

INT260

Data Classification with Python SDK and SAP AI Business Services.

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PUBLIC



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Agenda

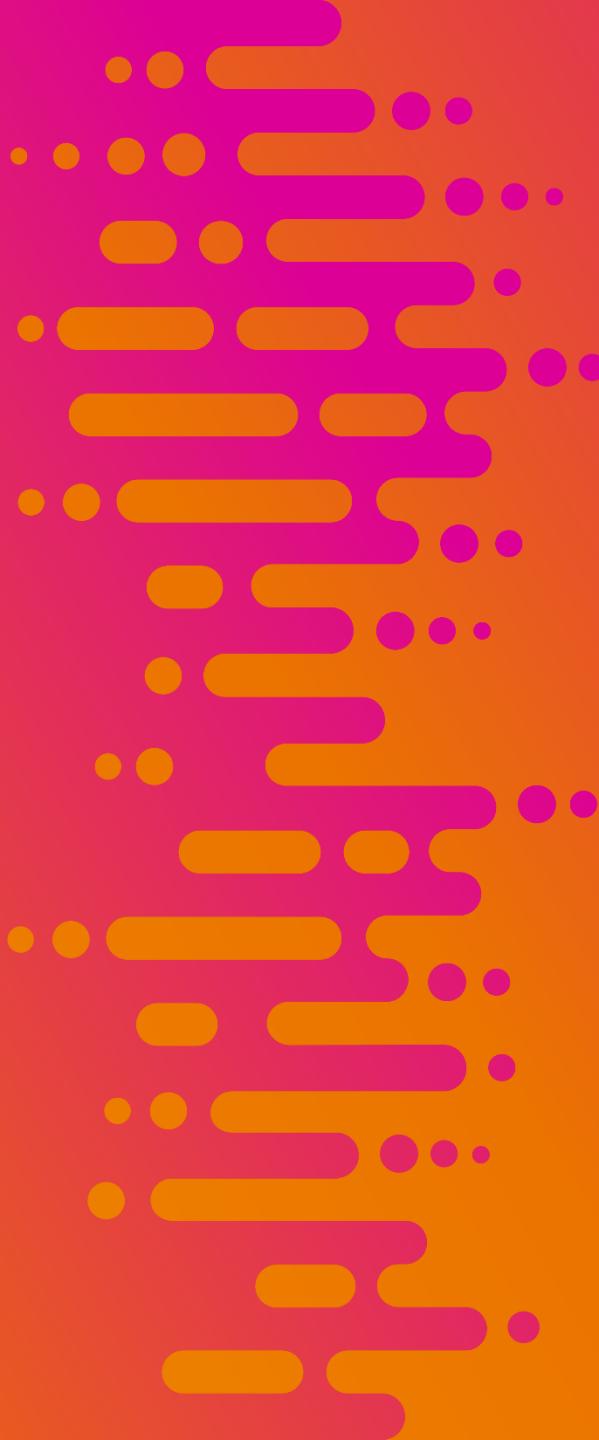
Data classification with Data Attribute Recommendation

- Introduction
- Use cases
- Workshop hands-on

Data classification with Service Ticket Intelligence

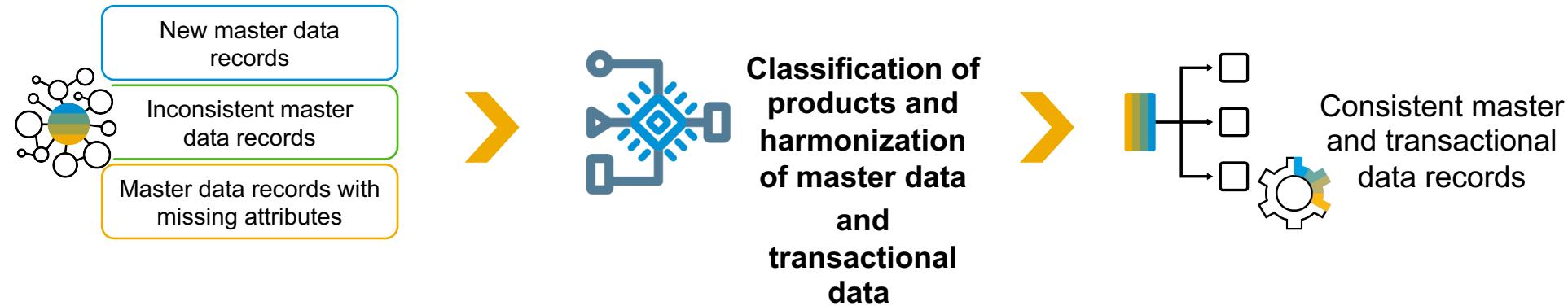
- Introduction
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Data classification with Data Attribute Recommendation



Data Attribute Recommendation

Automate master data / transactional data management tasks



Data Attribute Recommendation helps to classify entities such as products, stores and users into multiple classes, using free text, numbers and categories as input.



Automate and speed up master data creation and maintenance

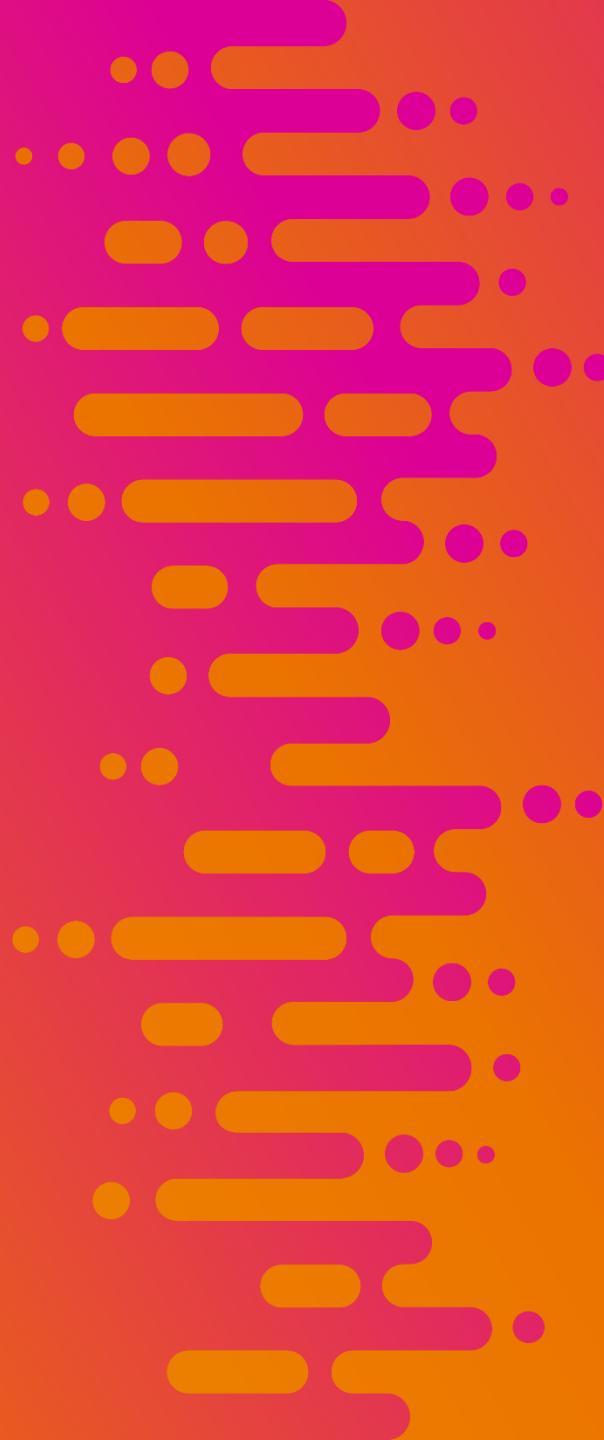


Gain easier and faster master data insights

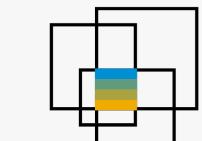


Reduce errors and manual efforts when maintaining master data

Use cases for Data Attribute Recommendation



Scenario 1 – Match point of sales information to your own product hierarchy



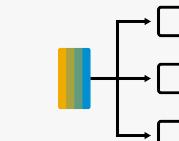
Point of Sales
information



Your own product
hierarchy



Data Attribute
Recommendation



Consistent
Master Data

BUSINESS PROBLEM

- Struggle with the **organization and management of large volumes of documents**
- Large amounts of unorganized, yet business critical documents (like contracts, products) are **preventing the workforce to work efficiently**



