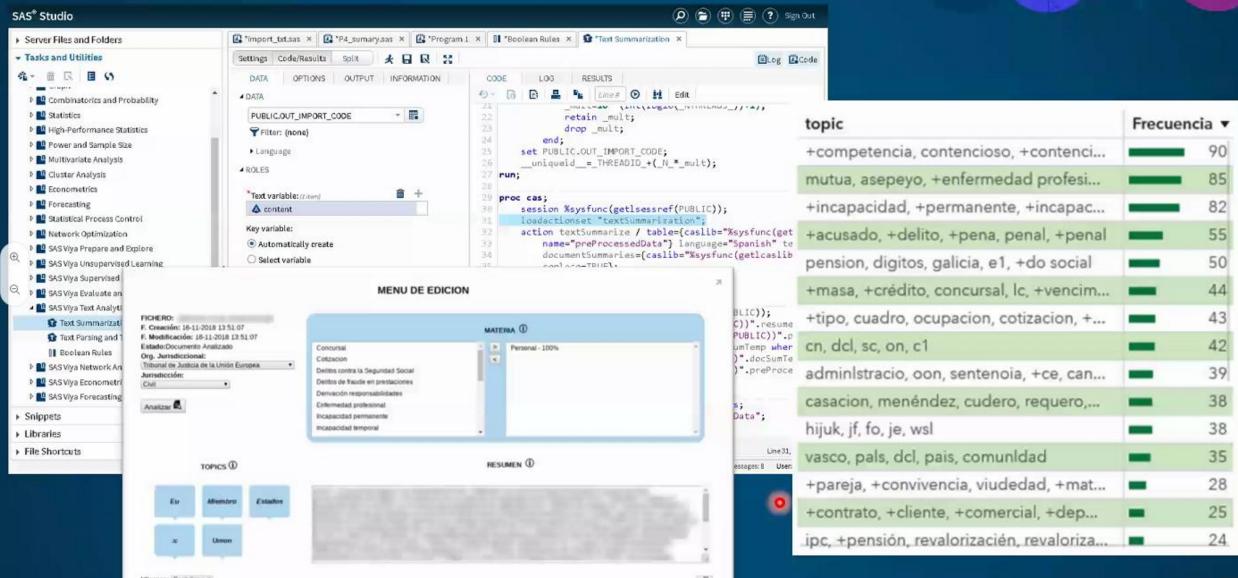


The user can manually assing or change the category and sabe it to retrain the model automatically



viewing Cristina Perez s... V

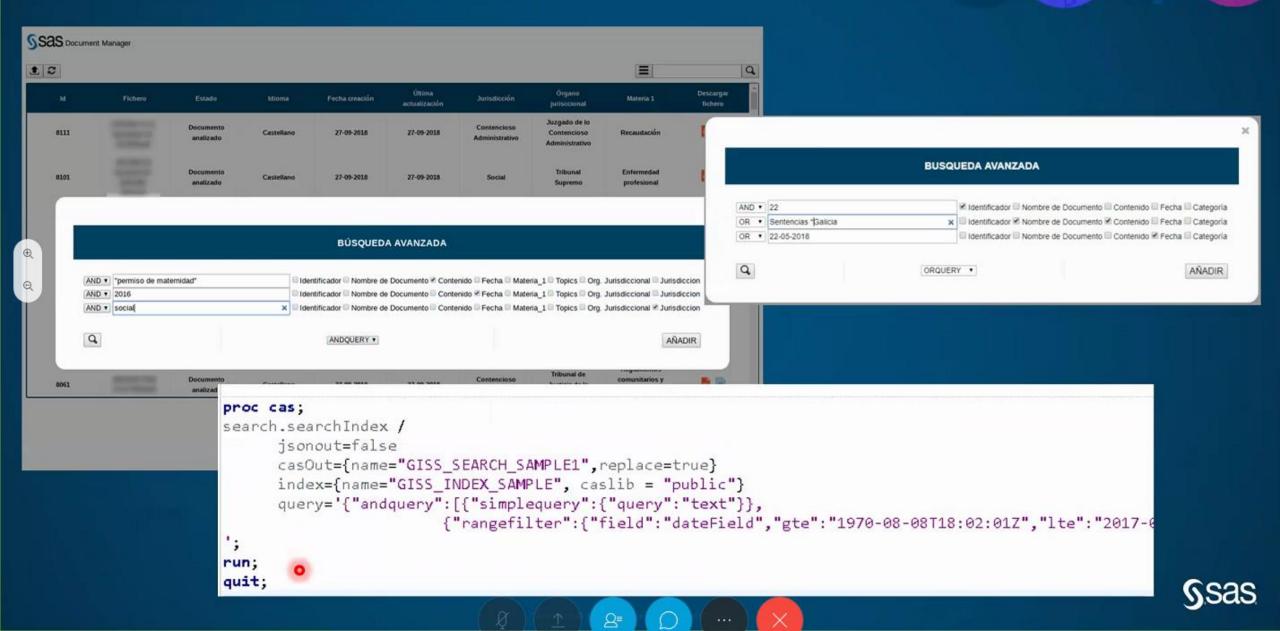
Results and automation





Summary

Results and automation



Search

Coments: a lot of ways to search

and rangefilter simplequery or geofilter not

- + .- Plus will only match documents that have this term, ex: +required.
 - .- Minus will only match documents that do not have this term, ex: -excluded
 - * .- Asterisk acts as a wildcard that matches zero or more characters, and can be at any position in a term. Ex: ship* matches ship, ships, shipped, and shipping.
- ".- Double-quote surrounds a phrase that must be matched in exact sequence. Ex: "find these words in order".
- \ .- Backslash has a typical meaning to escape special characters in the query string. Use only if you want the search to include the actual characters, ex:
 new \"iphone 6\", matches: new "iphone 6"
- · proximity all terms in the query string (except minus terms) must be "close enough"

