**Project Title :** vm ivr classifer

**Date of deployment :** 19-04-2023

**Version (or) Phase No :** 03

***Aim of the project (or) enhancement:***

To classify the input text as vm, ivr or human, by using the historical data of each class.

***Data acquisition:***

**a) Total number of classes (or) labels :** 3

**b) Names of the classes :** VM, IVR, Human

**c) Total number of VM data :** 1000

**d) Total number of IVR data :** 1000

**e) Total number of Human data :** 1000 (581 unique data)

***Steps involved in preprocessing****:*

**a) Text preprocessing steps :** regular expressions, trimming words, filtering words.

**b) Size of the train data :** 75%

**c) Size of the test data :** 25%

***Training Components:***

1. **Library :** Spacy
2. **Pipeline Components :** Textcat
3. **Language model:** Englishblank model
4. **Model :** TextCatBOW
5. **Number of trained models:** 1

***Steps involved in prediction:***

1. **Framework Name :** FastAPI
2. **Input format :** JSON
3. **Input components :** text, call\_id, timestamp
4. **Output components :** text, call\_id, timestamp, prediction

***Performance of the model:***

1. **Train data model accuracy :** 99%
2. **Test data model accuracy :** 99%