SOLUTION

Data Attribute Recommendation:

- Identifies relevant matching patterns
- Following these patterns it predicts to which representation in the product hierarchy the incoming product record belongs which helps to gain direct insights in the incoming point of sales information



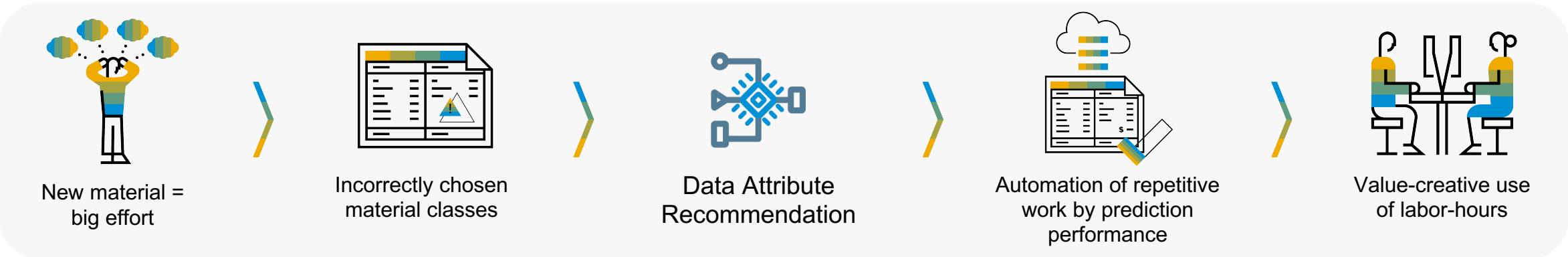
BENEFITS

- **The only way** to master the chaos is by using automation
- **Reducing** the manual work
- **Speeding up** and **improving the quality**
- **Easily Customizable**
- **Improve quality of data**

SAP SOLUTIONS IN THIS USE CASE:

- *Data Attribute Recommendation via SAP Cloud Platform Enterprise Agreement*
- *SAP Demand Signal Management*
- *SAP Cloud Platform Enterprise Agreement*

Scenario 2 – Get suggestions of material class and its characteristics



BUSINESS PROBLEM

Creating new material requests:

- Big, time consuming effort
- **Many requests coming back** due to incorrectly chosen material class

SOLUTION

Data Attribute Recommendation:

- Identifies relevant matching patterns
- Following these patterns it predicts to which representation in the product hierarchy the incoming product record belongs which helps to gain direct insights in the incoming point of sales information

BENEFITS

- Enables organizations to analyze valuable information about their competitors in comparison to themselves
- **Acceleration** of the process
- **Reduction of more than 20% of the effort** for new material creation
- **Automation of the repetitive work** and use labor hours on **high value tasks**

SAP SOLUTIONS IN THIS
USE CASE:

Data Attribute Recommendation via SAP Cloud Platform Enterprise Agreement

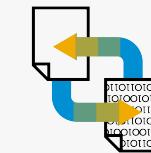
Scenario 3 – Commodity Code Prediction



New Commodity,
no Commodity Code



Data Attribute
Recommendation



Commodity
Code



New Commodity is
Imported / Exported

BUSINESS PROBLEM

- International trade demands commodity codes
- No correct commodity code
 - Rejection of assignment goods by customs
 - Waiting on borders = high costs for the organization
- Maintaining such master data
 - is supported by rules
 - leads to inconsistencies & left-overs for manual processing

SOLUTION

Data Attribute Recommendation can predict:

- Correct values by learning the logic behind complex fields (such as the commodity code)
- Dependencies to multiple data attributes

BENEFITS

- Reduces manual efforts in commodity code assignment
- Increases the validity of assigned commodity codes
- Decreased costs:
caused by labor & mal-assignment of commodity codes

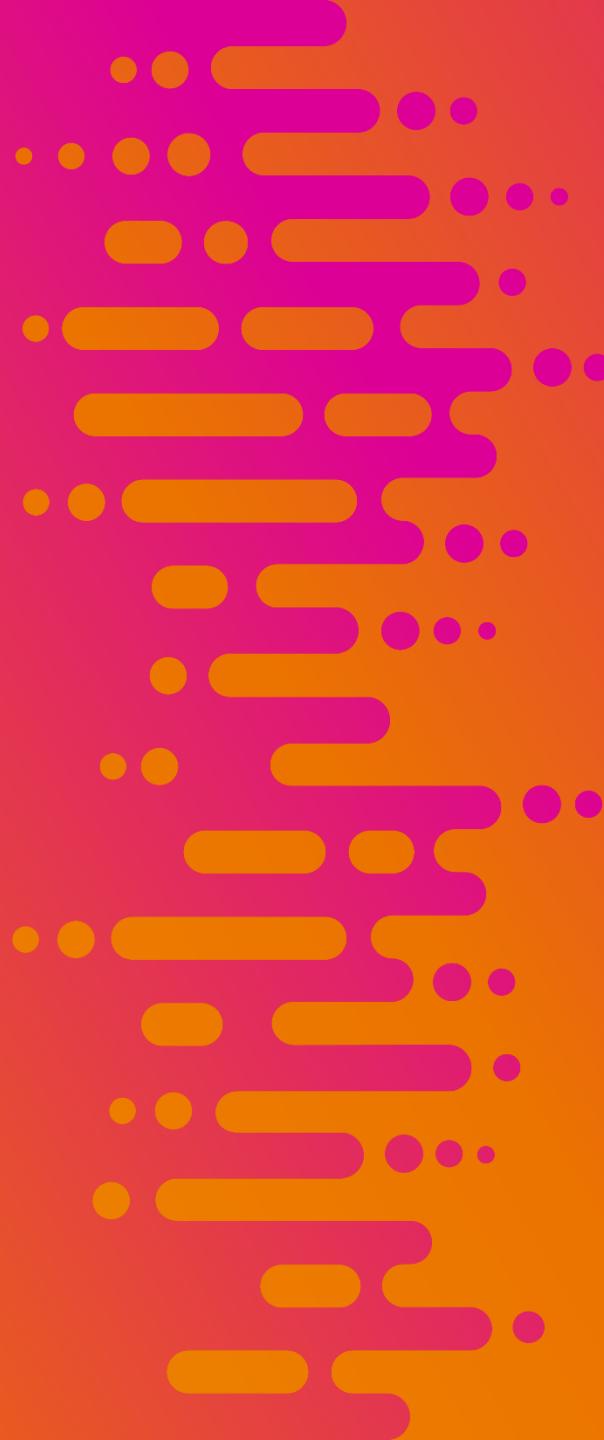
SAP SOLUTIONS IN THIS
USE CASE:

