

## Similar Case Recommendation

Find solutions from similar cases from the past that you can apply to the current case.

### Note

To ensure accurate similar case recommendation with machine learning you require at least one year worth of cases with change history data. It is recommended to have at least 22,000 completed cases.

The machine learning algorithm scans the subject and description of categorized cases over the last 12 months and returns the top three most similar cases to the current case. The model learns the semantic relationship of words in the description and subject text and uses this context to find cases similar to the current case. This semantic, sentence-level representation of case text yields more accurate results than a simple keyword search. You can check similar cases for possible solutions to the current case.


Similar case recommendation is currently supported in the following languages:

- Dutch
- English
- Finnish
- French
- German
- Greek
- Italian
- Polish
- Slovak
- Spanish

## Configure Similar Case Recommendation

As an administrator, you must add, train, and activate the Similar Case Recommendation model.

### Procedure

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

The training takes time to complete depending on the volume of the historical data. The mode goes through the following statuses during the training: Created Training in Preparation Data Extraction is Pending Data Extraction is in Progress Data Preprocessing is Pending Data Preprocessing is in Progress Training Triggered Training is Pending Training in Progress Training Completed or Training Failed Active or Inactive.

The system stops the training if data extraction fails and updates the status as Data Extraction Failed.

You can refresh and update the training status of the model by selecting Get Status from the Actions (⌵) menu.

#### Note

You can also save your model and train your model later.

Locate your model and click Train from the Actions (⌵) menu to start training the model.

5. After the training is complete, click Activate from the Actions (⌵) menu to activate the model.

You can deactivate a model by selecting Deactivate.

#### Note

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.

### **View Similar Case Recommendation**

View similar case recommendations in cases.

#### Procedure

1. Go to the Case worklist.
2. Create a new case and enter the subject and description fields.

Similar case recommendation happens at case creation. Hence, you'll only see predictions for cases created after the model is set to active status.

3. Select Save.

Find similar cases in the the side pane by clicking the Similar Cases (⌵) icon. A confidence score of 0–100 shows the level of accuracy of the match.

#### Similar Cases - Show More

View all similar cases to check for more solutions that apply to your current cases.

To view more similar cases, select Show More at the top right of the Recommendations side pane. The Solution Center opens and displays up to ten similar cases in the top table.