Ways of improvement

OCR

+ Clean scanned images

Vocabularies

Use dictionaries with business terms
 Treat misspellings – transcription errors

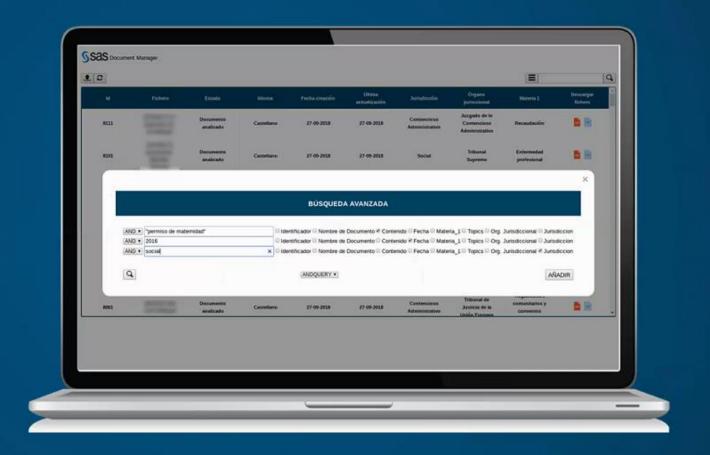
Improve classification model

+ Add more documents per category
Retrain from feedback
Include business rules, to create an hybrid model (ML + linguistic rules)

Automatic Classification

Search application with

- Summary
- Keywords
- Complex Search



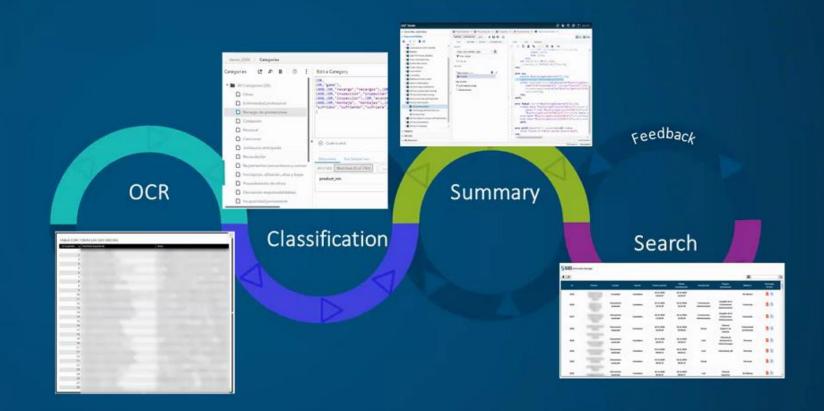




Generalizing the Application

OCR

- Not necessary needed if documents are ready
- If OCR is needed, need to rely on Open Source





Generalizing the Application

OCR

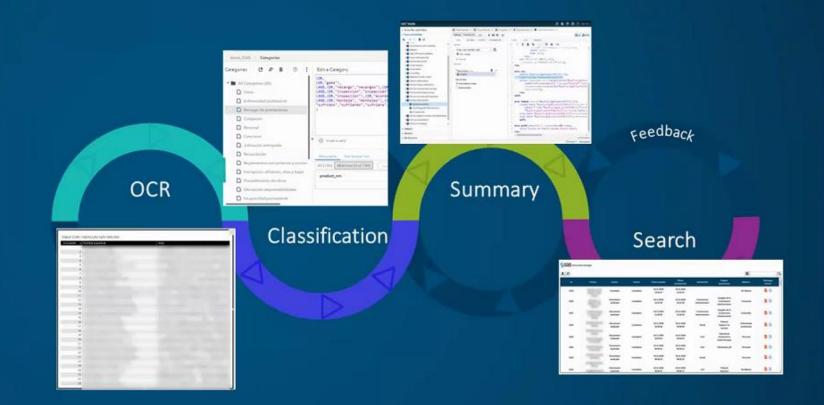
- Not necessary needed if documents are ready
- If OCR is needed, need to rely on Open Source

Automatic Classification

 Need to train the classification algorithm for every document collection

Search application

- Existing Java application can be used
- Can be customized for specific requirements



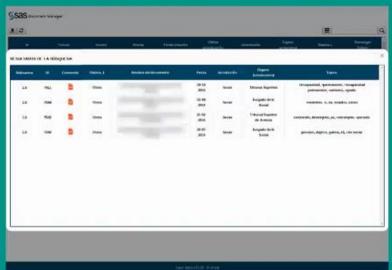


Screenshots Demo

Document Repository Overview – VA Report

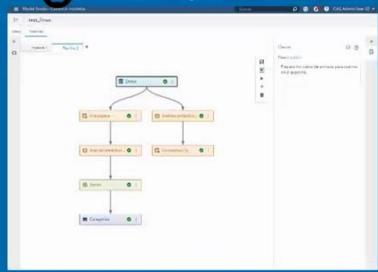


Add-hoc interaction within repository — Java app



Text Analytics

development - VTA



How many documents per category Drill-down and filter per date, year, categories, etc

competencia, contencioso, +contencioso, c.

