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Finding the Intent of the Customer in Automobile Showroom

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ABSTRACT: *Intentfinderisawebsiteforbike showroomanddifferent technologieshavebeenusedinthislikemachine learning,cloudcomputing.Machinelearningissubpartofartificialintelligence.Itisuse thealreadypresentdatasetsandalgorithmstopredict theoutputandfutureaccuracyandimprovement.Itisimportanttoselectingbestmachinelearningalgorithm.*

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I. INTRODUCTION

Intent finder is website for bike showroom and differenttechnologieshavebeenusedinthislikemachinelearningandcloud computing .Machine learning is a program that analysisdataandlearntopredicttheoutcomes.Pythonlanguagecomeswithmanylibrariesandframeworksthatmakecodingeasy.Cloudcomputingisondemandavailabilityofcomputersystemresources,especiallydatastorageandcomputing power withoutdirectactive managementbytheuser.

InMACHINELEARNINGweusedthealgorithmnamedasRAKE algorithm (Rapid Automatic Keyword Extraction) is adomain-Independent keyword extraction method which usesofstopwatchandphrasesdelimiterstodetectthemostrelevantwordsorphrasesinthedata.

GoogleFirebaseisgoogle-backedapplicationdevelopmentsoftware.

Speech-to-Text (STT) is a useful technology that converts anyspeechintoatext.Forthisprocessweusethetechniquecalled RAKE(RapidAutomaticKeyword Extraction).

RapidAutomaticKeywordExtraction(RAKE)isawell-knownkeyword extraction method which uses a list of stop wordsand phrase delimiters to detect the most relevant words orphrases in apieceofdata.

II. RELATEDWORK

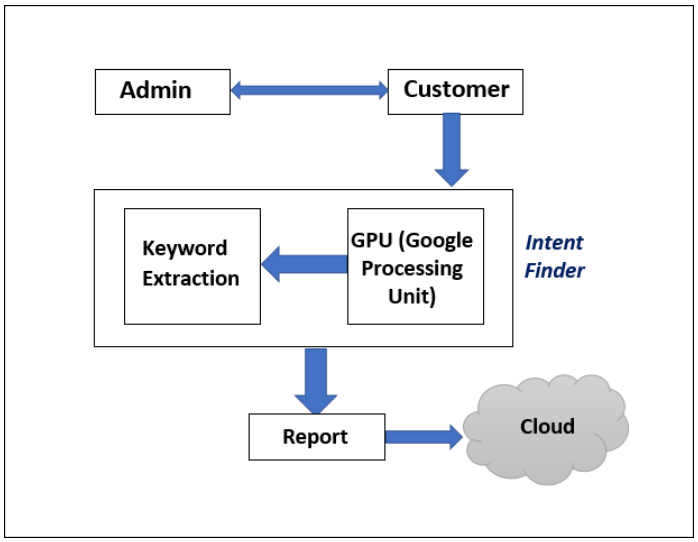
SpeechRecognitionusingmachinelearningbyVinitvashisht,AdityakumarPande,SatyaPrakashYadav.

The Author of this paper imply that speech recognition is atechnologythatallowadevicetorecordthewordsthatspokenbyauserorcustomerintoamicrophone.Afterthatthiswords are processed over speech recognition and at the end,theoutputsofthesystemrecognizedthewords.Speechrecognitionsystemcanbeclassifyinthemanneroftheircapability to understand the terms and list of the words theyhaveinanumberofloops.Apreferableconditioninthespeechrecognitionprocess is wherethespokenwordsareheard.

Predicting customer call intent byanalyzing phonecalltranscripts based on CNN for multi-class classification byJunmeiZhongand WilliamLi.
Inthispaper,theydevelopedaCNN-basedpredictivemodelforautodealershipcustomercallintentprediction.AfterexperimentsresultsdescribesthattheCNN algorithmwithenoughtrainingdatageneratesstate-of-the-artpredictionperformance. In the future, they are going to research otherdeeplearning algorithms inintentionprediction.

