

Capstone Project 2 Three Ideas

I would like to leverage DLP to perform text analysis and analytics in three possible topics:

#1 Issue: All service installation records are stored and maintained in a file store with address info. However, no system or field linkage is built between this file store and ERP application. The addresses are entered manually each time the file added to the file store. The only way to find the records for an address in ERP is to manually search the file store using the address.

Proposal: Using DLP techniques to match file store addresses to ERP master addresses. For matched addresses, build system integration / linkage

#2 Issue: In one legacy system, the work order type and locations were not designed and maintained via master data (metadata). They were entered a free text field. To migrate the legacy data into production application, will need to know the work order type and location for the historic records.

Proposal: Using DLP techniques to train the free text field and learn the classification; match the address in the free text field to master address.

#3 Issue: when customers report an issue or request info, the calls have been logged into TO-DO log. Need manual efforts to analyze the log and create tickets.

Proposal: Using DLP techniques to classify the actions and automate the tickets creation