Topic Modeling Analysis from Service Phone Calls

Customer Case Study - A large, global home appliance manufacturer

Business Need

Large amounts of phone call transcripts are collected every day in customer service sections of large companies. Summarization of this data helps the companies to improve customer service and customer management. Integrating natural language processing techniques into customer service will become a business advantage by increasing efficiency, reducing the company's costs and boosting customer satisfaction.

Customer Challenges

- Analyze the vast amount of text data that was collected from the customer service phone calls and identify the main topic of each call
- Use an open source analytic framework such that it is possible to automate and productionalize the modeling process with high efficiency
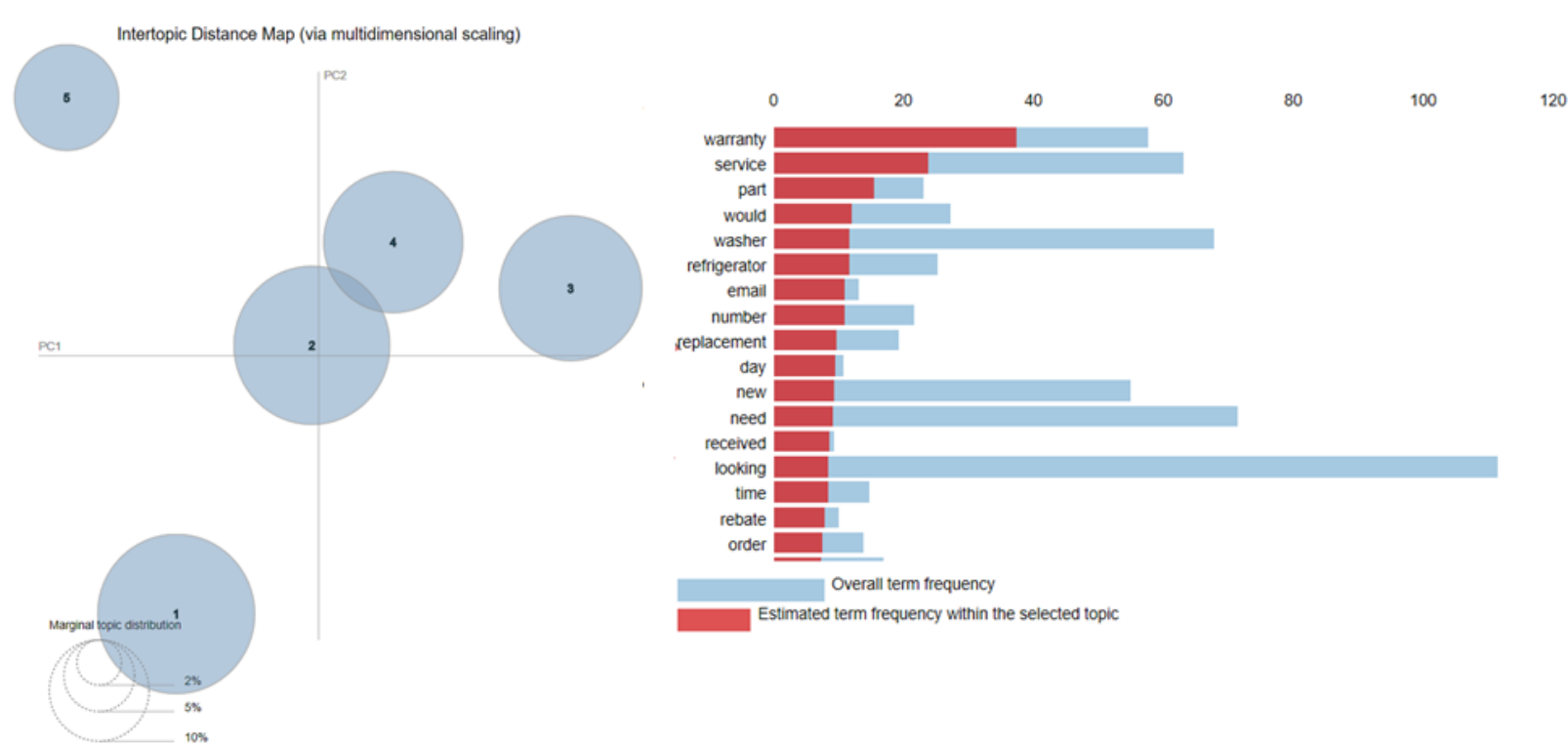
Solution Provided