Data Attribute Recommendation via SAP Cloud Platform Enterprise Agreement

Data Attribute Recommendation **Contact**

- Learn more in the [SAP Help Portal](#)
- Contact: Satheesh Ilu is the Program Manager for Data Attribute Recommendation
 - satheesh.ilu@sap.com

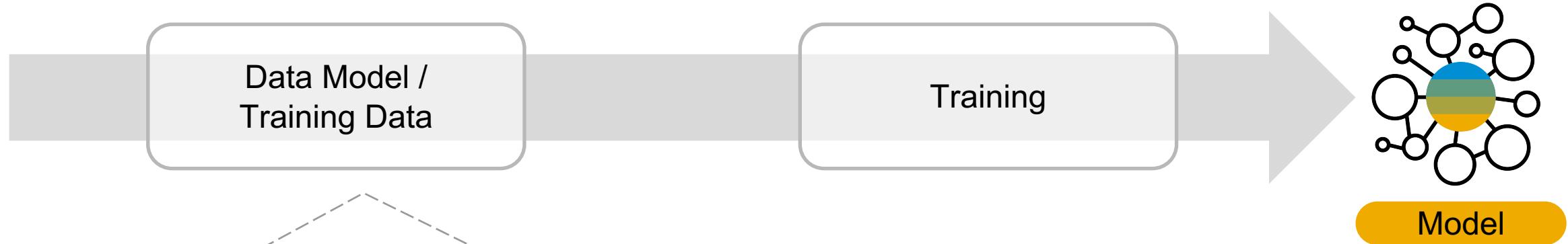
Hands-on for Data Attribute Recommendation



Data Attribute Recommendation **Hands-On**

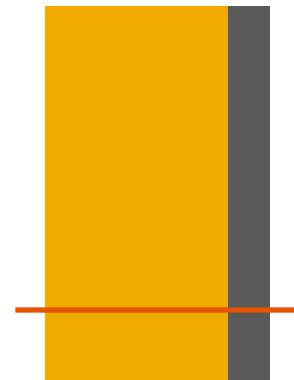
- Follow the exercises in the github.com/SAP-samples/teched2020-INT260 repository

Training-Process



Data Requirements:

- The data set should be **>3,000 documents**
At best: use **all data that is available** on the topic
- The **higher the quality** of the data, the better the results
Contradictory data worsens the result
- At least **one free text** should be used for training (the more, the better)



Training data consists of **text input** and **labels**

Model is initialized based on the categories found in the **labels**.

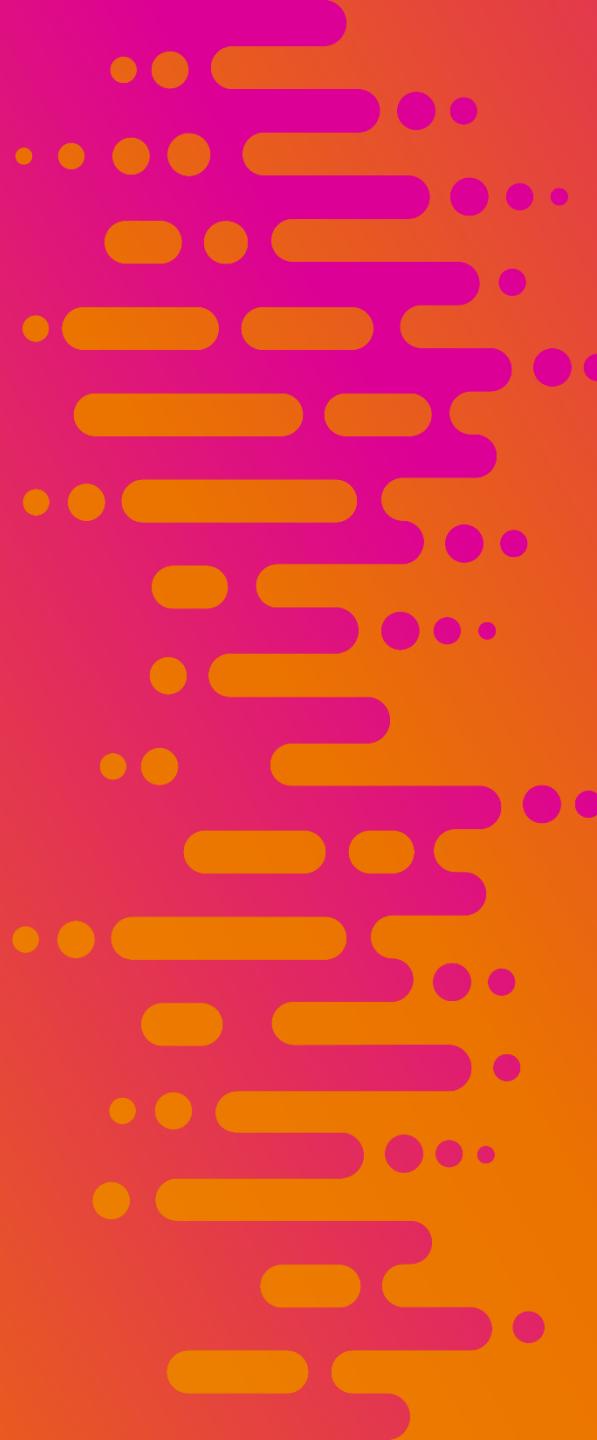
Data is **split** into training testing and validation sets in 8:1:1 ratio.

Data Attribute Recommendation **Trial Limits**

- The free Trial Account is subject to [usage limits](#)
- Any model deployed will be undeployed after being active for 8 hours.

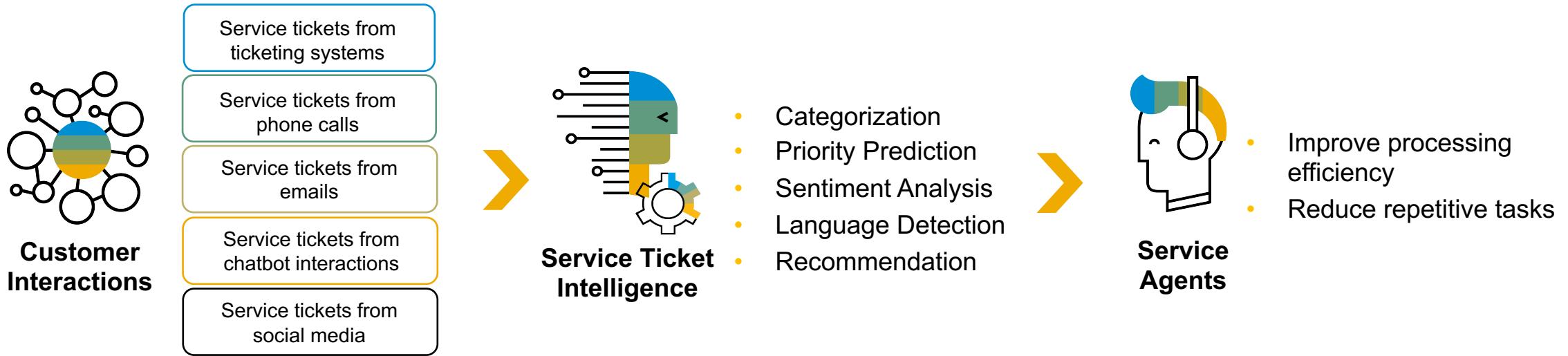
Input	Maximum Limit
Number of dataset schemas	50
Number of datasets	20
Size of dataset	10 MB
Number of pending jobs	1
Number of trained models	10
Number of simultaneously deployed models	1
Number of record predictions	2000

