**Client:**

**Project Title:** Auto completion for issue description

**Project Description:** Constructed a POC on Auto-completion for issue description for one of our clients, the major goal behind undertaking this project – The majority of issues are miscommunicated and service executives resolve wrong issues rather than resolving right one. So, if we are able to build an autocompletion for our issue description based on our historical issue description.

* **Modeling a classification algorithm** to address customer queries and complaints effectively
* Used **Text mining using NLP** to segregate the type of queries and complaints received.
* The **past 5 years of data were used to train and achieved 89.2% accuracy in classification**, which helped train employees in the niche problem area to address issues effectively.
* **Customer satisfaction of 96% from 78% achieved** after implementing the model.