

Sddec18-16: Use machine learning to predict relevant support content based on historical user interactions.

Week 1 Reports

January 14 - January 20

Team members

Erin Elsbernd: Communication coordinator and Machine Learning Lead

Ram Luitel: Project Manager and Software Architect

Faizul Jasmi: Testing and AWS Tech Lead

Taizhong Huang: QA Lead

Christian Chiang: Webmaster and AWS Tech Lead

Khoa Bui: Webmaster and DB lead

Summary of Progress this Report

We met with our client on Jan 18 2018 at Library LLC 4 and got an overview of the project. We were clear on where to begin with our project. The first step for are team is to learn some machine learning algorithms and tools and play with supervised learning models to get familiar with these tools and techniques. The client is providing us with data on or a few days after January 26 2018. Until then we will study supervised learning and classification models in scikit-learn that we think may be appropriate for the data.

After our meeting with the client we had our first group meeting on the same day to discuss team roles and responsibilities as well as project details. We also went through the reflection team expectations and setting roles assignment.

Pending Issues

We do not have any pending issue at this point other than waiting for the data from client. Another issue is our lack of experience with ML. As a team, we will all need to familiarize ourselves with classification models and tools in python to implement ML algorithms. Our client mentioned that he will require the team Github account and we need to add him to the group. In the future we need AWS which the client is going to provide us. One pending paperwork needed to be finished is the intellectual property forms which was discussed in class 01/16/2018. We will be meeting for the first time with our faculty adviser on 01/25/2018.

Plans for Upcoming Reporting Period

We all will be learning technologies related to machine learning and researching more about how to use Python and Scikit-learn more effectively to accomplish our project. We are also meeting with our faculty adviser on 01/25/2018. Our next meeting with our client is on 02/01/2018

Individual Contributions

Team Member	Contribution	Weekly hours
Erin Elsbernd	communicate with client via email to organized meeting. Participated in team meeting. Researching machine learning tools and try to sharpen skills relevant to the project as discussed in our meeting	4
Ram Luitel	Organized meeting by booking room at library and participated in team meeting. Create this weekly status report. Researching machine learning tools and try to sharpen skills relevant to the project as discussed in our meeting	4
Faizul Jasmi	participated in team meeting. Researching machine learning tools and try to sharpen skills relevant to the project as discussed in our meeting	4
Taizhong Huang	participated in team meeting. Researching machine learning tools and try to sharpen skills relevant to the project as discussed in our meeting	4

Christian Chiang	participated in team meeting. Researching machine learning tools and try to sharpen skills relevant to the project as discussed in our meeting	4
Khoa Bui	participated in team meeting. Researching machine learning tools and try to sharpen skills relevant to the project as discussed in our meeting	4