AutomaticKeywordExtractionfromIndividualDocumentsbyStuartRose, Dave Engel, NickCramer.
Infollowingsections,theyrepresentRapidAutomaticKeywordExtraction(RAKE), an unsupervised, domain independent andlanguage independent method for extracting keywords fromseparate documents. RAKE uses stop word (and, is, an, the etc)andphrasedelimiterstopartitionthedocumenttextintocandidate keywords , which are sequences of content words astheyoccurin thetext.

III.SYSTEMARCHITECTURE



MODULES:
ADMIN: Firstly,adminhavetoregisteronthesystemifalreadyregisteredonthesystem thenhehaveto login.

LOGIN: Adminhavetoregisteronthesystem usinguniqueIDand password.

CUSTOMER: Itisapersonorcustomerthatisvisitedtothebikeshowroomforbuyingpurpose.

INTENTFINDER:
i) GPU(GoogleProcessingUnit):Ittakeinputasavoiceofthecustomer andconvertedintotext.

ii) KEYWORD EXTRACTION:After conversion of speech intotext,wecanextractthetextusingRAKE(RapidKeywordExtraction) algorithm.

RESULT:Theinterestofthecustomeriscalculatedanddisplaythecustomerreportto theadmin.

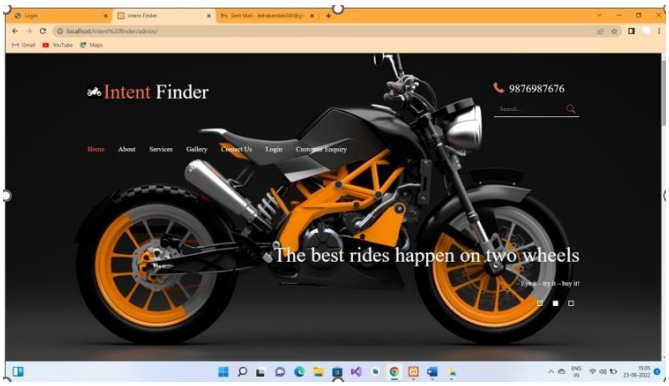
IV.PROPOSEDSYSTEM:

The proposed system of Intent Finder website provides a veryeffective solution, in which users can view every detail of thebikes,online.Admincanloginintothesystemforaccessingandmonitoringtheuser'sactivity.Thissystemprovidesextrafeature to the admin that is named as " Intent Finder " which isusedforfindingtheinterestofthecustomerinspecificproductmodel. In this feature, when the customers are visited to theshowroom for purchase the bike thentheir communicationstartedforenquiringforbikeatthattimetheir voiceisdetected. Then the detected voice can be converted into textusing Google API web kit. After that the text is extracted usingthe RAKE (Rapid Automatic Keyword Extraction) algorithmwhichisMachineLearningalgorithmwhichextractsthekeywords(Corpus).Basedonthethatcorpus,interesti

sgeneratedintheformofpercentageandstoresintheformtableonthecloud.Admincanreferthisgeneratedinteresttounderstand the customersrequirements.