Data classification with Service Ticket Intelligence



Service Ticket Intelligence

Reimagine Customer Service with Automated Processes



Building a scalable, self-driven customer service and yet delivering great customer experience



Speed up service response times

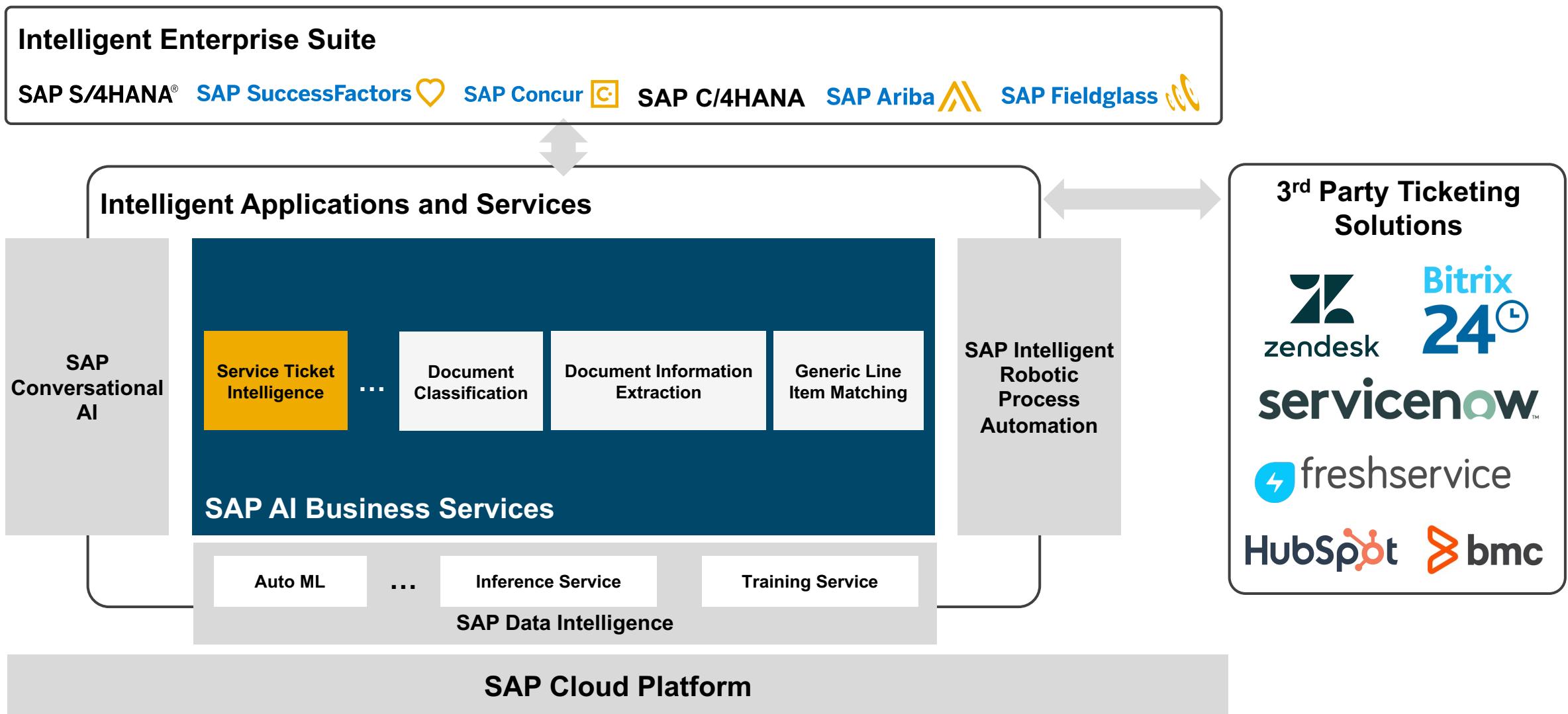


Higher rates of problem resolution and ticket closure



Increase customer satisfaction

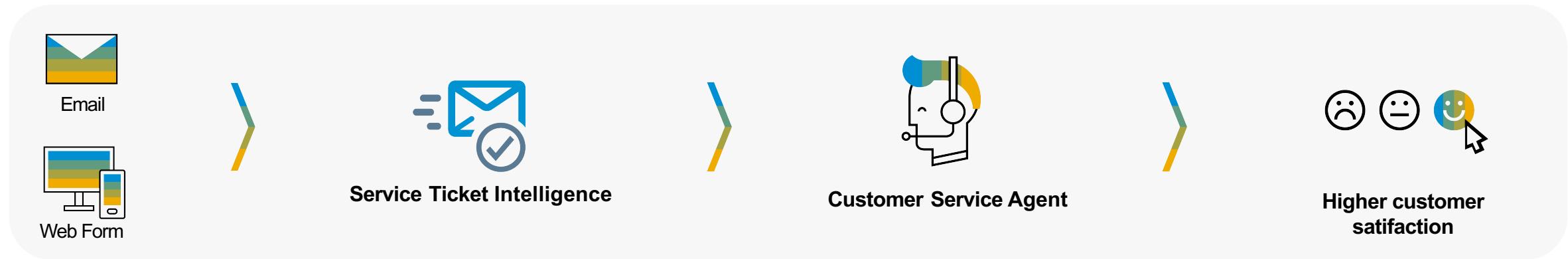
Service Ticket Intelligence can be integrated with various ticket handling applications



Use cases for Service Ticket Intelligence



Scenario 1 – Integration with an Omnichannel front office



BUSINESS PROBLEM

- **Increased volume and speed** of customer interactions
- Higher need in management of interactions by the agents
- **Higher expectations** in terms of response times
- Seamless handover across **interaction channels**

SOLUTION

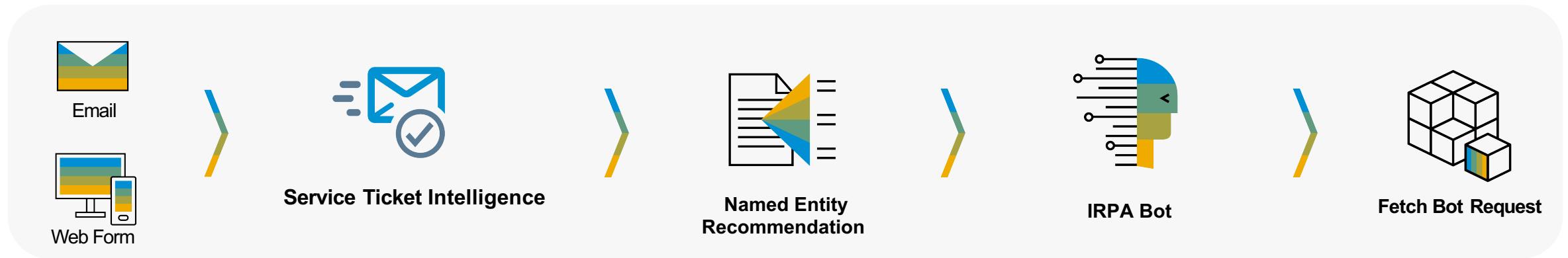
Service Ticket Intelligence:

- Automatization of **classification** and **processing** of customer service requests
- Classification of customer inputs **from various channels** into internal service groups

BENEFITS

- **Minimization of repetitive tasks**
- Focusing on **value-creative tasks**
- Provision of faster and more accurate responses to the customer

Scenario 2 – Shared Services at back office



BUSINESS PROBLEM

Shared Service Centers

= multi-inbound channel for internal and external standard inquiries about various topics

→ **high workloads with queued worklists**

SOLUTION

Service Ticket Intelligence:

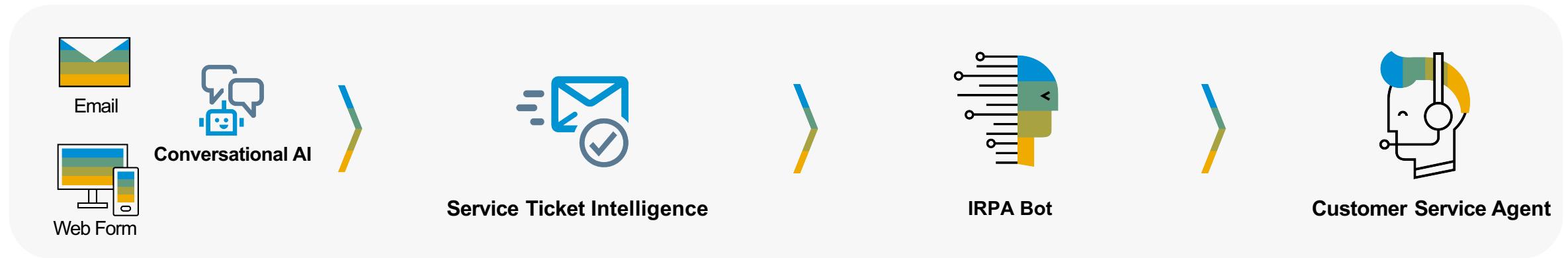
- Automatization of **classification** and **processing** of customer service requests
- Categorization of customer input **from various channels** into internal service groups
- **Redirection** of categorized inquiries to right processor

- **Prediction of category** of the incoming inquiries & redirection to right processor
- **Standard inquiries** can be fetched by **IRPA** and answered automatically
- **Minimization of repetitive tasks**
- Focusing on **value-creative** tasks
- **Provision of faster and more accurate** responses to the customer

SAP SOLUTIONS IN THIS USE CASE:

- Service Ticket Intelligence as part of Cloud Platform Enterprise Agreement
- Named Entity Recommendation as part of Cloud Platform Enterprise Agreement
- SAP Service Cloud Enterprise Edition or SAP CRM or SAP S/4HANA Customer Management
- SAP Intelligent Robotic Process Automation
- SAP Shared Service Framework for S/4HANA

Scenario 3 – In combination with ConversationalAI and iRPA



BUSINESS PROBLEM

- **Increased volume and speed** of customer interactions
- Higher need in management of interactions by the agents
- **Higher expectations** in terms of response times
- Seamless handover across **interaction channels**

SOLUTION

Service Ticket Intelligence:

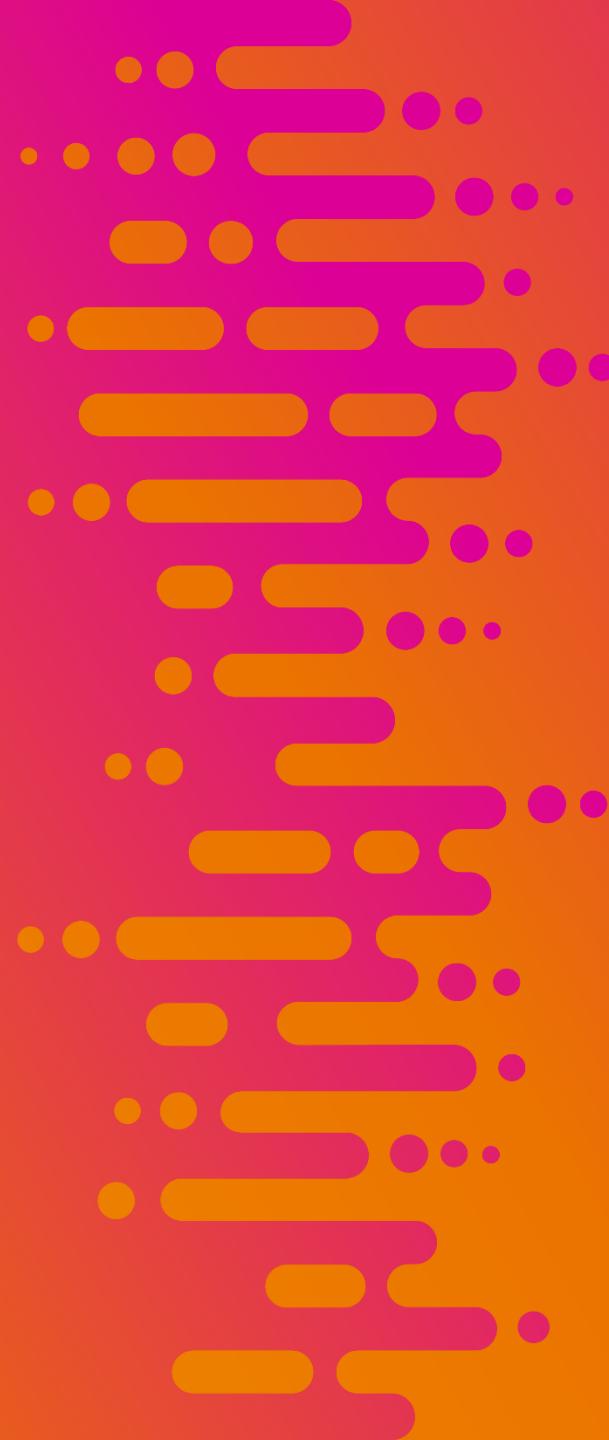
- Automatization of **classification** and **processing** of customer service requests
- Categorization of customer input **from various channels** into internal service groups

Conversational AI allows direct answer to the customer without including an agent

