TEXT MINING CHALLENGES AND SOLUTIONS IN BIG DATA

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AMERICAN UNIVERSITY

Objectives

At the end of this workshop, participants should be able to:

- 1. Understand the main challenges text analysts are facing.
- 2. Identify various text analysis strategies and techniques to deal with those challenges.
- 3. Recognize their respective strengths and weaknesses.
- 4. Identify various exploratory text mining techniques.
- 5. Apply dictionary construction and validation principles

And if enough time

6. Understand some of the basic features of automatic document classification techniques

Recommended Texts

- Practical Text Mining and Statistical Analysis for Non-Structured Text Data Applications, Gary Miner et al, Academic Press/Elsevier (2012) (Available for Kindle)
- *R for Everyone: Advanced Analytics and Graphics.* Jared P. Lander. Addison-Wesley, 2014. (Available for Kindle)
- An Introduction to Data Science, Jeffrey Stanton (2013). (Free iBook or PDF)

http://jsresearch.net/wiki/projects/teachdatascience

- Hadoop: The Engine that Drives Big Data, Lars Nielsen. Executive Summary (Available for Kindle) New Street Communications (2013)
- Text Mining for Qualitative Data Analysis in the Social Sciences. Gregor Wiedemann (2016). Springer.

Understanding the "data" in Big Data

Computer Bit

Computer Byte

- Bits = Binary Digit (0, 1)
- Nibble = 4 bits
- Byte = 8 bits (256 combinations)
 (NB: KB v. Kb) storage v. transmission

A two bit codebook for response to an invitation

Meaning	2 nd Digit	1 st Digit
No	0	0
Maybe	0	1
Probably	1	0
Definitely	1	1

Source: Jeff Stanton, Introduction to Data Science

Understanding the "big" in Big Data

Comparison of file sizes:

- Kilobyte (KB)=1,024 bytes (<u>2-3 paragraphs of plaintext</u>)
- Megabyte (MB)=1,048,576 bytes or 1,024 Kilobytes (873 pages of plaintext)
- Gigabyte (GB) 1,073,741,824 (2³⁰) bytes. 1,024 Megabytes, or 1,048,576 Kilobytes (894,784 pages of plaintext)
- Terabyte (TB) 1,099,511,627,776 (2⁴⁰) bytes, 1,024 Gigabytes, or 1,048,576 Megabytes (916,259,689 pages of plaintext)
- Petabyte (PB) 1,125,899,906,842,624 (2⁵⁰) bytes, 1,024 Terabytes, 1,048,576 Gigabytes, or 1,073,741,824 Megabytes (<u>938,249,922,368 pages of plaintext</u>)
- Exabyte (EB) 1,152,921,504,606,846,976 (2⁵⁰) bytes, 1,024 Petabytes, 1,048,576 Terabytes, 1,073,741,824 Gigabytes, or 1,099,511,627,776 Megabytes (960,767,920,505,705 pages of plaintext)
- Zettabyte (ZB) 1,180,591,620,717,411,303,424 (2⁷⁰) bytes, 1,024 Exabytes, 1,048,576 Petabytes, 1,073,741,824 Terabytes, 1,099,511,627,776 Gigabytes, or
- 1,125,899,910,000,000 Megabytes (<u>983,826,350,597,842,752 pages of plaintext</u>) - Yottabyte (YB) 1,208,925,819,614,629,174,706,176 (2²⁰) bytes, 1,024 Zettabytes, 1,048,576 Exabytes, 1,073,741,824 Petabytes, 1,099,511,627,776 Terabytes, 1,125,899,910,000,000 Gigabytes, or 1,152,921,500,000,000,000 Megabytes (<u>1,007,438,183,012,190,978,921 pages of plaintext</u>)

Defining the "big" in Big Data

" "Big Data" is a relative term

- it means different things to different people/disciplines:
 When we talk of "Big" data, we mean "big" less in absolute
- terms and more in terms relative to the comprehensive nature of the data.
- 75-80% of the world's available data is unstructured text (unstructured information growing at 15 times structured)
- "In the past 50 years, the New York Times produced 3 billion words" and "Twitter users produce 8 billion words – every single day" (Kalev Leetaru, University of Illinois, and Kaisler, Armour, Espinosa, and Money, 2014)
- In addition to text (websites, blogs, social media, email archives, annual reports, meeting transcripts, published articles – newspapers and journals) there are image, video, audio, GPS, RFID, and other types of Big Data

