Week 0: Data Scientist (Angie Dowdell) + Discourse.AI

L0 Insights (Topic Level): Identify Topic Cluster Hierarchy Level 0 (LSA Insights only)

Week 1: Product Owner(Turkesa Bell Pryor) + Discourse.AI

L1 Insights (Refined): Identify Topic Cluster Hierarchy Level 1 (Business Use-Case Specific Insights)

Week 2: Subject-Domain (Customer Representative) Experts (i.e., 2 to 3)

L2 (Fine-Grained) Insights: Identify Hierarchy Level 2 (Human Intuition Level Insights with Customer Experts

Benchmark 1: Automation Rate

Number of Implemented Novel Tasks/ # of Sprints

Automation Limit

N (number of novel intents)

s0 = MVP

S16 = 2020.R10

* Note: N is the numer of new tasks discoovered and implemented into production; topics are specific hto igh volume to domains here

Benchmark 2: Human Expert Customer Evaluation

Clustering Hierarchy (Top 6 Conversational Categories)

Cluster 0 — Sign On
Cluster 1 — Password Reset
Cluster 3 — Registration
Cluster 4 — Live Agent
Cluster 5 — Payments
— Card & Account

Topic Modeling Technique: LSA

CRONBACH'S ALPHA

Benchmark 3: Clustering and Discovery Analysis

No Intent Match (Intent Node Failure Only)

OASIS Clusters (LDA) vs Discourse Clusters

Odyssey Clusters (LDA) vs Discourse Clusters

DSS (pyLDAvis) Clusters vs Discourse Clusters

N = 3 consecutive Sprints (see NCFCS-385)

Benchmark 4: Time to Value

Analytical Priority By Volume & Performance

ESIMTATED TIME TO VALUE

NCFCS-414   NCFCS-385

NCFCS-471