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PREMIUM PROJECT

Analyzing Customer Support Calls

Transcribe customer support audio calls, evaluate sentiment, search in text and identify common entities to improve customer service!

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<> 1 tasks

225 participants

1,500 XP

Project Description

Prepare to embark on a journey to elevate customer service by analyzing support calls.

Your task is to transcribe customer support audio calls, evaluate customers' sentiment, and uncover common named entities and search most similar context to a query by utilizing open-source packages such as `SpeechRecognition` and `spaCy`.



PREREQUISITES



[Spoken Language Processing in Python](#)



[Natural Language Processing with spaCy](#)

INSTRUCTORS

**Azadeh Mobasher**

Principal Data Scientist

Azadeh is a principal data and applied scientist with more than 10 years of experience on applications of machine learning, natural language processing, optimization, and simulation in the tech, supply chain, and healthcare industries.

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COLLABORATORS

**Jasmin Ludolf**

