

ONE_Classifier

Machine learning service for text classifications

Intelligent automation solution for optimizing incoming mail for helpdesks (tickets), service desks and customer service organizations

ONE_Classifier is an artificial intelligence service and an element of the digitalization platform Almato ONE.

The product addresses the topic of text classification, a standard task in many business applications. The goal of text classification is to assign documents (such as e-mails, articles, text messages, product reviews, etc.) to one or more categories. Such categories can be diverse and multidimensional. Today, the predominant approach to creating such classifiers is machine learning, i.e. learning classification rules from examples. To create such classifiers, training data with appropriate labels or tags must be available.

Use Case for Text Classification_

Companies are regularly confronted with the receipt of unstructured textual documents such as tickets at the IT helpdesk, messages via web forms or e-mails.

The first step in processing these documents is to analyse them and, based on this, assign them to categories. This assignment (usually also multidimensional) is the prerequisite for forwarding the documents to the correct processing group, prioritizing the messages, assigning them to waiting loops, etc.

Depending on the application, classification by a human being can be a costly process and can take up hundreds or thousands of working hours per year. ONE_Classifier is a solution that automates classifications quickly and easily.

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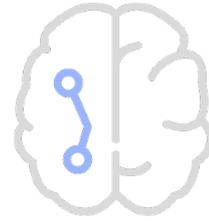
of incoming tickets are automatically and correctly classified (urgency, priority, incident type).

Success Story

DATGROUP SE is one of the most successful IT service companies in Germany. The company operates a shared service desk for well-known companies.

To relieve the agents and save costs, the company relies on the fully automated classification of incoming tickets with ONE_Classifier.

The classification service is fully integrated into the ITSM system and is operated as Software-as-a-Service in the company's highly secure private cloud infrastructure.



Features_

- ONE_Classifier offers a very easy to use and fast way to train a robust classification model.
- Innovative approach with state-of-the-art technology, no dictionaries, no grammars, no NLP approach, no 3rd party licenses, no hidden follow-up costs.
- With ONE_Classifier a learning, maintenance-free system can be implemented (continuous learning).
- Commissioning is possible immediately and without implementation effort.
- The system supports multiple categories in one step.
- Extremely high-performance and secure, optionally as SaaS or on-premise.

Requirements

- Training data and test data in representative quality.
- Data with labels or tags according to the desired classification.
- Data in CSV format
- The number of data records depends on the application. In the helpdesk example, a number of several thousand tickets per category is appropriate.

Functionality and operation_

- Data upload: Training and test data is uploaded in simple form (CSV file) using a REST service.
- Data Preparation: The uploaded training data is automatically cleaned and optimized for model generation using a proprietary process.
- Model Training: The model training including hyperparameter tuning is fully automated. After successful model training the prediction service is available as REST service.
- Retraining Service: For continuous learning, additional training data can be uploaded, and the service is then retrained.
- The software is available as SaaS or on-premise.

About Almato AG

Almato is one of the leading providers of software and services for the intelligent digitalization of companies. With the Almato ONE platform, companies automate and mobilize their business processes. Applications include robotic process automation, digital assistants, intelligent apps, ready-made software robots, machine learning services, and complete solutions for individual tasks such as workforce management. Companies from all industries use Almato software to reduce costs and improve service.