Analyze a new document Advance search Feedback from user

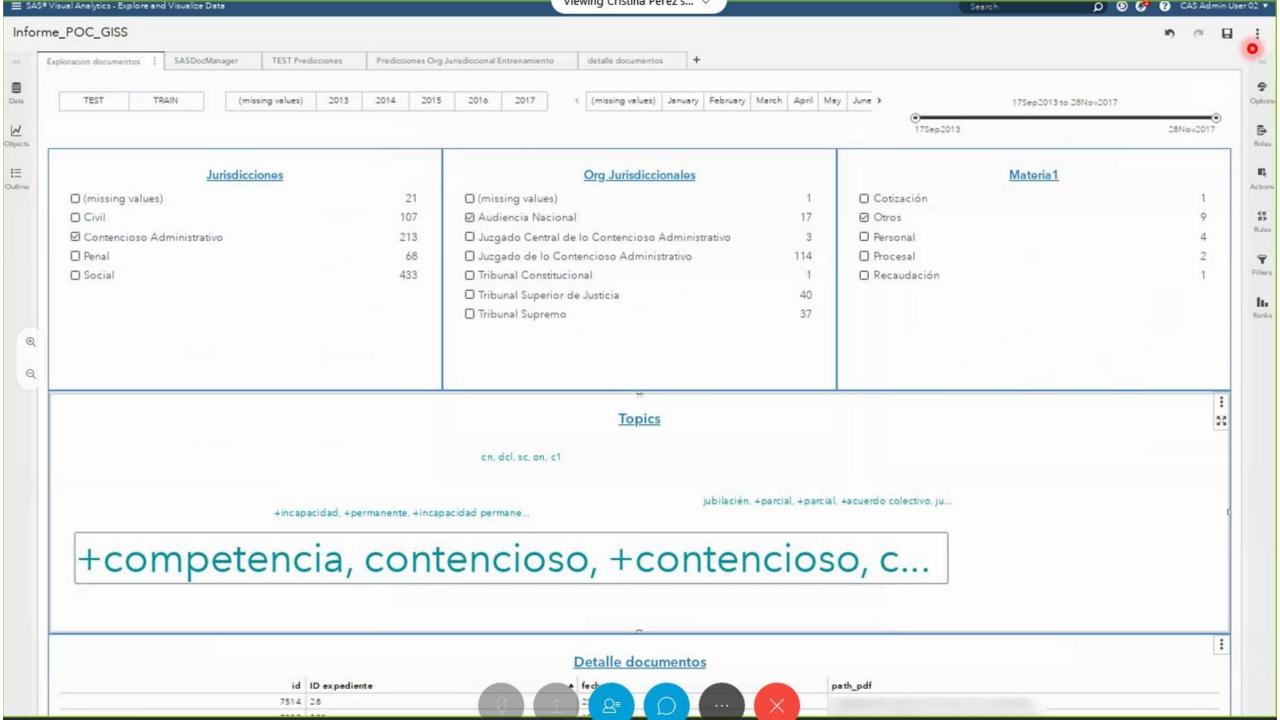
Train classification models Additional functionalities: term maps, entity extraction, bold matched terms,..

