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Bachelor thesis: Automated quality rating of emergency calls using NLP

A group of students at the Chalmers University of Technology (Gothenburg, Sweden) tried different approaches to automatically rating the quality of emergency calls, including iKnow.

Excerpt: "The most impressive results produced by iKnow is its ability to correctly classify 100% of the calls using the Average algorithm. This is quite surprising since iKnow only compares low-level concepts, how words relates to each other."

Full story: <http://publications.lib.chalmers.se/records/fulltext/244534/244534.pdf>

[#Caché](#) [#Unstructured Data](#) [#InterSystems](#) [Natural Language Processing \(NLP, iKnow\)](#)

Source

URL: <https://community.intersystems.com/post/bachelor-thesis-automated-quality-rating-emergency-calls-using-nlp>