Videos and demos

NetApp Solutions

NetApp
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Videos and demos

Previous: Validation results.

There are two notebooks that contain the sentiment analysis pipeline: “Support-Center-Model-Transfer-Learning-and-Fine-Tuning.ipynb” and “Support-Center-Sentiment-Analysis-Pipeline.ipynb”. Together, these notebooks demonstrate how to develop a pipeline to ingest support center data and extract sentiments from each sentence using state-of-the-art deep learning models fine-tuned on the user’s data.

Support Center - Sentiment Analysis Pipeline.ipynb

This notebook contains the inference RIVA pipeline for ingesting audio, converting it to text, and extracting sentiments for use in an external dashboard. Dataset are automatically downloaded and processed if this has not already been done. The first section in the notebook is the Speech-to-Text which handles the conversion of audio files to text. This is followed by the Sentiment Analysis section which extracts sentiments for each text sentence and displays those results in a format similar to the proposed dashboard.

This notebook must be run before the model training and fine-tuning because the MP3 dataset must be downloaded and converted into the correct format.

Call Center - Sentiment Analysis Pipeline

This notebook demonstrates how to build a pipeline for sentiment analysis of call center conversations. The goal of this pipeline is to develop sentiment analysis for use within an external dashboard.

This tutorial will guide you through the use of NVIDIA's RIVA for automatic speech recognition and text classification. This tutorial uses NetApp cloud storage for data storage and a pre-trained RIVA model.

Channels

These are the channels on which RIVA is hosting models.

- speech: `51051`
- voice: `61051`

These channels **must** be aligned with `riva_speech_api_port` and `riva_vision_api_port` within `config.sh`

In [4]:
```
speech_channel = "localhost:51051"
voice_channel = "localhost:61051"
```

Speech-To-Text

Automatic Speech Recognition (ASR) takes as input an audio stream or audio buffer and returns one or more text transcripts, along with additional optional metadata. ASR represents a full speech recognition pipeline that is GPU accelerated with optimized performance and accuracy. ASR supports synchronous and streaming recognition modes.

For more information on NVIDIA RIVA's Automatic Speech Recognition, visit here.

Constants

Use these constants to affect different aspects of this pipeline:

- `DATA_DIR`: base folder where data is stored
- `DATASET_NAME`: name of the call center dataset
- `COMPANY_DATE`: folder name identifying the particular call center conversation

Support Center - Model Training and Fine-Tuning.ipynb

The TAO Toolkit virtual environment must be set up before executing the notebook (see the TAO Toolkit section in the Commands Overview for installation instructions).

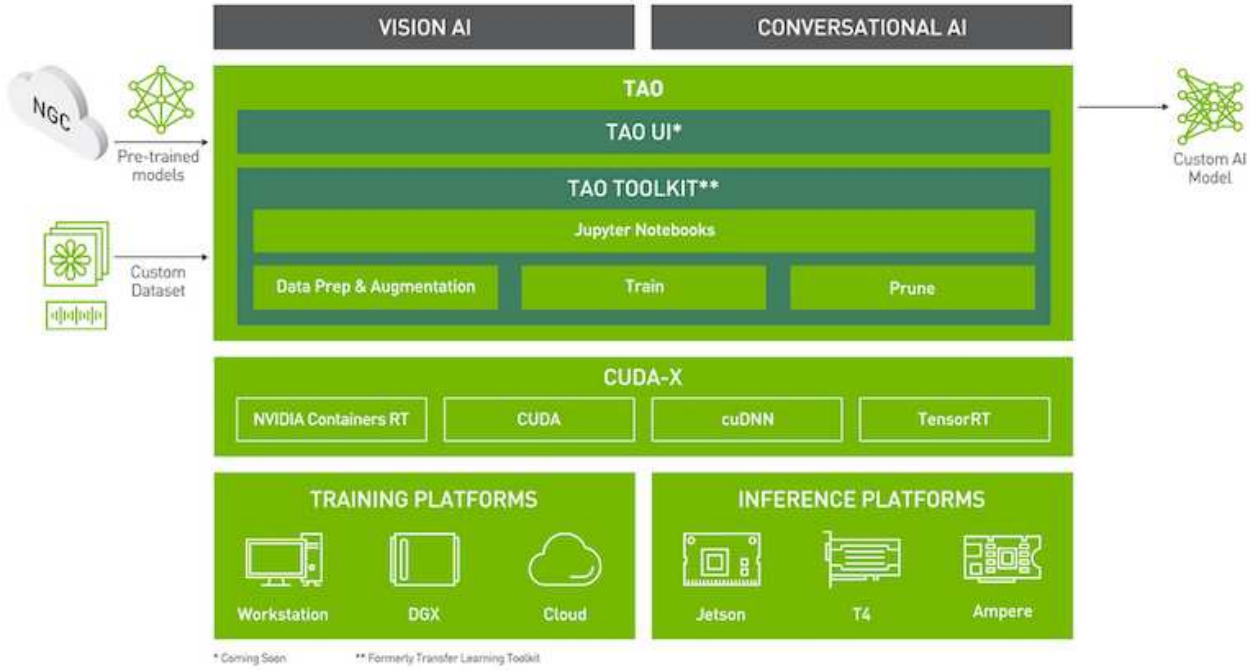
This notebook relies on the TAO Toolkit to fine-tune deep learning models on the customers data. As with the previous notebook, this one is separated into two sections for the Speech-to-Text and Sentiment Analysis components. Each section goes through data processing, model training and fine-tuning, evaluation of results, and model export. Finally, there is an end section for deploying both your fine-tuned models for use in RIVA.

Call Center - Model Transfer Learning and Fine-Tuning

TAO Toolkit is a python based AI toolkit for taking purpose-built pre-trained AI models and customizing them with your own data. Transfer learning extracts learned features from an existing neural network to a new one. Transfer learning is often used when creating a large training dataset is not feasible in order to enhance the base performance of state-of-the-art models.

For this call center solution, the speech-to-text and sentiment analysis models are fine-tuned on call center data to augment the model performance on business specific terminology.

For more information on the TAO Toolkit, please visit here.



Installing necessary dependencies

For ease of use, please install TAO Toolkit inside a python virtual environment. We recommend performing this step first and then launching the notebook from the virtual environment. Please refer to the README for these instructions.

Next: Conclusion.

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