Defining the "big" in Big Data

- The "Three Vs Model" of Big Data Source: Doug Laney, Business Analyst, Gartner
- Volume = the amount of available data
- Velocity = speed at which data arrives/decays
- Variety = different types of data - Plus:
- Veracity = accuracy of the data
- <u>Variability</u> = differing interpretations of the data
- Value = relative importance of the data

Acquiring Text Data

- Tools and Techniques for Twitter APIs scraping sites
 - Software
 - Sitesucker*
 - PageSucker WebGrabber
 - Web Dumper
 - Hand Coding
 - Perl
 - Python
 - Ruby
- listserve archives

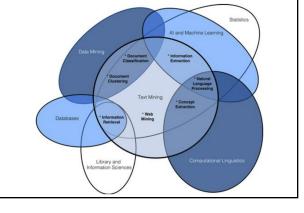
- dev.twitter.com

- Provalis Social Media Scraper
- WebCollector
- Newspapers and published articles
 - e-library resources, Lexis Nexis, etc.
- Downloading email
 - Mbox format, Gmail, etc.

Text Analytics Applications

- Sentiment Analysis (social media)
- Voice of the Customer (emails, chat, call center transcripts)
- Product improvement (warranty claims)
- Competitive Intelligence (patents, web sites)
- Risk management (incident or maintenance reports)
- Fraud detection (insurance claims)
- Reputation management (news, blogs, social media)
- Scientometrics studies (journal articles, titles & abstracts)
- Crime analysis (narratives, computer forensics, testimonies)
- Survey analysis (open-ended questions)
- Financial prediction (earnings releases, news, press releases)
- Surveillance system (communication, medical reports)
- Many more...

Text Mining in the World Data Sciences



Text Analysis Landscape

FOUR APPROCHES TO TEXT ANALYSIS

- 1. Computer Assisted Qualitative Analysis
- 2. Exploratory text mining
- 3. Quantitative Content Analysis
- 4. Automatic Document Classification

Our Proposal

- · Each text analysis method has its own strengths and weaknesses
- No single method is appropriate for all text analysis tasks.
- A single text analysis task often benefit from combining several methods.



Some other tools available

Commercial tools

IBM Text Modeler for Text, IBM Watson SAS Text Miner, Clarabridge, Lexalytics, AlchemyAPI, Attensity, Enkata, OdinText, etc.

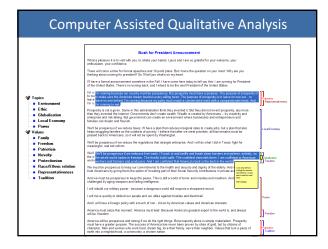
Open-source tools

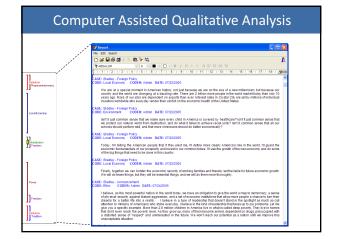
Text mining modules R programming modules (R/tm) Gensim, Mallet, Quanteda, Rapid Miner, Gate, KNIME

NLP Libraries

Stanford NLP , Natural Language Tookit (NLTK) OpenCalais Apache OpenNLP, etc.

http://www.kdnuggets.com/software/text.html







Text Analytics Challenge

THREE MAJOR OBSTACLES

- 1) Very large number of word forms
- 2) Polymorphy of language One idea → multiple forms
- Polysemy of words One word → many ideas