BENEFITS

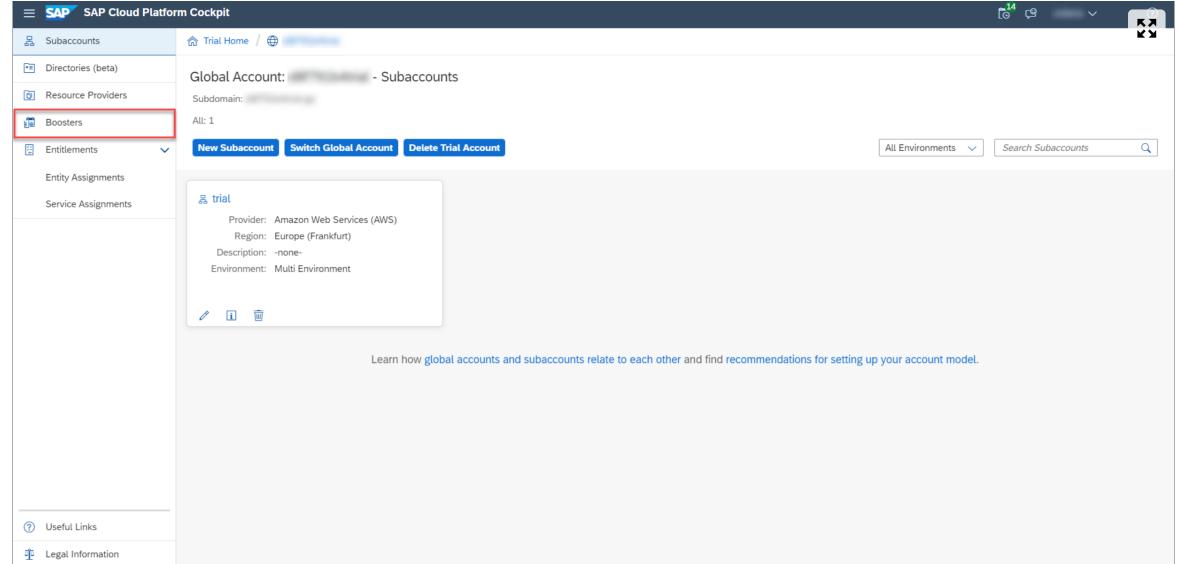
- **Prediction of category** of the incoming inquiries & redirection to right processor
- **Standard inquiries** can be fetched by **iRPA** and answered automatically
- **Minimization of repetitive** tasks
- Focusing on **value-creative** tasks
- **Provision of faster and more accurate** responses to the customer

Hands-on for Service Ticket Intelligence



Exercise 1 – Provision and retrieve service keys for Service Ticket Intelligence

1. Register and access your [SAP Cloud Platform Trial Account](#)
2. Follow **Exercise 1** to create the service instance and to retrieve your service keys
3. Credentials are required to authorize and communicate with the service. They will be used in **Exercise 2**



Learning point: The credentials provided have full privileges to the service. The client application should grant different access privileges to different user roles (e.g. admin versus end user). Access and secret keys should not be given to non-admin users. Read more in [STI Security Guide](#).

Exercise 2 – Ticket Classification Scenario

Data preparation, model training & evaluation, inferences

1. Jupyter Notebooks are interactive playgrounds to code and are often used in data science to explore datasets
2. Open the Classification Jupyter demo notebook in [Exercise 2](#) and follow the steps
3. Dataset used in this demo will be in the context of service request from the travel industry

The screenshot shows a Jupyter Notebook interface with the title "Service Ticket Intelligence Classification". The notebook contains the following code snippets:

```
In [1]: import os  
import pandas as pd  
import numpy as np  
from sklearn.model_selection import train_test_split  
from sklearn.metrics import confusion_matrix  
%matplotlib inline  
import matplotlib.pyplot as plt  
import time  
import json  
%load_ext autoreload  
%autoreload 2
```

```
In [2]: import requests  
import base64
```

Prepare training and test data

We have a small dataset of service request tickets that is in the context of the travel industry. We will attempt to build a classifier which automatically classifies these tickets into their respective categories.

The below code block loads the data from file

```
In [3]: df = pd.read_csv("../datasets/travel.csv")
```

Let's see the data

```
In [4]: df.head()
```

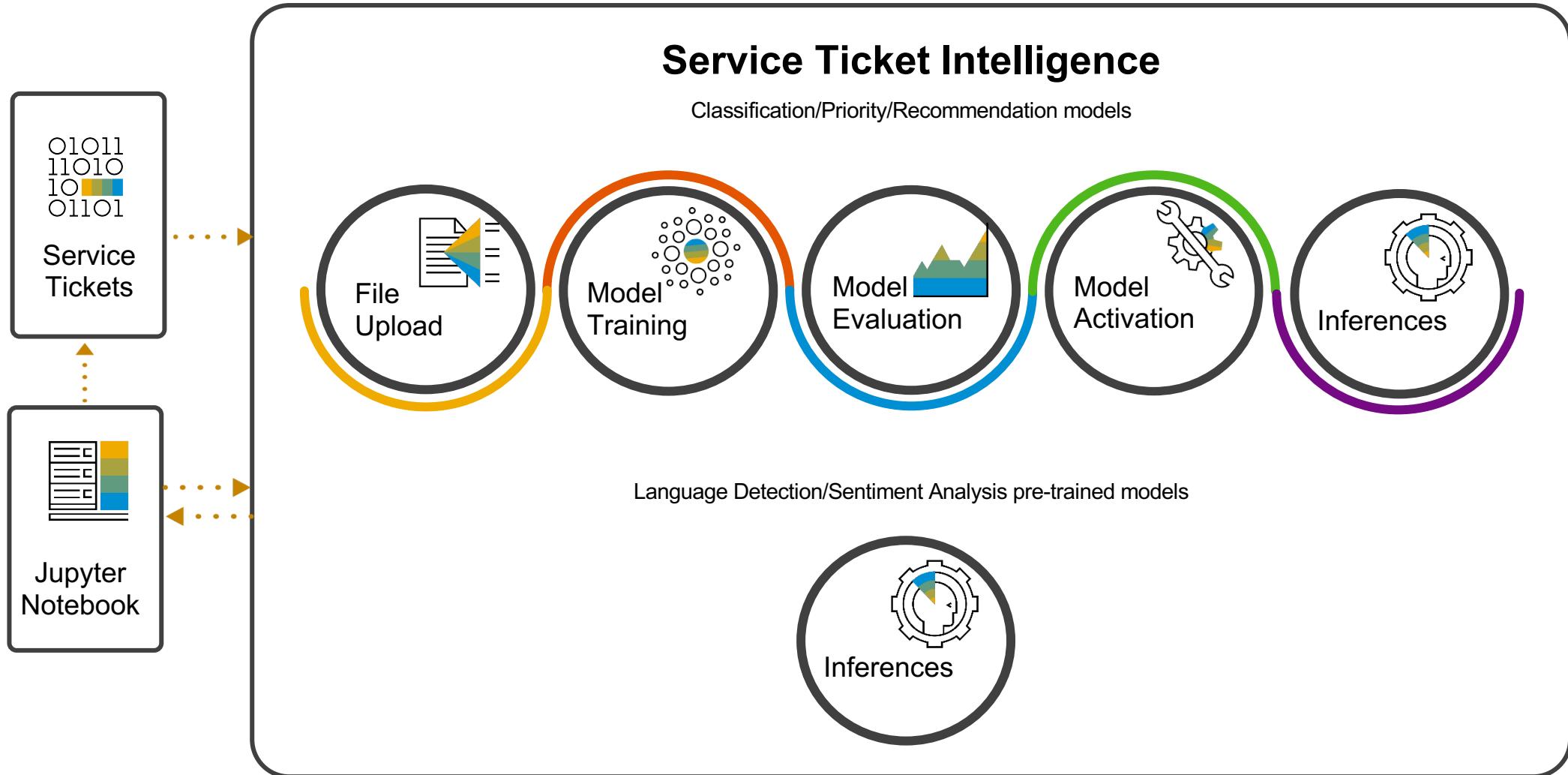
	Description	Category
0	how can a morning flight(5309) already be delayed?	complaint



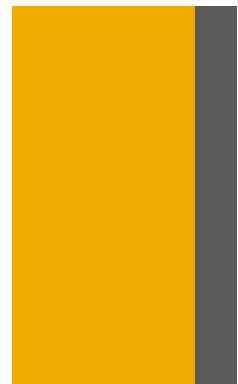
Learning point: Service Ticket Intelligences' classification models are retrainable with multiple input and output labels for prediction. The input file should be in UTF-8 formatted csv. Read more at [STI API Reference > Model Training API](#)