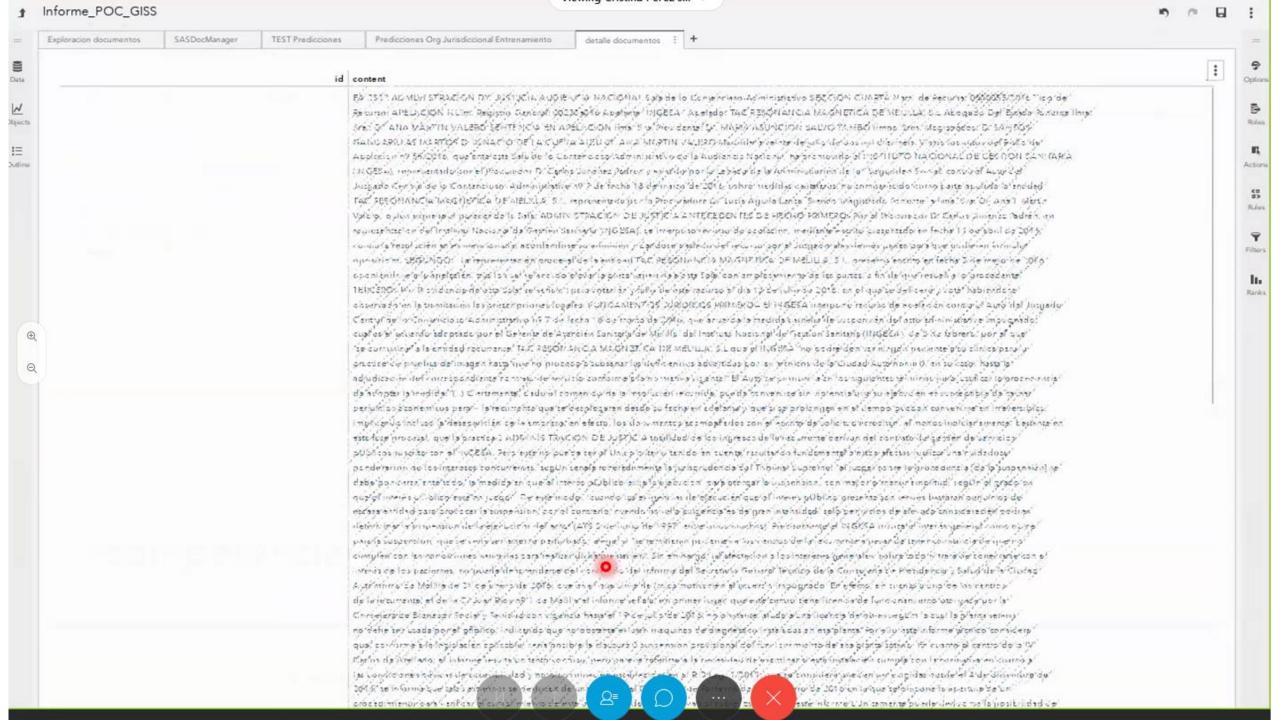


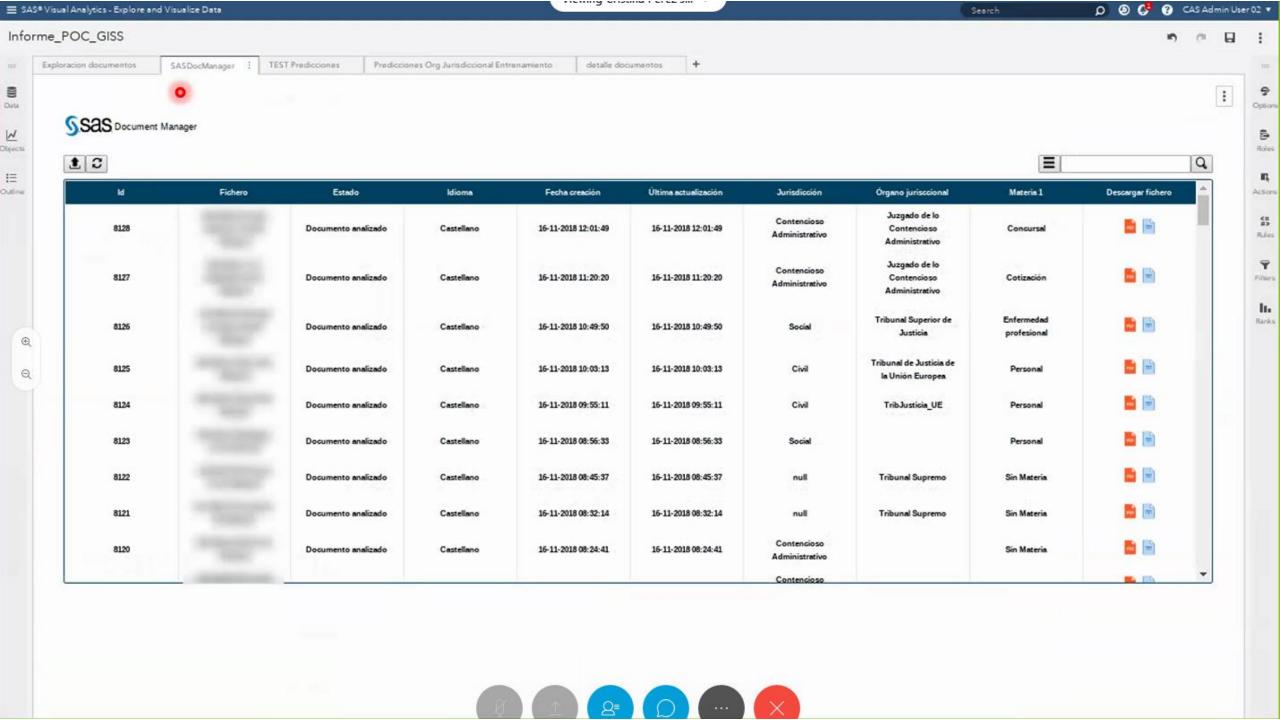




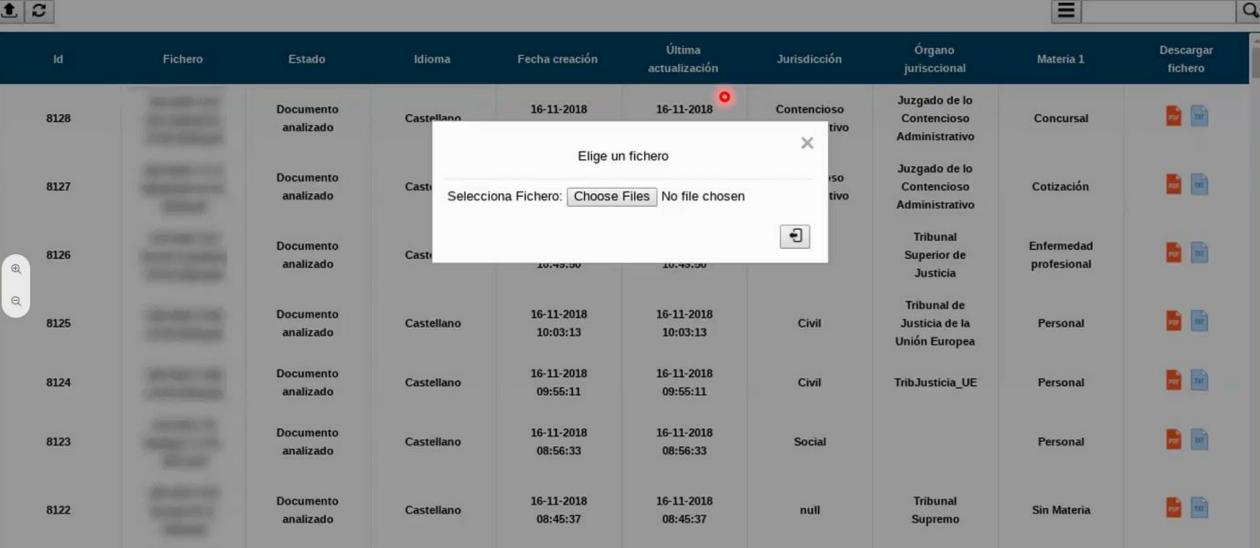














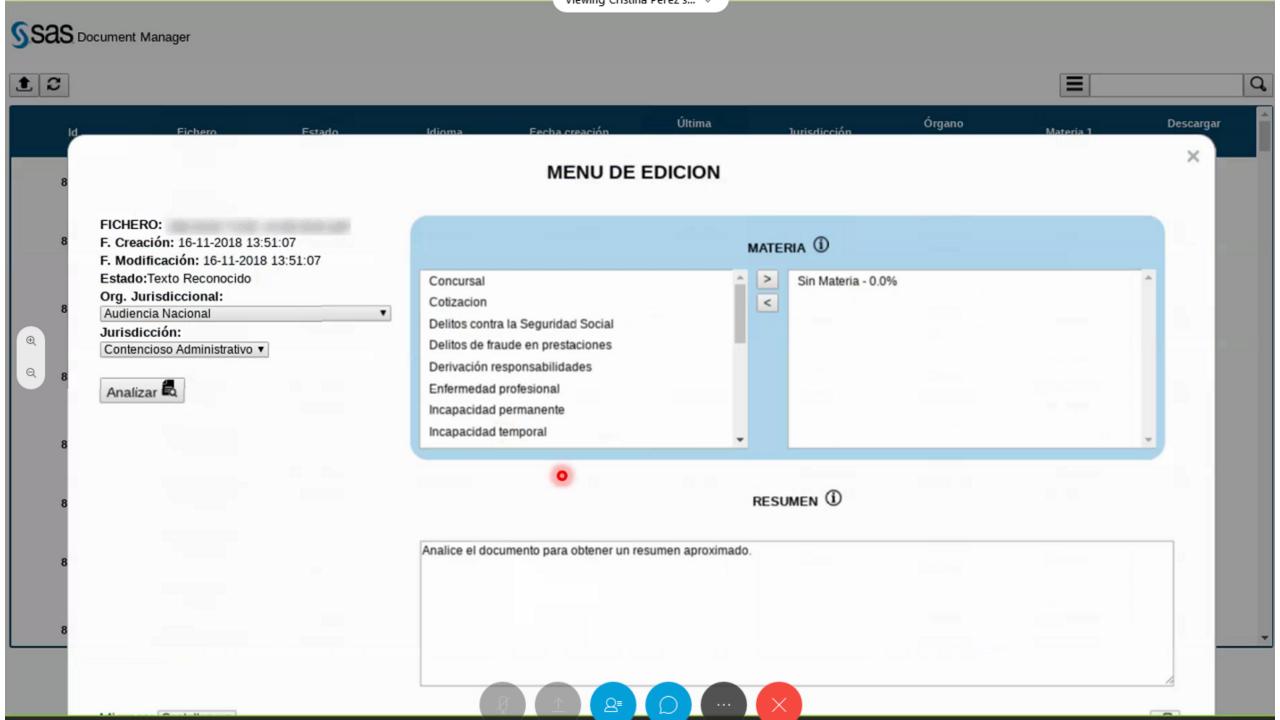