Text Analytics Challenge

THREE MAJOR OBSTACLES

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Challenge #1 – Quantity

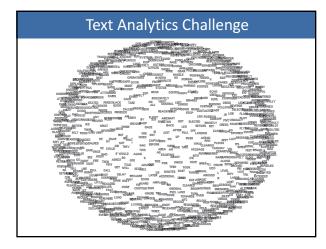
38,996 comments about hotels

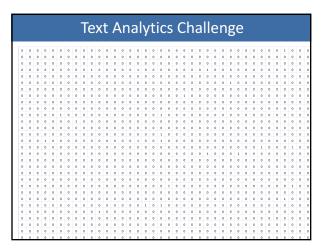
- 2,1 million words (tokens)
- 20,116 terms or word forms (types)

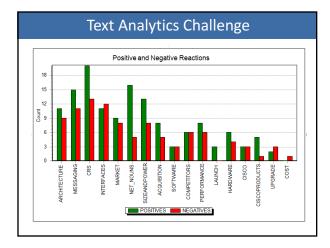
1,8 million course evaluations

- 35 millions words (tokens)
- 78,159 terms or word forms (types)

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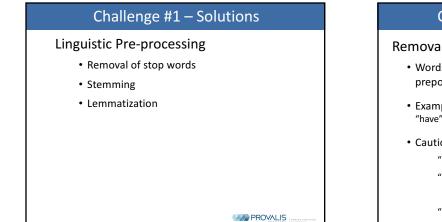


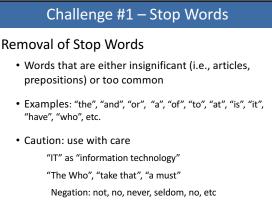




The "bag of words" assumption

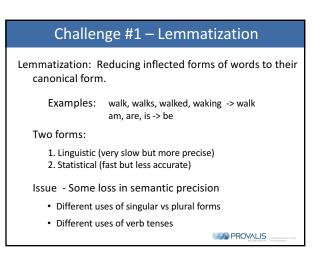
- The order of the words in the document does not matter
- While a "big assumption" text mining experts have found that they can still differentiate between semantic concepts by using all the words in the documents
- Do not work in all situations and some information extraction tasks and natural language processing relies heavily on the words themselves (e.g. part of speech tagging) and the order of the words (preceding and following)
- Specialized algorithms are used in these cases





"but", "however", "otherwise"

Challenge #1 – Stemming
Stemming - Removal of common prefixes and suffixes to obtain a word stem
Example: prefix – stem – suffix un – avail – able
Issue: Stemming errors
universal, university, universe -> univers
designate, design -> design
paste , past-> past
political, polite -> polit
several, severance -> sever



Challenge #1 – Solutions

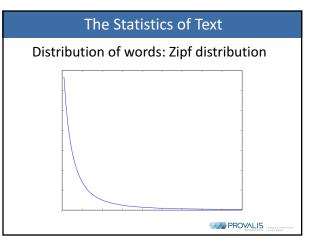
Linguistic Pre-processing

- Removal of stop words
- Stemming
- Lemmatization

Statistical tools

- Frequency selection
- Data reduction techniques (HCA, PCA, FA)
- Exploratory data analysis (ex. CA).
- Machine Learning

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The Statistics of Text

38,988 comments about hotels

2.1 M words (20,114 different terms)

MOST FREQUENT TERMS	PERCENTAGE OF TERMS	PERCENTAGE OF WORDS
49	0.24%	50%
300	1.5%	76%
500	2.5%	83%
1000	5.0%	90%

Text Analytics Challenge

TFxIDF - Term frequency x inverse document frequency

Heuristic technique for selecting words that are important in a corpus

Principles:

If a word appears frequently in a document, it's important If a word appears in many documents, it is less important

Basic formula: $f_{t,d} \times \log(N / n_t)$

Hierarchical Clustering

PROS

- Identification of topics & structure of topics
- May be used to reduce dimensionality
- Tends to group synonyms (polymorphy)

CONS

- Does not deal adequately with polysemy of words
- No single best solution
- (more later)

Topic Modeling (LSA, pLSA, LDA, PAM, etc.)

