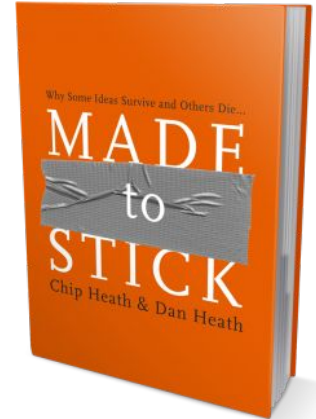

Automatic Complaint Forwarding using NLP

Gayathri V S

idea

Complaints submitted by an individual is processed and is forwarded to its associated department.





Project Requirements

→ **Complaint Dataset**

Collecting through Google Form

→ **Software**

Python, NLTK, Spacy, Flask, Anaconda

→ **Hardware**

8 GB RAM, i3 processor

NLP steps

Dataset Preparation:

Feature Engineering:

Model Training:

Department Prediction

Quotes for illustration purposes only



Dataset Preparation

1. Data Cleaning
2. Tokenization
3. Stemming
4. Lemmatization



Feature Engineering

1. Text Summarisation
2. Word Occurrence probability

Here Feature are keywords



Model Training

Extracted keywords are used for model generation

[illegible]

[illegible]



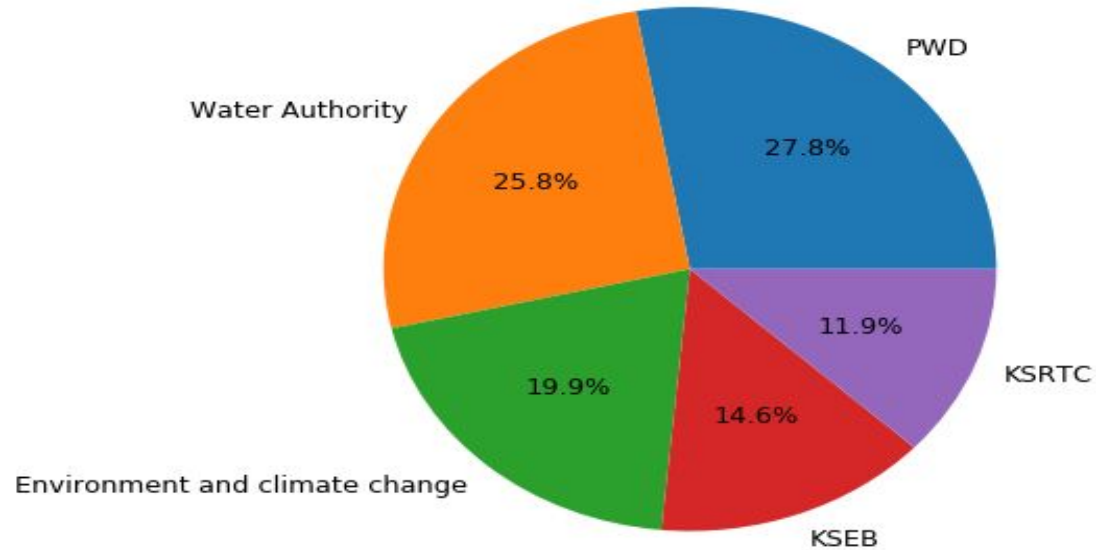
Dataset know - how

KSEB Dataset



[illegible]

Dataset know - how



Links

- Data.csv
- github

