

Intent Classification

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Objective

Develop a chatbot to understand the real customer intent out of the customer's opening message.

BERT

BERT is designed to help computers understand the meaning of ambiguous language in text by using surrounding text to establish context. The BERT framework was pre-trained using text from Wikipedia and can be fine-tuned with question and answer datasets.

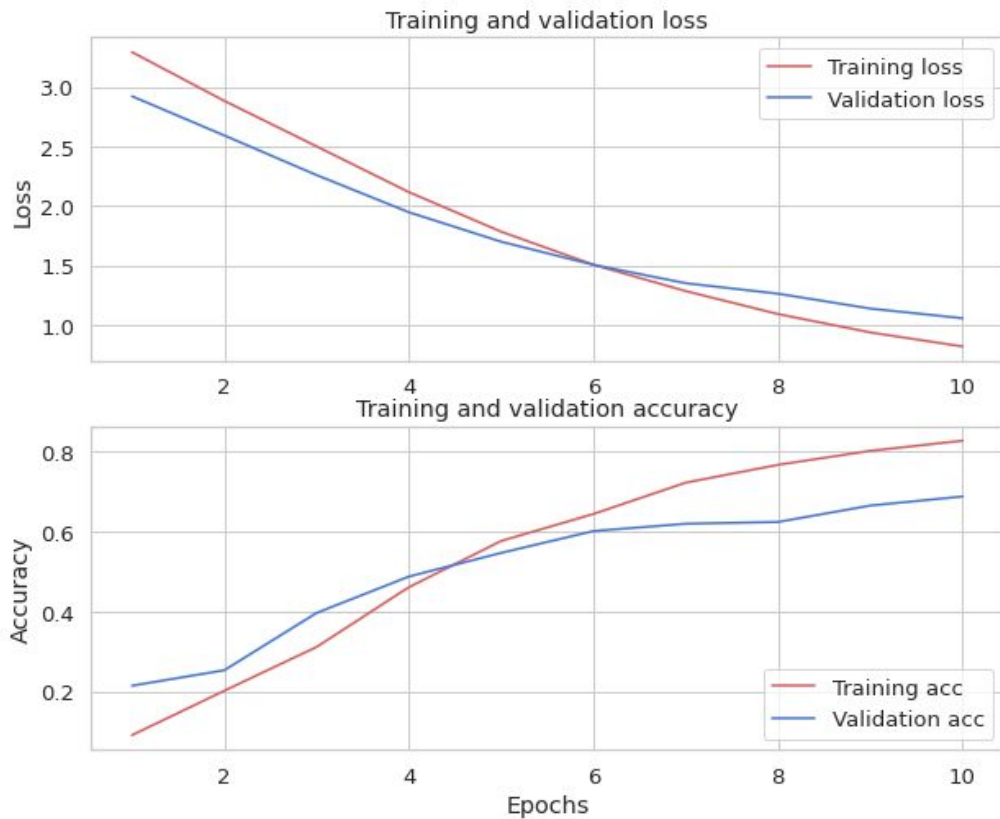
Process

- Load data from csv and preprocess it for training and test
- Load a BERT model from TensorFlow Hub
- Build model by combining BERT with a classifier
- Train model, fine-tuning BERT
- Save model and use to recognize the intent of Messages
- Create REST API for predictions

Loss

Loss: 0.45

Accuracy: 0.93



Examples of model performance

```
input: my card is blocked           : estimated intent: unblock_card_0
input: How can my card be activated abroad : estimated intent: use_abroad_0
input: Can i Get an update on the delivery status : estimated intent: card_delivery_0
input: How much does it cost to withdraw money from ATM in the Amsterdam? : estimated intent: info_charges_abroad_0
input: I think my card is blocked       : estimated intent: unblock_card_0
```