


Auto-answering in the semantic space

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The problem

- Customer service doesn't scale
 - Even with the use of online boards and communities!
- Users repeatedly ask the same or very similar questions
 - How can we improve the speed of question answering?













The screenshot displays the Cisco Support Community website. The header includes the Cisco logo, navigation links (Community Directory, Expert Corner, Community Corner, Solutions), a search bar, and a user profile for 'alvaro.barbero'. The main banner features the text 'The Cisco Support Community' and a description of the community's purpose. Below the banner are three buttons: 'Ask A Question', 'Answer Questions', and 'Participate in Events'. The 'Hot Topics' section lists several questions with their subjects, views, and authors. The 'alvaro.barbero's Stuff' section shows a table of statistics for the user's contributions.

Subject	Views	Author
extension mobility in CME 5 hours 10 min ago	0	engamb1991
how to connect cisco spa5xx to ldap 7 hours 37 min ago	0	ruben.gracia1
Arp coming but other end is not pinging 1 day 1 hour ago	19	prashirsha1
Cisco Small Business RV220W Router 1 day 3 hours ago	21	Rajesh Roshan Dash




Stats	Activity	Shortcuts	Following
Points	0		
Answers marked as Correct	0		
Endorsed	0		
Content Rated	0		
Discussion started	0		

Solutions out there

 StackExchange    7,771  2  18  38  review  help

 [Questions](#) [Tags](#) [Users](#) [Badges](#) [Unanswered](#) [Ask Question](#)

Should the Java “this” keyword be used when it is optional? [duplicate]

 14   4





From what I gather as a Java beginner, when accessing instance members, the `this` keyword may apparently be used, but is not mandatory.





I wonder whether there is any official recommendation of sorts of a style guide (though I was unable to find anything in the actual Java style guide).

How do people usually do this, or is there maybe even something like a consensus in the Java community?

[java](#) [coding-style](#) [this](#) [keyword](#)

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 **Servy**
121k  10  108  199

 **miracle2k**
4,297  5  36  42

marked as duplicate by [Marc Gravell ♦](#), [Bill the Lizard](#), [Michael Myers ♦](#), [Outlaw Programmer](#), [bobince](#) Apr 7 '09 at 15:36


This question has been asked before and already has an answer. If those answers do not fully address your question, please [ask a new question](#).

asked 6 years ago

viewed 13961 times

active 21 days ago

Featured on Meta

 [April 2015 Community Moderator Election Results](#)

Hot Meta Posts

29

[Followup to “Blacklist the \[microsoft\] and \[apple\] tags”](#)

22

[Is it appropriate to share the results of my research toward solving my own m...](#)

4

[Flagging questions with details only in comments](#)

Linked

7

[The use of “this” in Java](#)

6

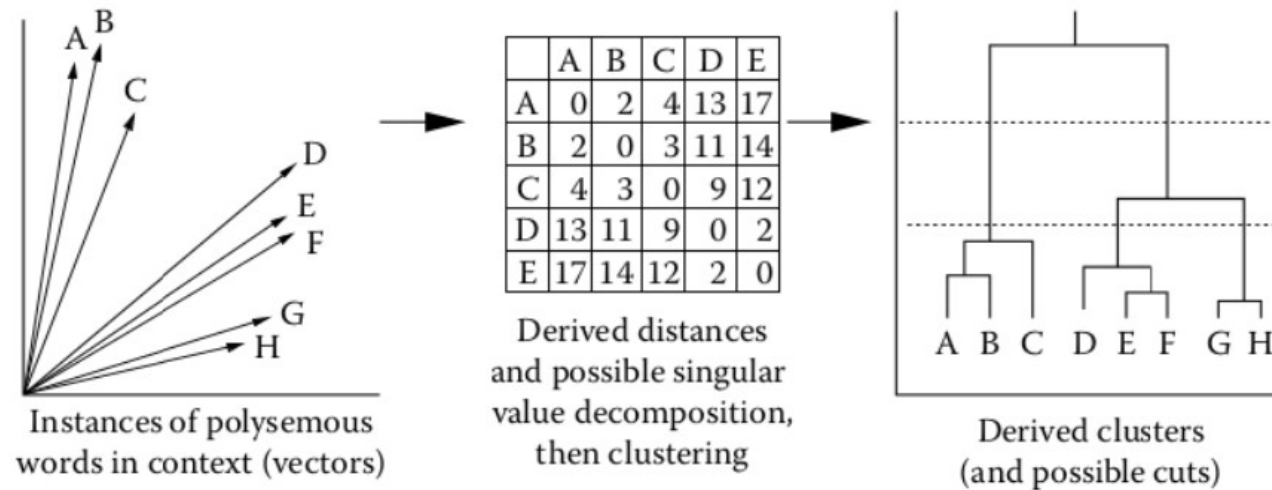
[Using “this” with methods \(in Java\)](#)

