



# 5 Industry Case Studies

# JARGONS

## Text Classification: Support Ticket Prioritization

- 1 Message Pipe:** Communication mechanism that transfers messages among different processes within a software system.
- 2 Data Annotation:** Alternative termed used to indicate labelling of data based on its category.
- 3 Naïve Bayes:** Popular ML algorithm widely used in text classification / spam detection.
- 4 Class Imbalance:** A term used to define a condition in which data points of a category is too less to make a decent study about it.
- 5 Split:** Processing of dividing the data into two parts such as train data set (typically  $> 70\%$  ) and test data set. The train dataset is involved in model training and the test dataset is used solely for testing purpose.
- 6 Flask, FASTAPI:** Frameworks used to deploy model in the cloud.

## Image Classification: Plant Health Monitoring System

- 1 Data Augmentation:** One of the techniques to counter class imbalance.
- 2 Quantization:** Technique used to reduce the model size.
- 3 IOT Devices:** Internet of things devices which are interconnected by internet.
- 4 Edge AI:** System that implements the model directly in the device that collects the data.

## RAG-Based Gen AI: ChatGPT for Private Organizational Data

- 1 Web scrapper:** A tool that can extract required data from the website.
- 2 Tokens:** Unit of measurement used by language models like ChatGPT to measure the amount of text that it needs to process to provide an answer.
- 3 Streamlit:** It is an open-source software that allows one to share the prototypes easily with a functional user interface.
- 4 Cron Job:** A Unix based task scheduler which schedules and triggers the processes.

## Chatbot: Food Delivery Chatbot

- 1 Intent:** In the context of chatbot building, it refers to the purpose or goal behind user's message.
- 2 Webhook:** A method for one web application to provide real-time information to another application by using a specific URL.

## Recommendation System: Book Recommendations

- 1 Content Based Filtering:** It is a recommendation technique that suggests items to its users based on their preferences and similarities between items' features.
- 2 Collaborative Filtering:** It is a recommendation technique that suggests items to users based on the preferences and behavior of similar users.
- 3 A/B Testing:** A statistical method used to compare two variants of an output to understand which one performs better.