

Technical Test

This json is a sample of e-commerce customer support data. Each entry is one customer ticket with a request. E-commerce has a vast variety of request types and it can be challenging to build a machine learning model that understands the data patterns for each message. One of the most common topics of those requests is the “where is my order” query. Customers have ordered an item online and they have not received it yet.

This includes these examples:

- How can I get a tracking number to track my order
- When tracking my order, it says it has arrived but I have never received it
- When will my order ship?

You will need to train a machine learning model on the supplied data. The model will classify messages based on the following question: Is the customer asking for the status of his order?

For that, you will need to work on the following steps:

- Data analysis, cleaning
- Build the target label, downsampling (if you find it necessary)
- Vectorise the data with the method that you like
- Train any classification model

When you are done, provide a runnable code: a notebook or a zip file with a .py file with enough comments and explanations on what you have done.

We will be evaluating the way you build the data, how you preprocess it, the python code quality, the tools, models and libraries you use.

Have fun!