-1

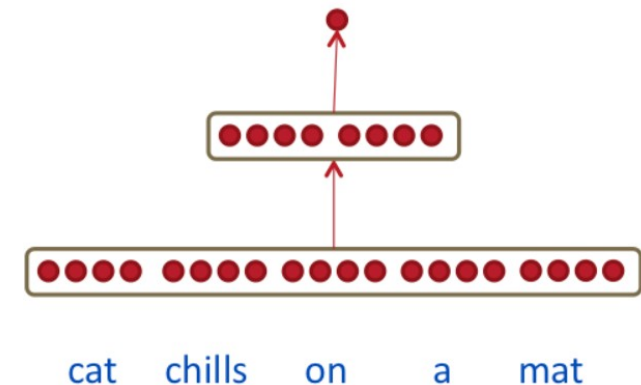
[Proper usage of this keyword in java](#)

Can we automate this?

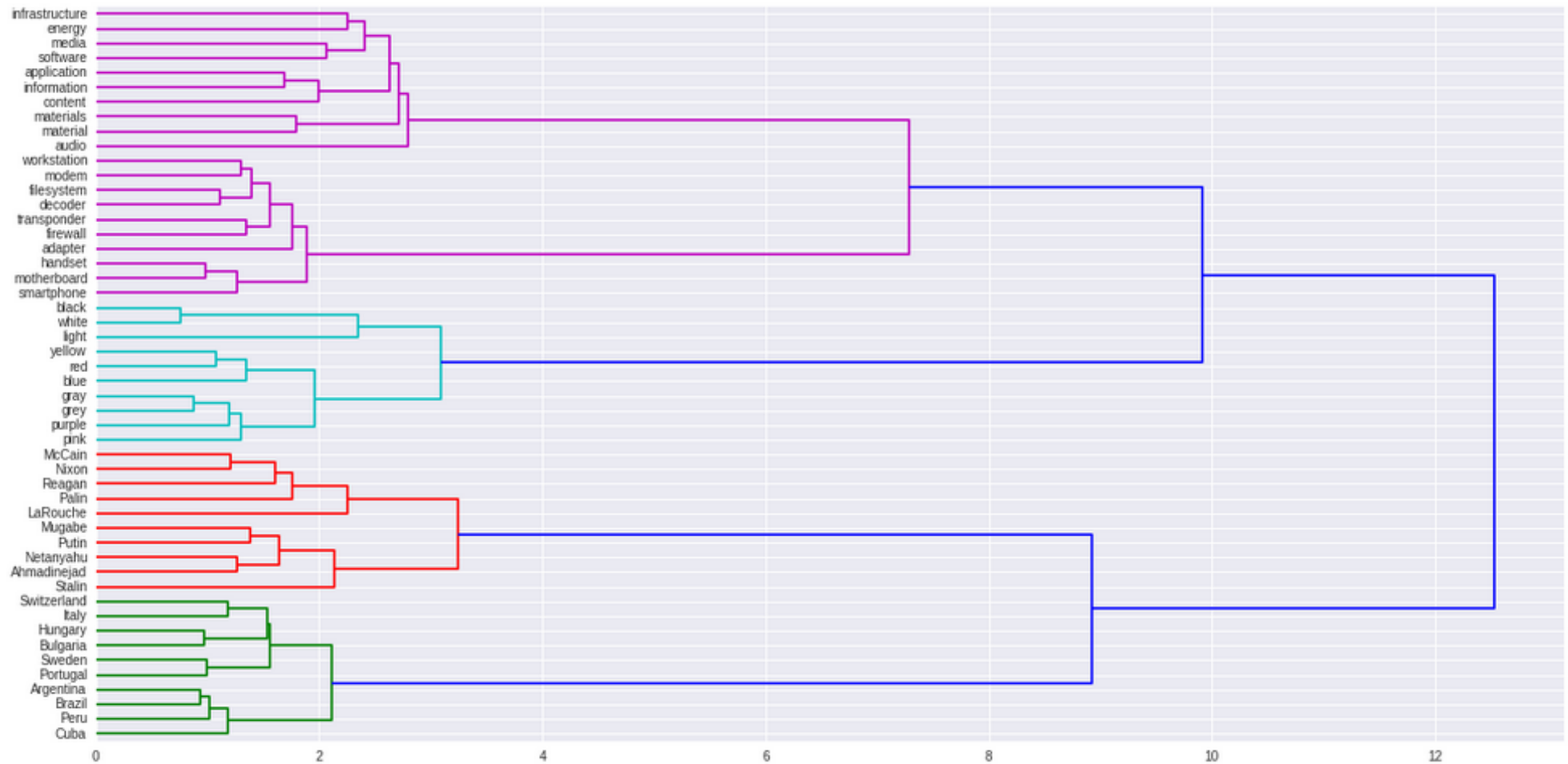