PROS

- Fast identification of topics
- Reduce dimensionality
- Deal partially with synonymy & polysemy

CONS

- No single best solution
- (more later)

Text Mining Approach

PROS

- Very fast
- Very little efforts
- Inductive

CONS

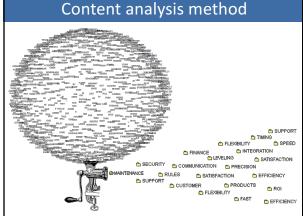
- Comparability of results
- Imprecise quantification
- Insensitive to low frequency events
- · Sensitive to structured text elements
- Inductive

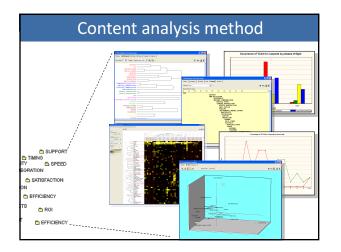
Text Analytics Challenge

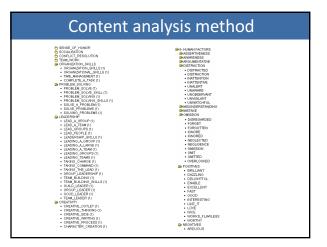
THREE MAJOR OBSTACLES

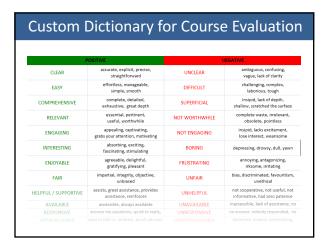
1) Very large number of word forms

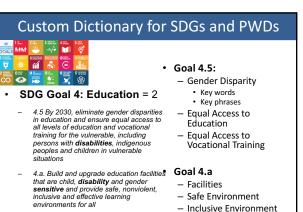
Text Analytics Challenge THREE MAJOR OBSTACLES 1) Very large number of word forms 2) Polymorphy of language One idea \rightarrow multiple forms







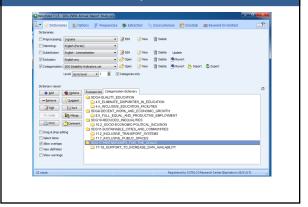


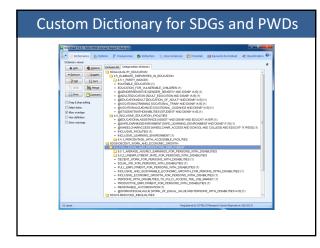


- Effective Learning

<text>

Custom Dictionary for SDGs and PWDs





Content analysis method

PROS

- Can potentially measure more accurately
- Can be focused (multi-focus)
- Allows full automation
- Allows comparison (overtime across text collections)
- Allows measurements of latent dimensions
- Publicly or commercially available dictionaries
- Deductive approach

Measure Latent Dimensions

PSYCHOMETRIC MEASUREMENT

- Linguistic Inquiry and Word Count (LIWC) Pennebaker
- Regressive Imagery Dictionary (RID) Martindale
- Communication Vagueness Dictionary Hiller
- Brand Personality Dictionary Opoku

SOCIO-POLITICAL MEASUREMENT

- DICTION Hart
- Lasswell Value Dictionary Lasswell
- General Inquirer Harvard IV Stone

Measure Latent Dimensions

COMMUNICATION VAGUENESS DICTIONARY

BLUFF AND RECOVERY ACTUALLY (1) ALRIGHT (1) ANYHOW (1) AS_A MATTER_OF_FACT (1) AS_A MATTER_OF_FACT (1) AS_WE_KNOW (1) AS_WE_KNOW (1) AJ_LONG_STORY_SHORT (1)	I_SLIPPED (1) I_SUPPOSE (1) I_THINK (1)	INDEFINITE AMOUNT	RESERVATIONS APPARENTLY (1) BASIGALLY (1) CONSIDERABLY (1) ESSENTIALLY (1) FOR_THE_MOST_PART (1) IN_ESSENCE (1) IN_GENERAL (1) IN_GENERAL (1) MATTER_OF_DEGREE (1)

Content analysis method

PROS

- · Can potentially measure more accurately
- Can be focused (multi-focus)
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- Publicly or commercially available dictionaries
- Deductive

CONS

- Time required for construction & validation
- Improper use of existing dictionaries