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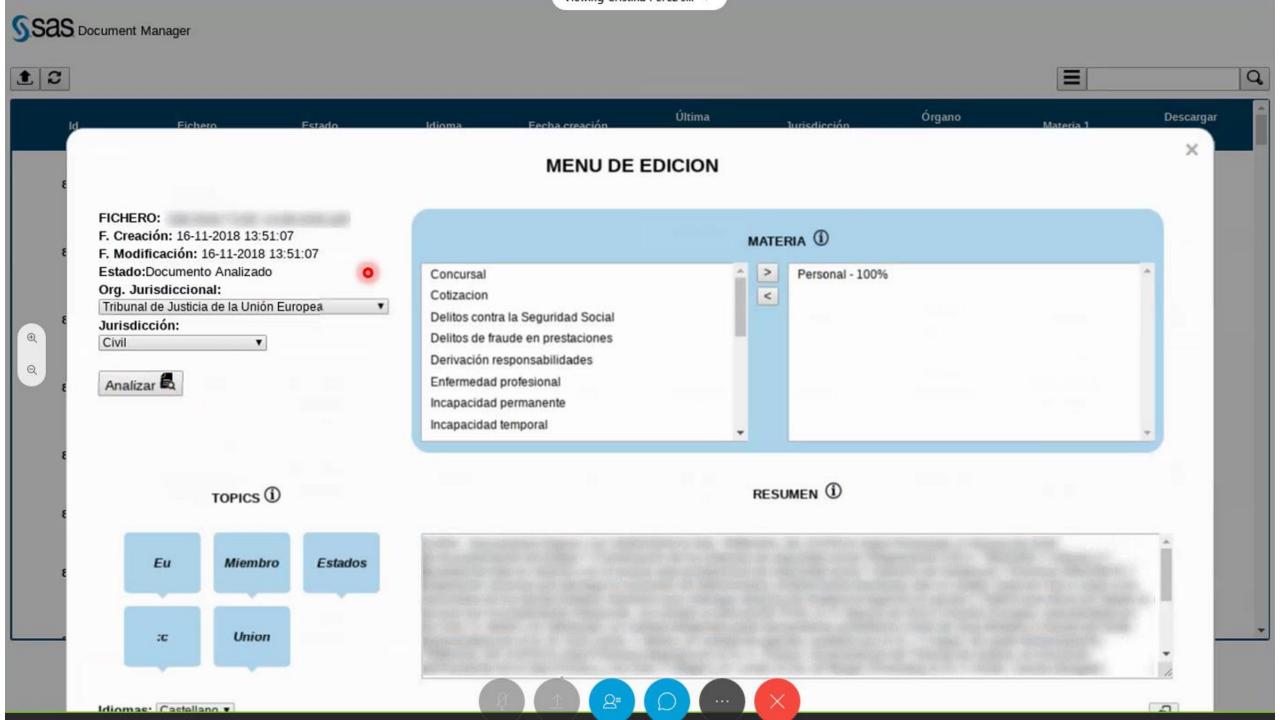
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