The key idea: semantic embeddings



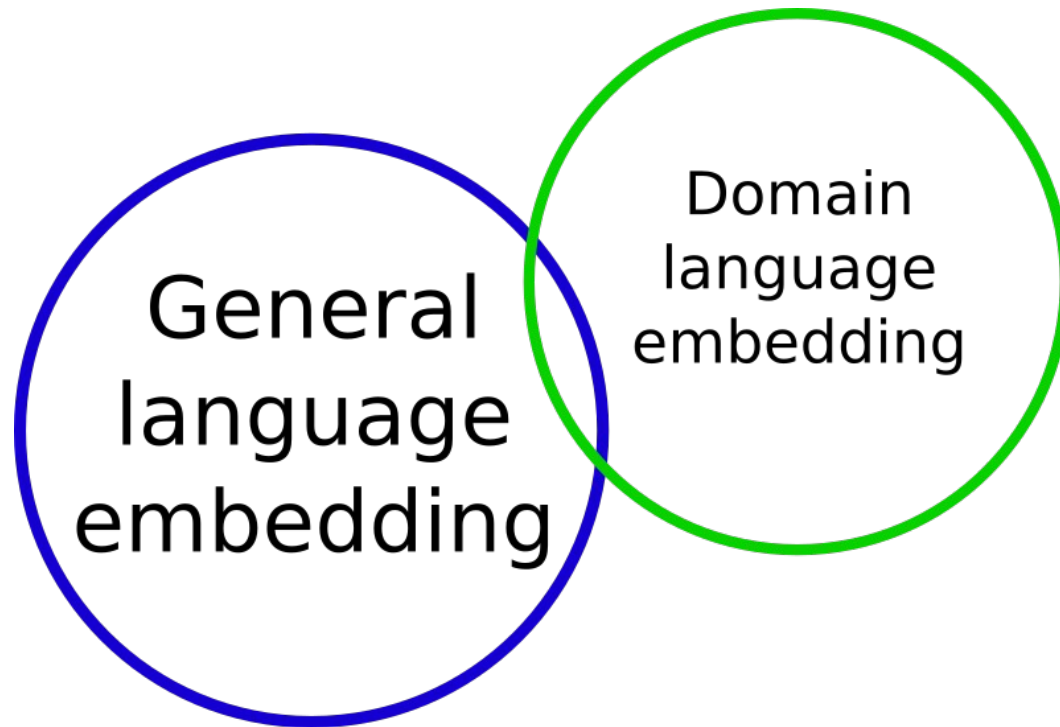
motel [0 0 0 0 0 0 0 0 0 1 0 0 0 0] AND
 hotel [0 0 0 0 0 0 0 0 0 0 0 0 0 0] = 0



