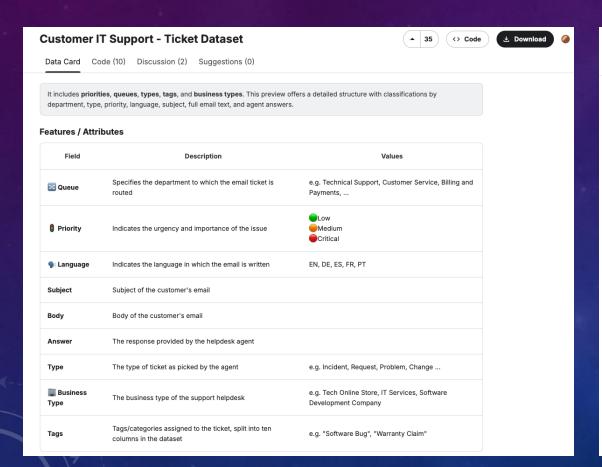
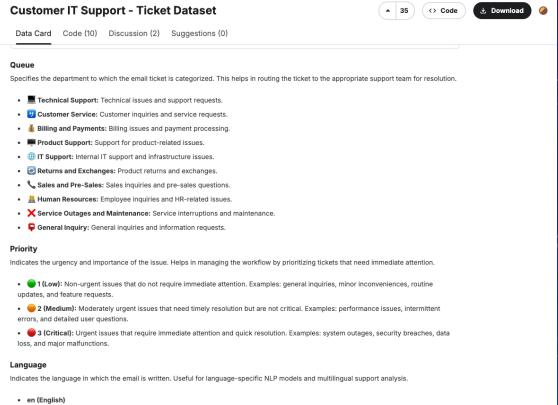


THE DATASET

CUSTOMER IT SUPPORT - TICKET DATASET

LABELED EMAIL TICKETS WITH AGENTS ANSWER, PRIORITIES, QUEUES





de (German)

PROJECT DETAILS

- Context: It's common in companies to have customer support systems that have to deal with emails
 from customers which include tasks such as topic comprehension and criticality understanding in order
 to refer to an ideal department and prioratize according to level of urgency.
- Problem: How to optimize and improve customer support systems in order to classify automatically emails by the respective topic and priority labels?
- Solution: Create a specialist AI model based on Generative AI to perform a text classification and assign the correct label for each email regarding to both topic and priority.

THE SOLUTION

POETRY + OOP + PYTHON + BERT + BASELINES MODELS + GPU + WANDB + FASTAPI + GRADIO + STREAMLIT + GIT + DOCKER