Service Ticket Intelligence Overview

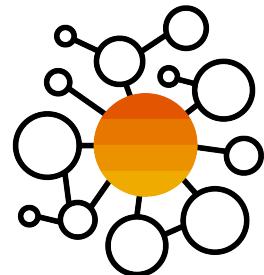
Ticket Classification and Recommendation Scenarios



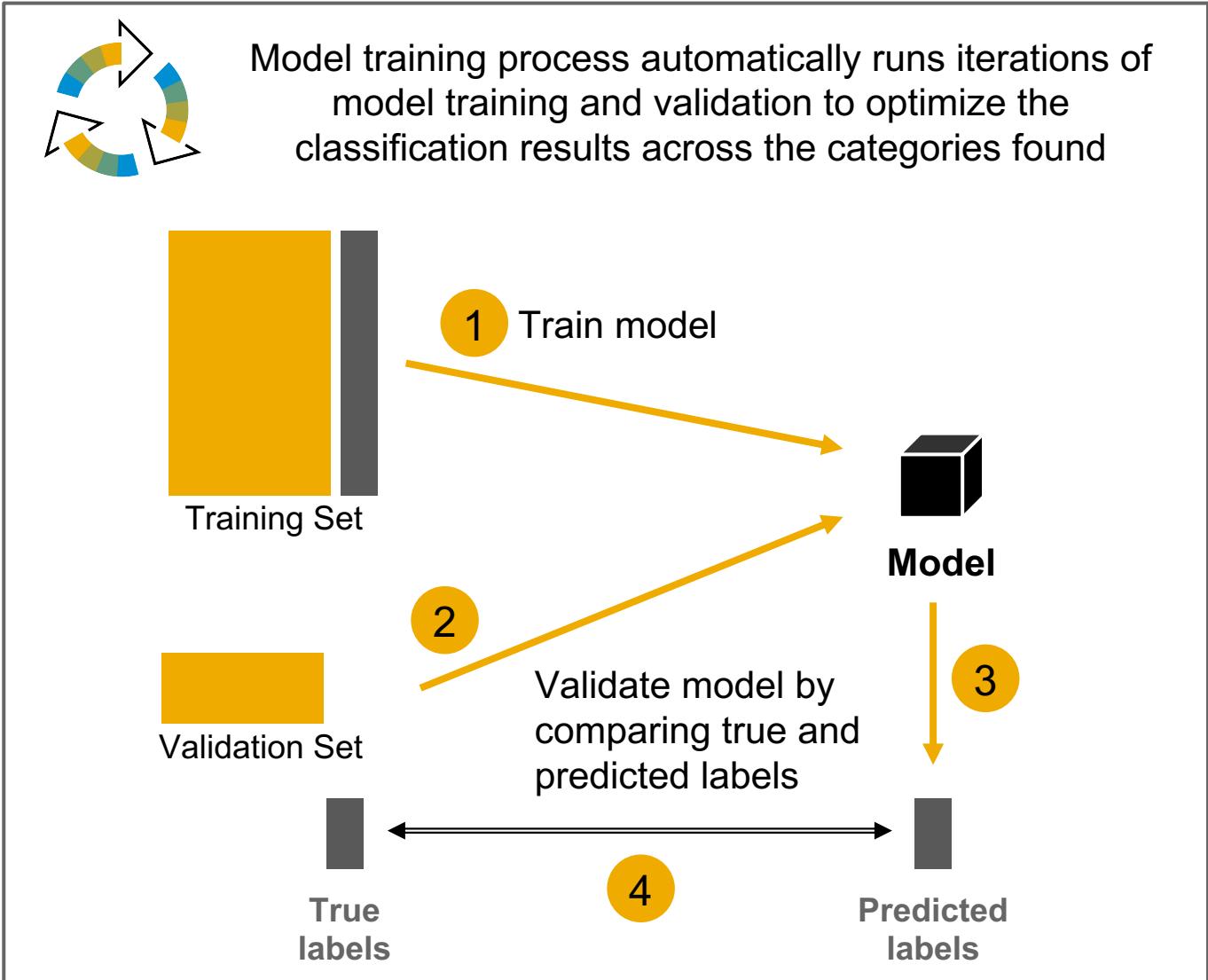
What happens during model training?



Training data upload via file upload or oData connection with **text input** and **labels**



Model is initialized based on the categories found in the **labels**.
Data is split into training and validation sets.



Model Training Best Practices

Recommended number of records

- At least 1,000 samples for every unique label value

Minimum number of records

- At least 20 samples for every unique label (labels, e.g. categories, with less than 20 training examples are treated as outliers and are removed automatically by STI)

Data distribution

- Uniform data distribution across all unique labels (good to have)

Business activity level

- Recommended 10,000 service tickets per month

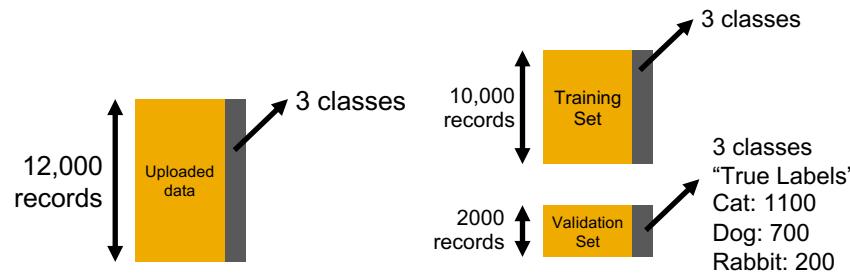
Generally speaking, the more data the better..

Evaluating model accuracy

- A model training report in the form of a confusion matrix on the validation set, and corresponding precision, recall and f1 values for each category label in the dataset is generated at the end of the model training process. This report (in JSON format) can be retrieved from the [Get Model Accuracy API](#)
- Overall model accuracy represents the test results from using the model to make predictions on the validation set. This value can be retrieved from the [Get Model Status API](#) as “[combined_accuracy](#)” in the Model Status Object.

Best practices to improve model accuracy

- Prior to model training, evaluate how much training data is available, the absolute number of categories, and the distribution of data across these categories.
- If a dataset has a large number of categories and semantically similar categories (or data which is very similar between two categories e.g. request for refund vs request for replacement), this typically makes the data noisy and thus results in poorer accuracies.



There are 1100 actual cats (true labels), of which 850 were accurately classified as cats, 200 were classified as dogs and 50 were classified as rabbits. Precision rate for the ‘cat’ label is 0.77 (850 / 1100).

Of the 1080 cats predicted by the model (predicted labels), 850 were truly cats.

Recall rate for the ‘cat’ label is 0.79 (850 / 1080).

The f1 score is a harmonic mean of the precision and recall values, which therefore gives a single score that represents both precision and recall rates for a particular label.