Syntelli Solutions successfully cleaned, processed and analyzed the phone calls to extract the topics for the home appliance manufacturing company to understand. We have processed the cleaned data using natural language processing techniques to summarize the text and extract the main topics of each phone call. The most important words of each topic show the highlighted subjects of the phone calls. The code was implemented using an open source platform and is ready for automation.
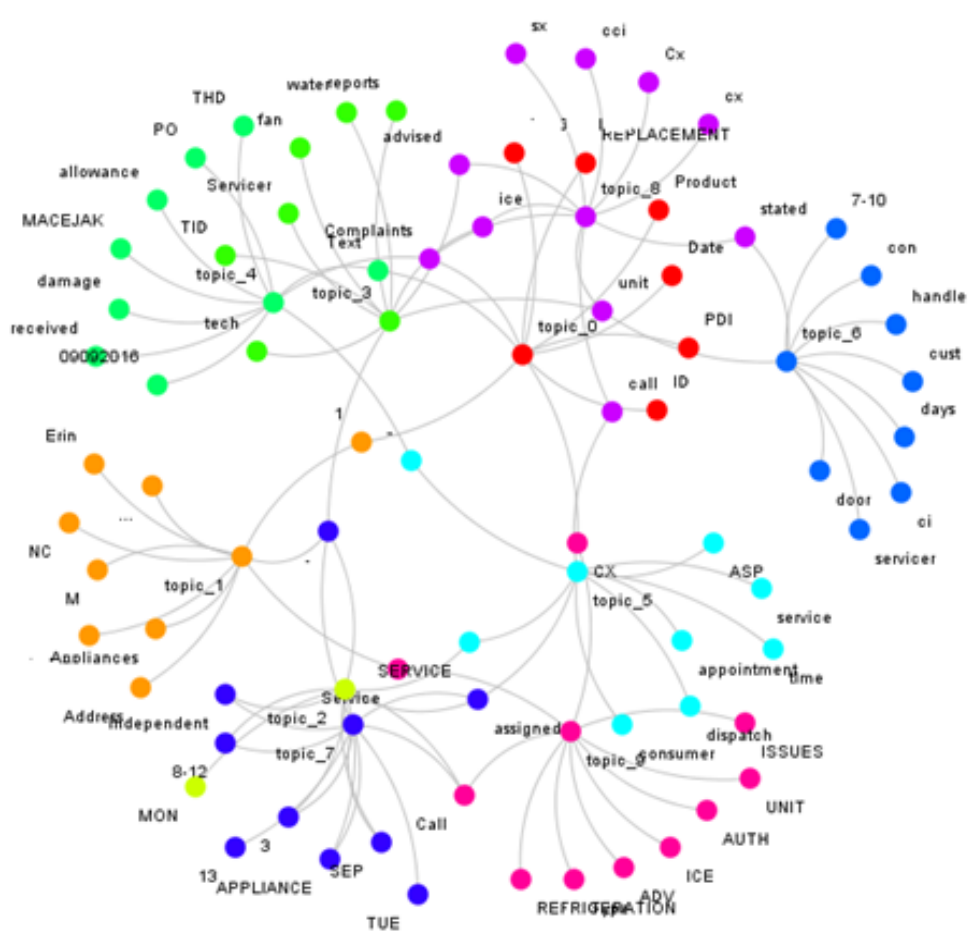
Impact of Solution

- Provided the customer service group with summarization of phone calls

Technology Used

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