Basic Information

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Domain Area:	Computer Science
BroadArea:	Artificial Intelligence

Ques. ProjectTitle

Ans. Intent Identification from Text Messaging using Pattern Recognition

Ques. Sub Area

Ans. Pattern Recognition

Ques. Objective/Scope of the project

Ans. Amazon receives thousands of cases from clients daily that are to be addressed by the associates. The resolved cases till date can be categorized under distinct reasons which may have given rise to the problem the clients are facing. So this project aims at finding out the top 5 reason codes that are likely to be the cause for the problems and then finding out the specific and generic questions if exists under each of this reason codes.

Ques. Categorize the nature of the work in terms of Research, New Product Development, Design, Testing, Improvement in the productivity and efficiency of the product & services

Ans. The data and statistics collected are supposed to give out the signal of Go/No Go to start a research. For example, the data I generated didn't give promising results i.e there are no patterns derived from text messages that had high count in all the cases. There are many other approaches coded that gave results which are not promising.

Ques. Summary of the work done by the student and his/her learning from the project (What has he/she done and learnt).

Ans. The work done in various tasks here at Amazon made me proficient in pattern recognition approaches and coding languages such as Apache Spark, Python, Java, Javascript, HTML and CSS,

Ques. Explain project's contribution to the organization

Ans. The statistics and results I generated from millions of cases that include natural language text by processing and mining suggested that there were no n-gram patterns that have huge frequency which helped my team to take the decision of signalling a NO GO to start the project

Ques. Identify scope for further collaborations in terms of sponsored and consultancy research project with the organization

Ans. The task requires the data of millions of clients cases which are confidential and there might be no scope for further collaborations regarding this project.