Overall model accuracy

Sum of total correct predictions over all predictions made on the validation set.

$$(850 + 500 + 100) / 2000 = 0.725$$

True label	Cat	Dog	Rabbit
Predicted label	850	200	50
Cat	150	500	50
Dog	80	20	100
Rabbit			

```
confusion_matrix : {
    labels: [
        'cat',
        'dog',
        'rabbit'
    ],
    values: [
        [850, 200, 50],
        [150, 500, 50],
        [80, 20, 100]
    ]
}
```

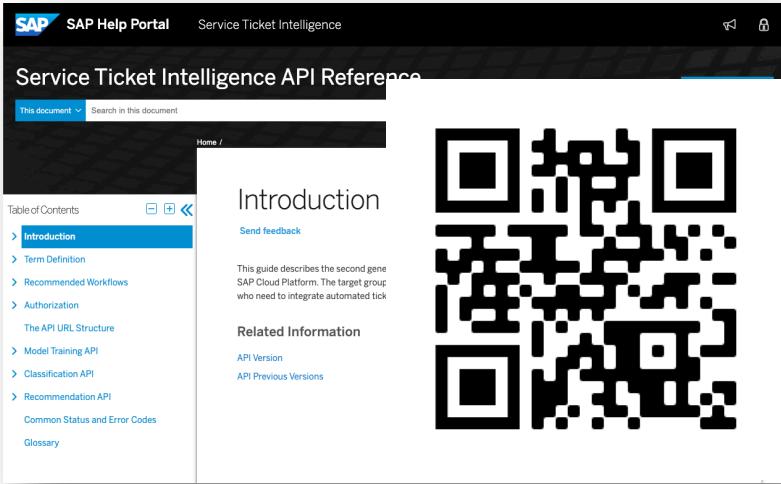
See [term definition](#) for the Confusion Matrix Object

Service Ticket Intelligence Trial Limits

When using the Service Ticket Intelligence trial account, be aware of the following input limits:

Input	Maximum Limit
Service instance	1 You are allowed to create only one service instance under each global trial account.
Number of inferences	200 records for all Service Ticket Intelligence scenarios If you exceed inference limits for trial, you will receive an HTTP status 429 error with the message: “Making this inference request would exhaust your current quota”.

Developer resources



SAP Help Portal Service Ticket Intelligence

Service Ticket Intelligence API Reference

This document Search in this document

Home / Introduction Send feedback

This guide describes the second generation of Service Ticket Intelligence on SAP Cloud Platform. The target group who need to integrate automated ticket classification into their applications.

Table of Contents

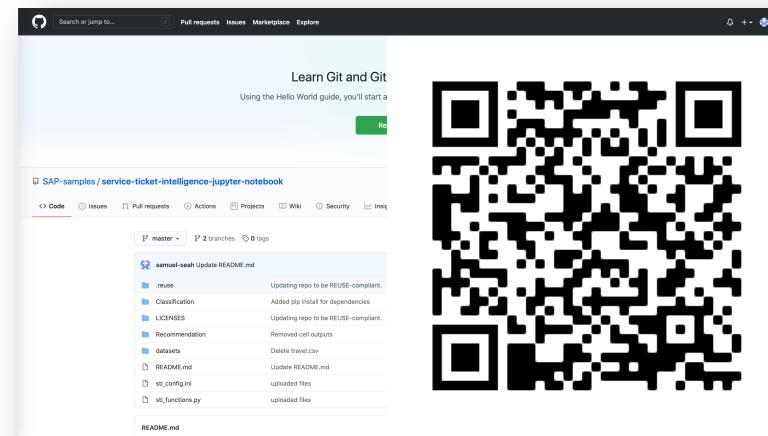
- > Introduction
- > Term Definition
- > Recommended Workflows
- > Authorization
- The API URL Structure
- > Model Training API
- > Classification API
- > Recommendation API

Common Status and Error Codes

Glossary

QR code linking to the API Reference page.

API Reference



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Code Issues Pull requests Actions Projects Wiki Security Insights

master · 2 branches · 0 tags

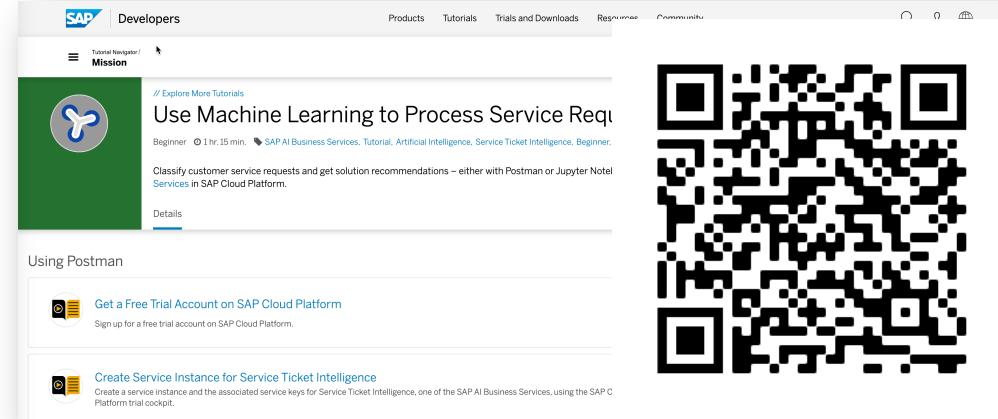
samuel-seash Update README.md

- reuse
- Classification
- LICENSES
- Recommendation
- datasets
- README.md
- stt_config.ini
- stt_functions.py

README.md

QR code linking to the GitHub repository.

Jupyter Notebook



SAP Developers Products Tutorials Trials and Downloads Resources Community

Tutorial Navigator / Mission

// Explore More Tutorials Use Machine Learning to Process Service Requests Beginner 1 hr. 15 min. SAP AI Business Services, Tutorial, Artificial Intelligence, Service Ticket Intelligence, Beginner, Machine Learning

Classify customer service requests and get solution recommendations – either with Postman or Jupyter Notebook Services in SAP Cloud Platform.

Details

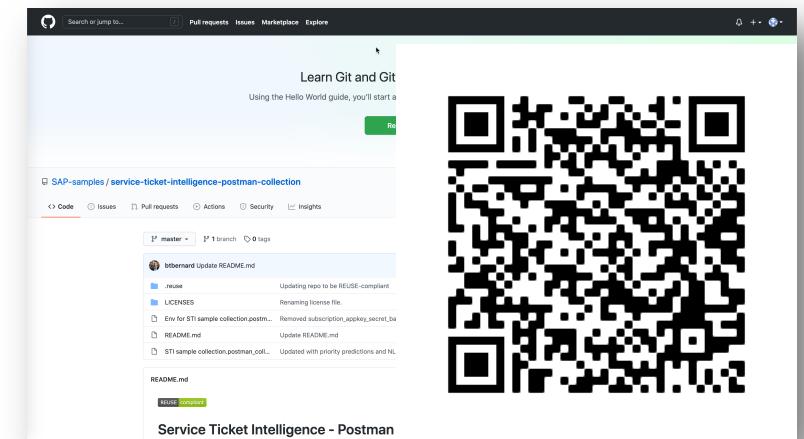
Using Postman

Get a Free Trial Account on SAP Cloud Platform Sign up for a free trial account on SAP Cloud Platform.

Create Service Instance for Service Ticket Intelligence Create a service instance and the associated service keys for Service Ticket Intelligence, one of the SAP AI Business Services, using the SAP Cloud Platform trial cockpit.

QR code linking to the machine learning tutorial page.

Developer Tutorials



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tribernard Update README.md

- reuse
- LICENSES
- Eve for STT sample collection.postman
- README.md
- STT sample collection.postman_collection

README.md

Service Ticket Intelligence - Postman

QR code linking to the GitHub repository.

Postman Collection

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ANSWER



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Contact for further topic inquiries

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