

Case Topic Analyzer

Use the Case Topic Analyzer machine learning model to view trending topics from cases.

The Case Topic Analyzer machine learning model analyzes keywords from case descriptions and groups cases based on labels assigned to a model. A label is a topic which acts as a heading for a list of similar keywords.

Prerequisites

To ensure accurate results from the model, your system must contain historical data (cases) in order to train the model. Ideally around 3000 cases (minimum) with cases having meaningful text content in the case description (multiple sentences which conveys the issue).

Note

When setting up a demo or test environment, you need to consider the following points:

- If most cases are talking about totally different distinct problems, topic detection will not happen properly.
- Cases must have meaningful text which conveys the issue correctly.

Configure Case Topic Analyzer

As an administrator, you must add, train, test, and activate the Case Topic Analyzer model.

Procedure

1. Navigate to your user profile, and select Settings All Settings Machine Learning Intelligent Service Case Topic Analyzer.
2. Under Case Topic Analyzer, click the create icon (+) to add a model.
3. Enter a name for your model.
4. Click Save and Train to start training the model.

The model goes through the following statuses during the training: Created Training in Progress Training Completed or Training Failed Active or Inactive.

You can refresh and update the training status of the model by selecting the ↻ (refresh) icon.


5. After the training is completed, select your model to assign a label to the list of keywords.

Note


A label is a topic which acts as a heading for a list of similar keywords.

You must set appropriate topic label which matches your business.

6. Select Settings to see a number of topics with keywords associated with each one.

7. Enter a topic label.
8. Click Save.
9. Click the  (activate) icon to activate the model.

Note

- You can deactivate a model by selecting the  (deactivate) icon.
- You can use the test console to test if the model is functioning correctly. Select your model, enter a description in the Input field, and click Test.
- Only English language is supported currently for the Case Topic Analyzer models.

View Topic Analyzer

View trending topics from case descriptions.

After you train and activate the case topic analyzer model, you can view trending topics in Topic Analyzer. New cases created in the system are grouped according to the topics they belong to.

You can choose to view the trending topics in the form of cards or lists that display the topic name, the rank, number of cases, and percentage trend. The topics are ranked according to the number of cases for the topics for the calendar year. The percentage trends are calculated on monthly basis.

You can filter trending topics using a date filter with values such as This week, This Month, and This Year. By default, the date filter is set to filter trending topics for the current week. For a selected filter, topics will appear only if it has cases from that selected time period. However, the overall topic rank for the calendar year and percentage trend (month to month) does not change.

The trending topics display information for all topics in the following forms:

- Bar charts - displays the number of cases for topics
- Graphs - displays topic trends across months.
- Keywords clusters - displays list of trending keywords as word clouds and as lists.

When you select a trending topic, the list, graph and keywords display information specific to the selected topic only. You can view the list of associated cases and navigate to specific cases.