Text Analytics Challenge

Tools for dictionary construction

- Clustering & topic modeling
- Frequency list of words
- Phrase extraction
- Named entity recognition (NER)
- Thesauri & lexical databases
- Identification of inflected forms
- Identification of misspelled words

Text Analytics Challenge

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- Polysemy of words One word → many ideas

Text Analytics Challenge

SEXUAL SCALE		Total	473
False positives			104
AIDS	band-aids		2
BI	bi-partisan		10
DICK	Dick Cheney, Dick Lugar		38
HUMP*	Hubert Humphress		1
KISS*	Kissinger		1
VIRGIN*	Virginia, Virginians		51
BOOB*	booby-trapped		1
Questionable positives			242
LOVE*	love, loved, loves		208
PASSION*	passion, passions, passionate		26
BREAST*	breast cancer		6
OVAR*	ovarian cancer		2

Challenge #3 – Polysemy of words

Keyword in Context List (KWIC)

^		KEYWORD		RECNO
	. THE PART ARRIVED AT THE AIRAFT AT APPROXIMATELY 1	STRESS	UND TO THE PASSENGERS IN HOPES OF ALLEVIATING THEIR	2766
	the need for all pax to take their seats at this time without furth	stress	is still not seated. I had to make a second PA announcement to	2690
	that everyone one would not be able to get up later due to the	stress	prior to seatbelt sign going on. I reiterated the announcemnt to	209
	the OUTSTANDING job of everyone on the ground in FLL, espe	stress.	is signed off. And we left in a matter of minutes. I would like to	3068
	and wasnt going to discuss it any further. We were able to pi		ecovering from brain surgery and wasn't suppose to be under	
	, tired and had very little food. She had taken dramamine and t	stress	and eyes rolled back. F4 - Passenger was had been under	8702
	. No allergies, no medication on board, gave him oxygen, we p	stress	3 very tired, 3 days with no good sleep. Death in family under	7972
	, tired and had little food. She took dramamine and had 1 meric	stress	F2 - Passenger was under	8702
	. Thave previously worked as a flight attendant and between	stress	ea were in agreement that row ten was causing unnecessary	387
	we had everything but the flight plan filed. She said she would	stressed	er there either. I finally got through and got Maureen again and	3512
	the fact that although we would accomodate her for the night	stressed	Hr.Koch took the fit back to Den even after we explained and	5448
	out from the holiday. They advised me (the GSC) that there we	stressed	her behavior but I also took into consideration that she must be	1231
~	more than it apparently is. I would like this report to be consid	stressed	endants have the proper training in this regard, as it should be	10273

Senses of word "stress"

#1 (psychology) a state of mental or emotional strain or suspense

- #2 (physics) force that produces strain on a physical body
- #3 Verb single out as important

Challenge #3 – Polysemy of words

Keyword in Context List (KWIC)

RECNO		KEYWORD		12
2766	UND TO THE PASSENGERS IN HOPES OF ALLEVIATING THEIR	STRESS	. THE PART ARRIVED AT THE AIRAFT AT APPROXIMATELY 1	
2690	is still not seated. I had to make a second PA announcement to	stress	the need for all pax to take their seats at this time without furth	
209	prior to seatbelt sign going on. I reiterated the announcemnt to	stress	that everyone one would not be able to get up later due to the	
3068	is signed off. And we left in a matter of minutes. I would like to	stress	the OUTSTANDING job of everyone on the ground in FLL, espe	6
7922	ecovering from brain surgery and wasn't suppose to be under	stress	and wasnt going to discuss it any further. We were able to pl	L
8702	and eyes rolled back. F4 - Passenger was had been under	stress	, tired and had very little food. She had taken dramamine and I	
7972	3 very tired, 3 days with no good sleep. Death in family under	stress	. No allergies, no medication on board, gave him oxygen, we p	
8702	F2 - Passenger was under	stress	, tired and had ittle food. She took dramamine and had 1 meric	
387	ea were in agreement that row ten was causing unnecessary	stress	. I have previously worked as a flight attendant and between	
3512	er there either. I finally got through and got Maureen again and	stressed	we had everything but the flight plan filed. She said she would	
5448	Hr.Koch took the fit back to Den even after we explained and	stressed	the fact that although we would accomodate her for the night	
1231	her behavior but I also took into consideration that she must be	stressed	out from the holiday. They advised me (the GSC) that there we	
10273	endants have the proper training in this regard, as it should be	stressed	more than it apparently is. I would like this report to be consid	