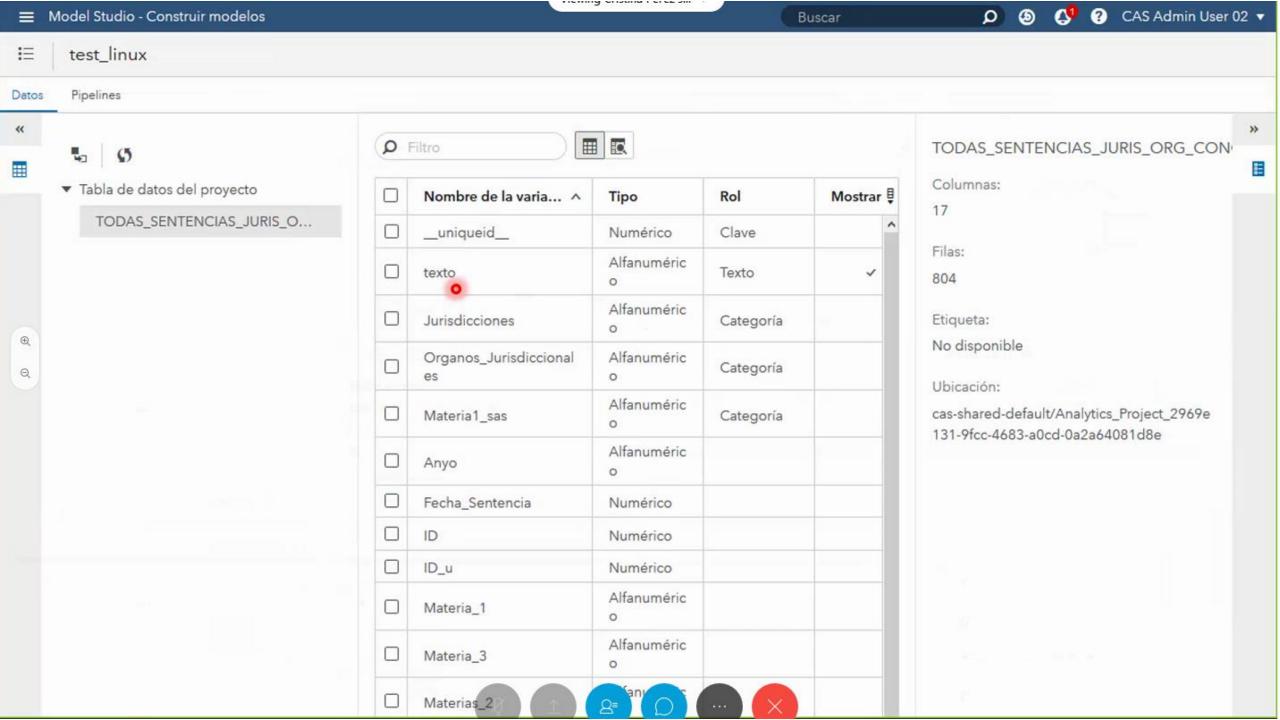
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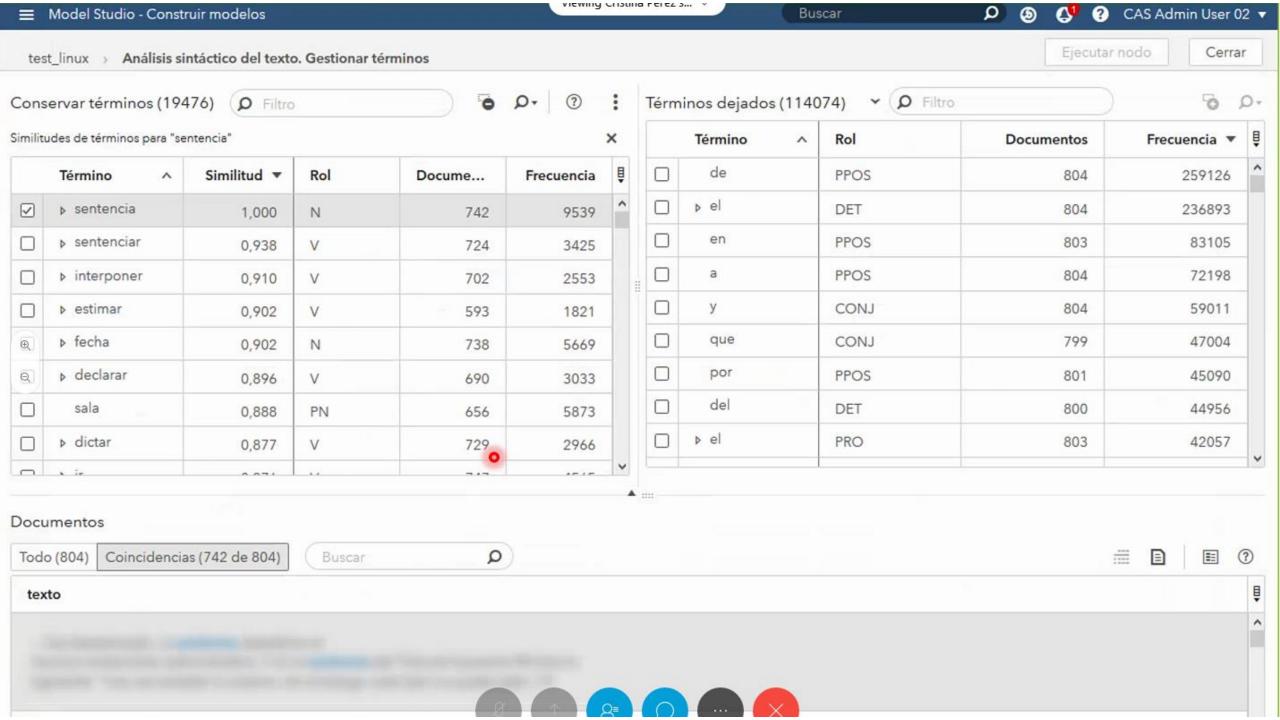
