



ORACLE

Team: DERAANK

Lightning Talk

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Goal:

Develop a machine learning model to categorize Incoming Support Calls that are uncategorized or need to be re-categorized to optimize service call response

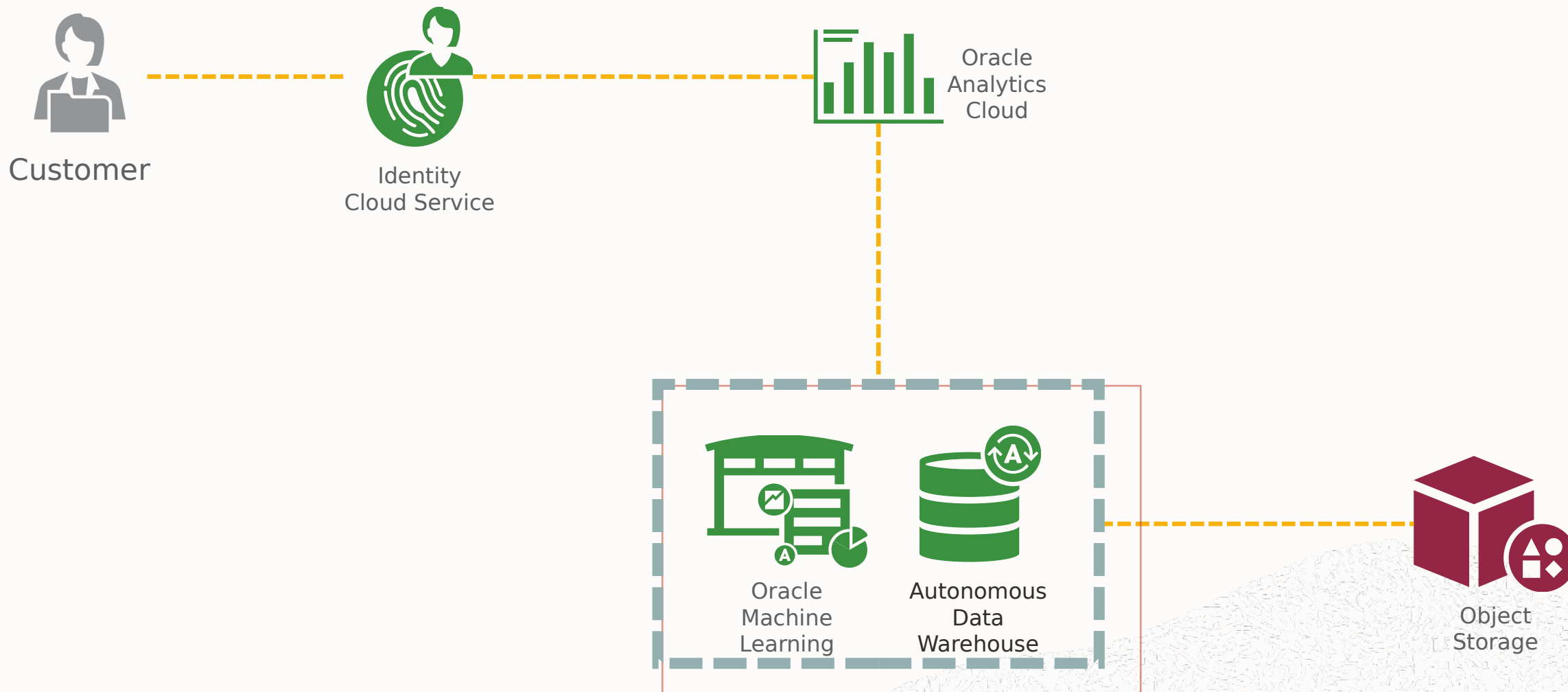
Value:

- An advanced classification system can dramatically improve customer satisfaction and customer support.
- Oracle Analytics Cloud is a great starting point for citizen data scientists.
- Oracle Text improves model learning for data containing unstructured text and documents.

Next Phase:

- Tune the various machine learning models for further accuracy.
- Run a clustering algorithm to identify a natural distribution within the data.







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Demonstration

Thank you

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