

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

user interactions.

Week 2 Reports

Monday, January 22, 2018 – Friday, January 26, 2018

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 are currently still waiting for our data. According to the last meeting with our client, the data will be provided on or after Friday, January 26, 2018.
- We met with our faculty advisor (Dr. Neil Gong) on Thursday, January 25th, 2018. In the first meeting, we introduced ourselves and described our project. We set up the next meeting with our advisor on Thursday, February 9th, 2018. After the advisor meeting, we had a short group meeting to discuss the next week's plan and address any questions we had in team. We also prepared our lightning talk for the next class period.
- Our project's website is launched. Now, the website contains our project's overview, our biographies (members will fill out soon), and first week report. We will update regularly any information about our project's development and weekly reports on the website.
- Since we don't have data yet, we are continuing to experiment with different classification machine learning models. We have decided that once given the data, we will have two groups of models. One group will be Random Forest and other basic classification models. The other group will try using text based classification models with our data, e.g. bag of words, n-gram approaches.

Pending Issues

We are still waiting for our data. Without the data, we cannot go further on the project. Otherwise, besides issues on the first week report, no further problems have arisen.

Plans for Upcoming Reporting Period

- We will continue learning and practicing with python machine learning packages so that when we get the data we can start fitting our models.
- We also plan to meet with our client on Thursday, February 2 2018 to address questions about the project and data.
- We will set up a GitLab account for the project team.
- We will also update any new information on website.

Individual Contributions

Team Member	Contribution	Weekly hours
Erin Elsbernd	Joined advisor meeting and group meeting. Shared good machine learning and python sources. Communicated to faculty advisor for meeting. Prepared for 'lightning talk' presentation.	4
Ram Luitel	Joined advisor meeting and group meeting. Booked room for meeting. Created and modified slides for presentation. Work on team website and update team page	4
Faizul Jasmi	Joined advisor meeting and group meeting. Created and modified slides for presentation.	4

Taizhong Huang	Joined advisor meeting and group meeting. Created and modified slides for presentation.	4
Christian Chiang	Joined advisor meeting and group meeting. Set up the project's website.	4
Khoa Bui	Joined advisor meeting and group meeting. Set up the project's website. Wrote second week report.	4