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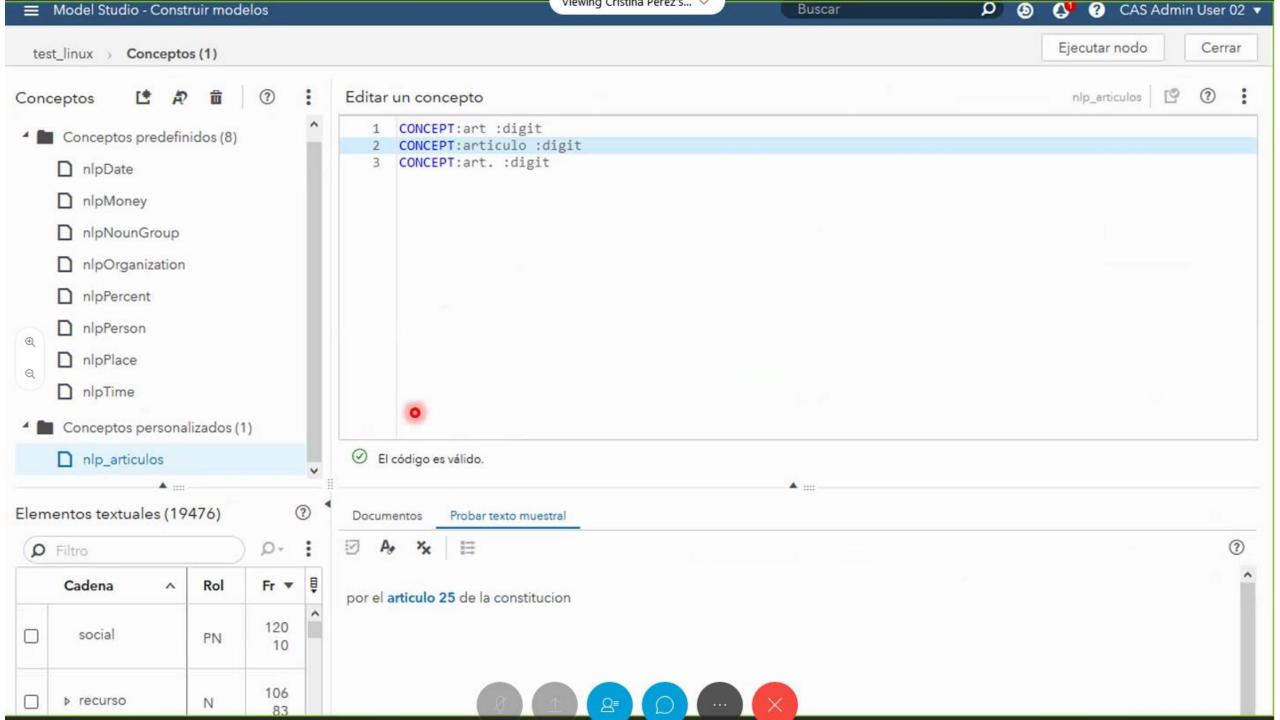
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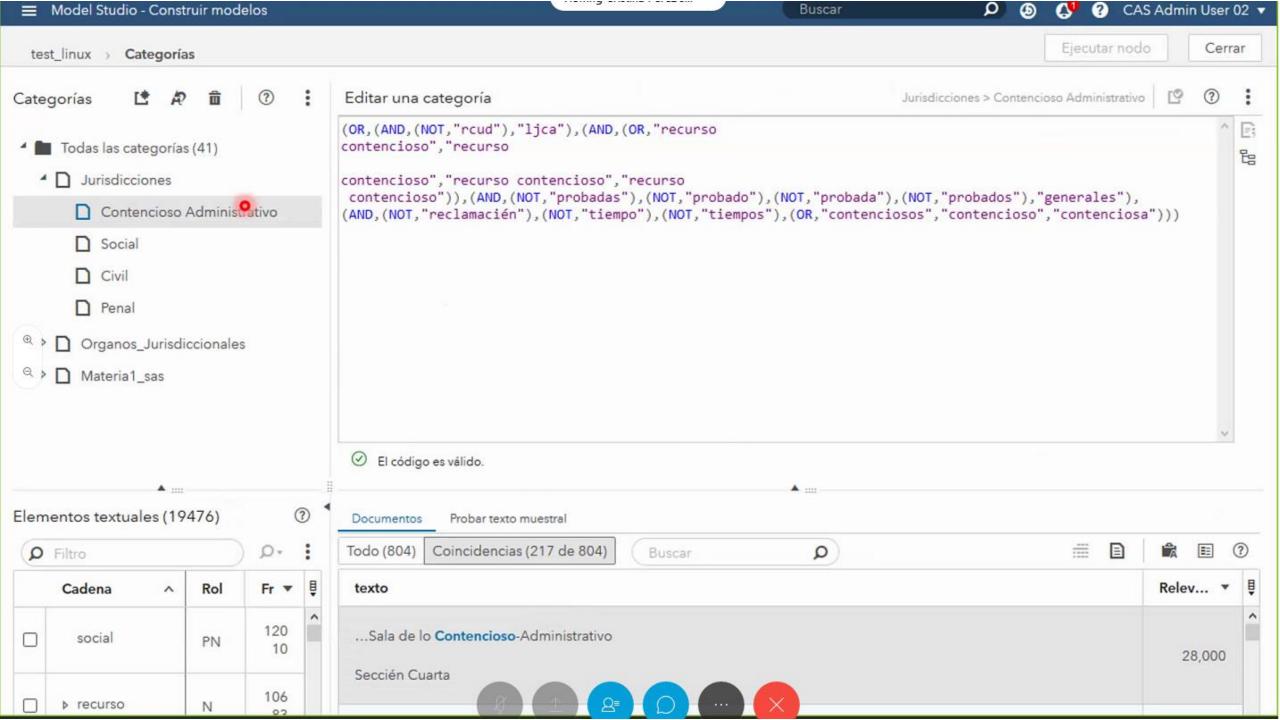