Disambiguation using phrases

STRESS*_THE or STRESS*_THAT → "single out as important" UNDER_STRESS or THEIR STRESS → Emotional State

Item Matching Rules

IMPROPER MATCHING RULES

- Any matching items
- First item encountered in alphabetically sorted list

PROPER MATCHING PRIORITY RULES

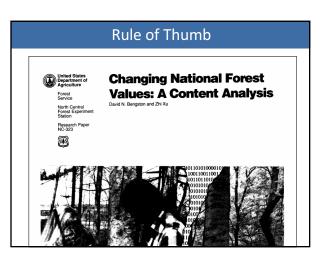
- First item encountered in a carefully arranged list or
- Longer phrases over shorter phrases
- Phrases over words
- Words over word patterns
- Longer word patterns over shorter ones

Rule of Thumb

PROPOSED BY BENGSTON & XU (1995)

- Every single item in a dictionary should produce at least 80% of true positives (TP).
- If not, try to remove false positives (FP) using associated phrases until FP it is less than 20%.
- If TP still below 80%, remove the word from the dictionary and add associated TP phrases.

CAUTION: The 80% criteria do not take into account costs associated with false negatives.



Challenge #3 – Polysemy of words

Keyword in Context List (KWIC)

2766				
	UND TO THE PASSENGERS IN HOPES OF ALLEVIATING THEIR	STRESS	. THE PART ARRIVED AT THE AIRAFT AT APPROXIMATELY 1	
2690	is still not seated. Thad to make a second PA announcement to	stress	the need for all pax to take their seats at this time without furth	
209	prior to seatbelt sign going on. I reiterated the announcemnt to	stress	that everyone one would not be able to get up later due to the	
3068	is signed off. And we left in a matter of minutes. I would like to	stress	the OUTSTANDING job of everyone on the ground in FLL, espe	
7922	ecovering from brain surgery and wasn't suppose to be under	stress	and wasnt going to discuss it any further. We were able to pl	
8702	and eyes rolled back. F4 - Passenger was had been under	stress	, tired and had very little food. She had taken dramamine and t	
7972	3 very tired, 3 days with no good sleep. Death in family under	stress	. No allergies, no medication on board, gave him oxygen, we p	
8702	F2 - Passenger was under	stress	, tired and had ittle food. She took dramamine and had 1 meric	
387	ea were in agreement that row ten was causing unnecessary	stress	. I have previously worked as a flight attendant and between	
3512	er there either. I finally got through and got Maureen again and	stressed	we had everything but the flight plan filed. She said she would	
5448	Hr.Koch took the fit back to Den even after we explained and	stressed	the fact that although we would accomodate her for the night	
1231	her behavior but Laiso took into consideration that she must be	stressed	out from the holiday. They advised me (the GSC) that there we	
1231				
10273	endants have the proper training in this regard, as it should be	stressed	more than it apparently is. I would like this report to be consit	Y
isam	biguation using ru biguation using ru NSFER* IS NEAR TECHI	ules		×
isam	biguation using r	ules		×
isam TRA	biguation using r	ules NOLO		×

Challenge #4 – Misspellings

1.8 million student comments

- More than 35 million words
- 78,159 word forms
- 46,404 "unknown" words
 - ₀ 75 % misspellings (≈ 35,000)
 - 。 21 % proper names (products & people)
 - 。4% acronyms