Wikipedia Embedding

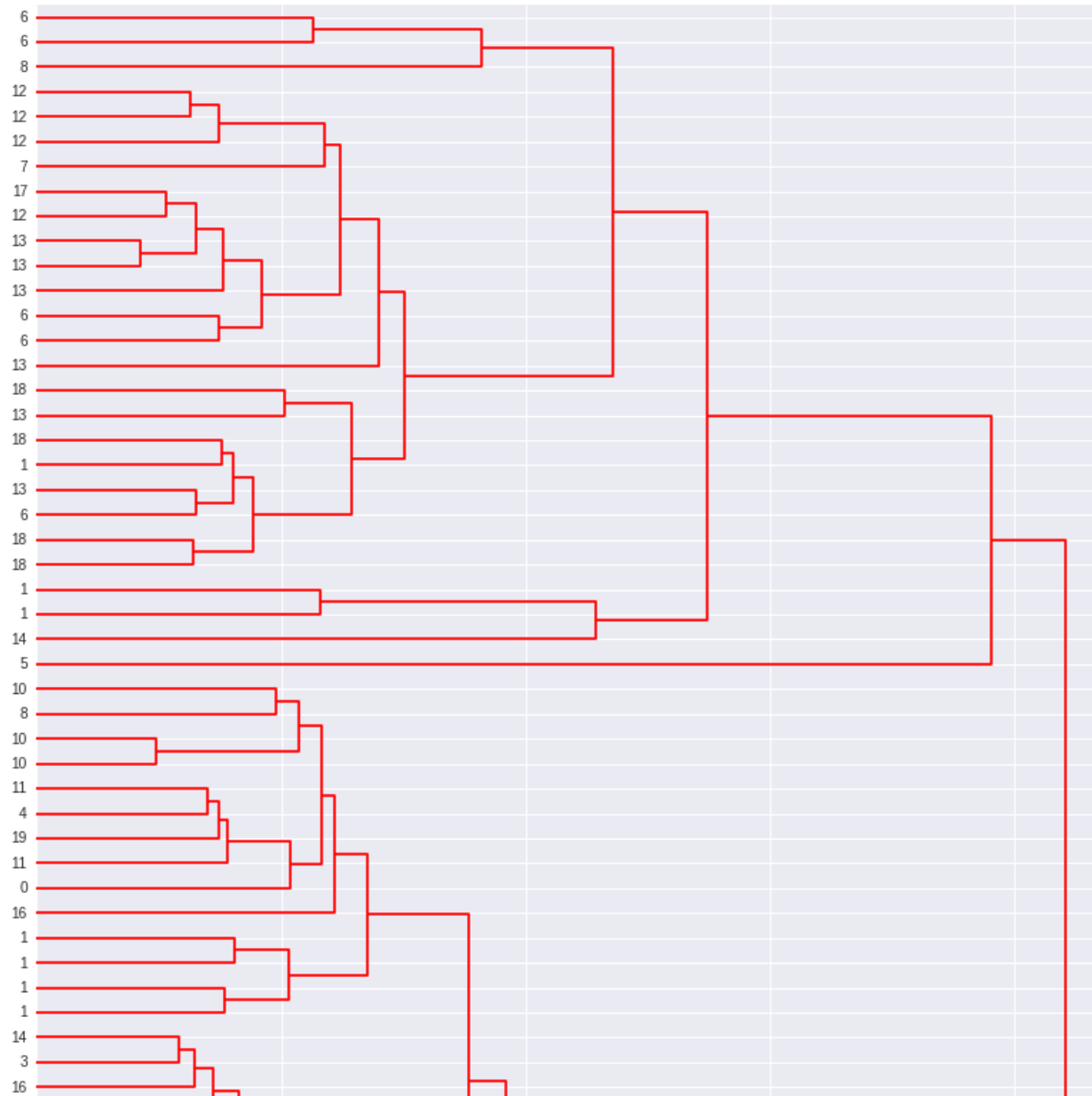


Combining embeddings



CISCO posts embedding

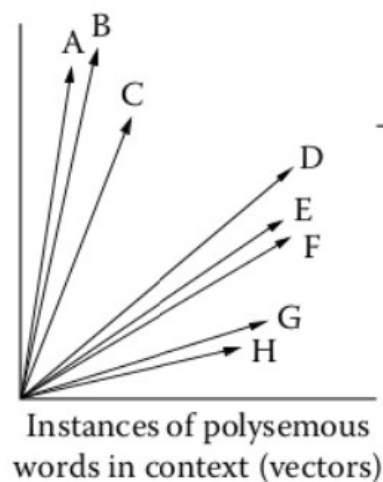
Post ID



Label agreement score on stackexchange community

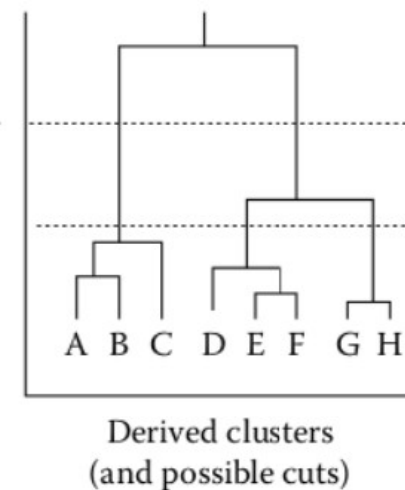
With only Wikipedia embedding	With Wikipedia + CISCO + Stackexchange embedding
0.519374504602	0.7300018904

Fast search filtering



	A	B	C	D	E
A	0	2	4	13	17
B	2	0	3	11	14
C	4	3	0	9	12
D	13	11	9	0	2
E	17	14	12	2	0

Derived distances
and possible singular
value decomposition,
then clustering



Conclusions

- Recommendations for already existing solutions to new questions might be possible using this technology.
- Scalability guaranteed by fast search.