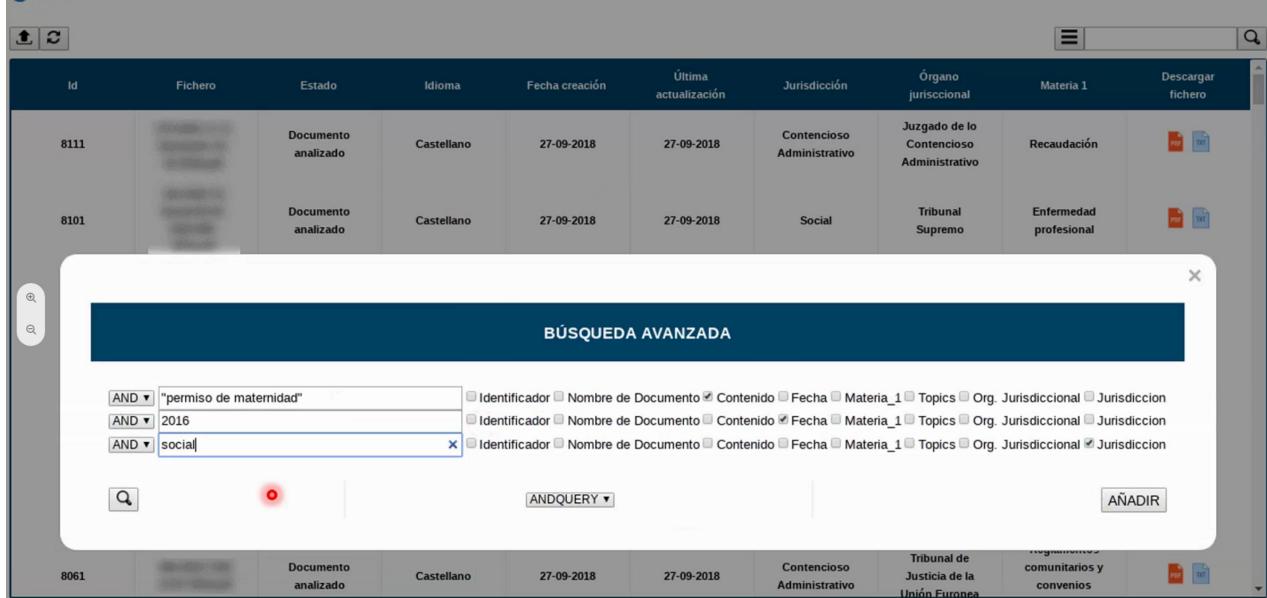
























Summary

- 1. End-to-end text analytics use case
- 2. Easy to generalize the application

