

Title (en)

METHOD OF AUTOMATICALLY ASSIGNING A CLASSIFICATION

Title (de)

VERFAHREN ZUR AUTOMATISCHEN ZUWEISUNG EINER KLASSIFIKATION

Title (fr)

PROCÉDÉ D'ATTRIBUTION AUTOMATIQUE D'UNE CLASSIFICATION

Publication

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Application

EP 21803848 A 20210422

Priority

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- IB 2021053334 W 20210422

Abstract (en)

[origin: WO2021229328A1] A method for improving the resolution of queries tickets through the utilization of historical solution data obtained from multiple sources is provided. The method offers a methodology for automatically classifying the query, for faster retrieval of potential answers to said query, by performing a variety of similarity calculations to yield a probability of the most likely class the query is in.

IPC 8 full level

G06Q 30/016 (2023.01); **G06F 16/242** (2019.01); **G06F 16/2457** (2019.01); **G06F 16/31** (2019.01); **G06F 16/35** (2019.01); **G06Q 30/01** (2023.01)

CPC (source: EP)

G06F 16/243 (2018.12); **G06F 16/2457** (2018.12); **G06F 16/285** (2018.12); **G06F 16/319** (2018.12); **G06F 16/3329** (2018.12); **G06F 16/35** (2018.12); **G06F 18/24155** (2023.01); **G06Q 30/01** (2013.01)

Citation (search report)

- [A] EP 3193265 A1 20170719 - WIPRO LTD [IN]
- [I] LI YANG ET AL: "Question Answering for Technical Customer Support", 14 August 2018, SAT 2015 18TH INTERNATIONAL CONFERENCE, AUSTIN, TX, USA, SEPTEMBER 24-27, 2015; [LECTURE NOTES IN COMPUTER SCIENCE; LECT.NOTES COMPUTER], SPRINGER, BERLIN, HEIDELBERG, PAGE(S) 3 - 15, ISBN: 978-3-540-74549-5, XP047482535
- [A] PENG SUN ET AL: "Content-Aware Resolution Sequence Mining for Ticket Routing", 13 September 2010, BUSINESS PROCESS MANAGEMENT, SPRINGER BERLIN HEIDELBERG, BERLIN, HEIDELBERG, PAGE(S) 243 - 259, ISBN: 978-3-642-15617-5, XP019151196
- See references of WO 2021229328A1

Designated contracting state (EPC)

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