The Future is Unsupervised

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About us

TECHNISCHE
UNIVERSITÄT
DARMSTADT

Language
Technology

GRÜNDERWETTBEWERB
IKT INNOVATIV

SAP® startup.focus.
Member

EUROПÄISCHE UNION

Existenzgründungen
aus der Wissenschaft

Jens Haase
Benefits of Consetto FAQ

- Language independent
- Domain independent

*Both require unsupervised methods*

Key phrase extraction  Topic Model  2 dimensional Text
Key phrase extraction
**FREQUENTLY ASKED TOPICS**

<table>
<thead>
<tr>
<th>Topic</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>contacts, account, sync, email, gmail, contact, facebook, mail, exchange, accounts</td>
<td>434</td>
<td>6.33 %</td>
</tr>
<tr>
<td>wifi, network, connection, internet, connect, access, server, xperia, wireless, connected</td>
<td>399</td>
<td>5.82 %</td>
</tr>
<tr>
<td>music, bluetooth, play, video, player, sound, audio, media, skype, control</td>
<td>374</td>
<td>5.46 %</td>
</tr>
<tr>
<td>card, sd, storage, memory, internal, space, free, apps, move, external</td>
<td>358</td>
<td>5.22 %</td>
</tr>
</tbody>
</table>
Words occurring in **similar** context have **similar** meaning

The **meaning** of a word can be defined by its **context**

[Harris, Saussure]
2-dimension text (JoBim)

I gave a book to the girl

Hard to compute similarity

I handed a book to the teenager

JoBimText
Linking Language to Knowledge with Distributional Semantics

http://jobimtext.org
2-dimension text (JoBim)

I gave a book to the girl
We offer novel boy
You provide memoir woman
They grant textbook daughter
She hand essay teenager

I handed a book to the teenager

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Putting things together

How to replace my sd memory card sd_card

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Thank You!

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Consetto Darmstadt Germany
http://www.consetto.com
5.4 Billion USD (Gartner)

48% write E-Mail (Zendesk)

no response call

Text-based support is not trustworthy. Why?