https://medium.com/@bedigunjit/simple-guide-to-text-classification-nlp-using-svm-and-naive-bayes-with-python-421db3a72d34

1. Recommend Developer

1.1. Generate model from Fixed Bugs

a. Take 'Description' and 'Summary' fields

b. Pre-process fields (NLP Preprocessing)

- tokenize

- word stemming/lemmatization

c. Prepare train and test data sets

d. Vectorize Words

e. Apply ML algorithm

1.2. Use data from 1.1 to provide developer name to new tickets

https://towardsdatascience.com/tf-idf-for-document-ranking-from-scratch-in-python-on-real-world-dataset-796d339a4089

2. Get Similar Bugs via Keywords

2.1. Create keyword datastore from existing bugs

a. Take 'Description' and 'Summary' fields

b. Pre-process fields (NLP Preprocessing)

- tokenize

- word stemming/lemmatization

c. Calculate TF-IDF

d. Apply ranking

2.2. Incoming Bugs

a. Apply automatic keyword extraction to new Bug

b. Match keyword extracted from existing bugs' keywords datastore

Requirements grouped by specific role:

Software Developer

* Bug resolution

Test Analyst

* Bug filing

Product Owner

* Bug triaging

# Context Diagram