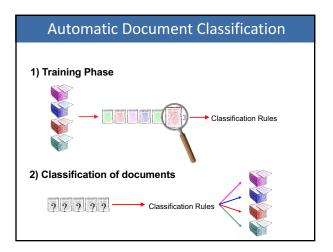
C	Challenge #4 – Misspellings							
	61 ways to be "Enthusiastic"							
EHNTHUSIASTIC	2	ENTHUSAIASTIC	1	ENTHUSICASITC	1			
ENHTUSIASTIC	1	ENTHUSAISTIC	8	ENTHUSICASTIC	1			
ENTHEUSIASTIC	1	ENTHUSAITIC	1	ENTHUSICATIC	3			
ENTHHUSIATIC	1	ENTHUSASITIC	1	ENTHUSISASTIC	1			
ENTHIASTIC	1	ENTHUSASTIC	52	ENTHUSISATIC	2			
ENTHISIASTIC	2	ENTHUSATIC	11	ENTHUSISTIC				
ENTHOUSIASTIC	13	ENTHUSIACTIC	4	ENTHUSTATIC	2			
ENTHSIASTIC	2	ENTHUSIADTOC	3	ENTHUSTIASTIC	17			
ENTHSUASTIC	1	ENTHUSIAITIC	1	ENTHUSUASTIC	4			
ENTHUAISTIC	1	ENTHUSIANSTIC	3	ENTHUTIASTIC	2			
ENTHUASASTIC	1	ENTHUSIASITC	9	ENTTHUSIASTIC	1			
ENTHUASIASTIC	2	ENTHUSIASITIC	5	ENTUISASTIC	1			
ENTHUASIATIC	2	ENTHUSIASTC	5	ENTUSIASITC	2			
ENTHUASISTIC	1	ENTHUSIASTCI	1	ENTUSIASTHIC	47			
ENTHUASTIC	30	ENTHUSIASTICE	2	ENTUSIASTIC	4/			
ENTHUDIASTIC	1	ENTHUSIASTICS	2		1			
ENTHUIASTIC	20	ENTHUSIASTTIC	1	ENUTHUSIASTIC EUNTHUSIASTIC	1			
ENTHUISASTIC	2	ENTHUSIATHIC	1		1			
ENTHUISIASTIC	3	ENTHUSIATIC	185	ANTHUSIASTIC	1			
	3	ENTHUSIATSIC	4	ENTUSIASIC	1			
ENTHUSIATSTIC	3			ETHUSIASTIC	28			

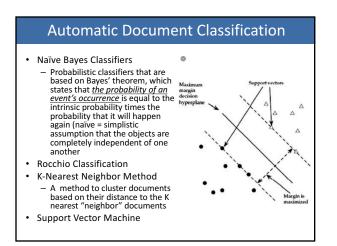
Challenge #4 – Misspellings

Fuzzy and phonetic string comparison algorithms:

- Damerau-Levenshtein
- Koelner Phonetik
- SoundEx
- Metaphone
- Double-Metaphone NGram
- Dice
- Jaro-Winkler
- Needleman-Wunch
- Smith-Waterman-Gotoh
- Monge-Elkan

Challenge #4 – Misspellings						
Suggest 761/206	nauroins 🛱 Concurrences 🥅 Crossiba	all Kenned in Castart	nution of Charlenbian	_	- C - X	
		3B when a carrier 0 co				
💭 Phrase finder 🔹 Named Entity 🦁	Nispellings & Unknown					
🔝 Settings 🛛 🍾 Search					tin 🖬 🚔	
Si Undo	Categories Others			Actions to be performed:		
A DISCLUSION LEST	CATEGORIES & WORDS	FREO		Actions to be performed:	warb	
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Machine Learning

- Algorithmic approach to text to:
 - Recommendations/Predictions (Pandora/Amazon)
 - Classification (Known data to define new data =spam - Clustering (New groups of similar data=Google News)

 - Large Data Sets (Large Numbers of Words or Phrases) Bag of Words Approach
- High-Dimensional Vector Spaces
- Common ML algorithms for text categorization
 - Artificial Neural networks
 - Decision trees
- Support Vector Machines (SVM)
- Supervised Machine Learning
- Providing a set of "input features" (e.g. terms) can be provided to help enable Machine Learning (ML) An iterative process, where outputs are compared with known values
- Unsupervised Machine Learning
- Classification of documents where the categories of a test set are not known