V. Customer Module

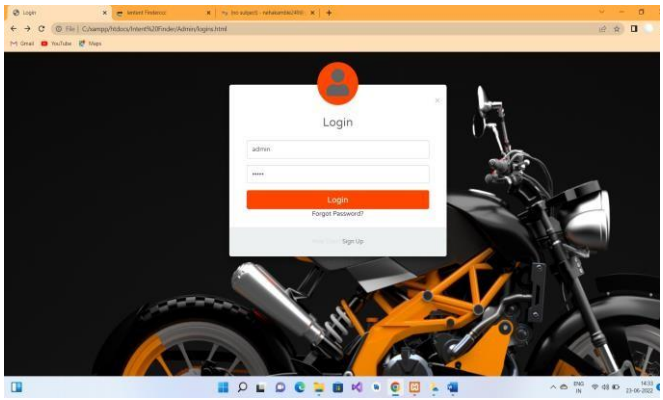
i)Home Page



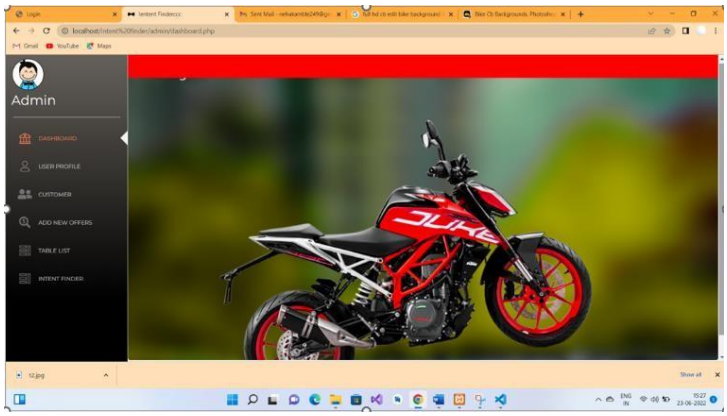
ii)**LoginModule**

1) AdminModule:

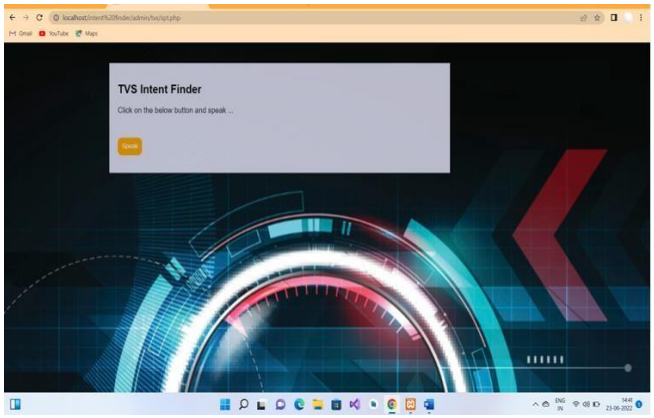
1. Signup:Toenterintomodule,adminneedtocreateaccount.
2. Login:Itprovidesloginfunctionalityfortheadmin.



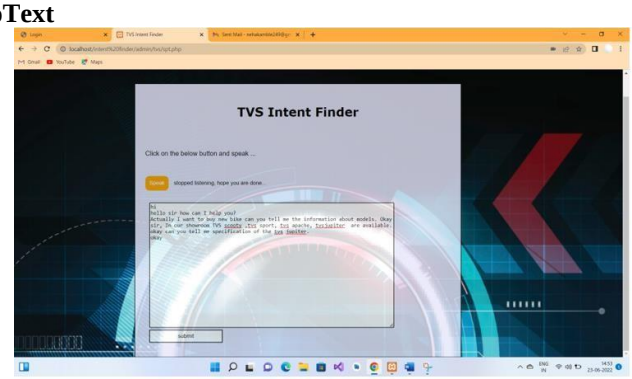
iii)Dashboard



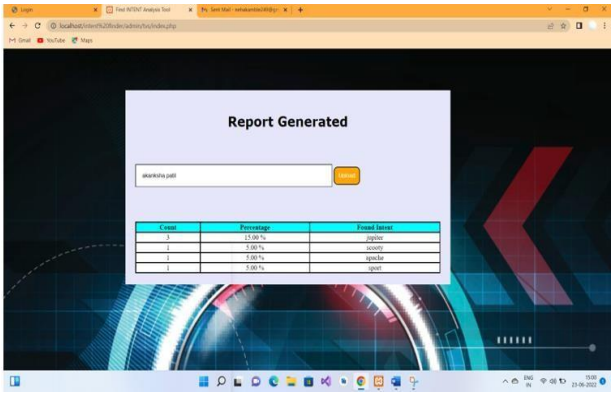
iv) Intent Module: This module helps the admin to findtheinterestofthecustomer in aspecificmodel.



v) ConversionofSpeechtoText



vi) Result:

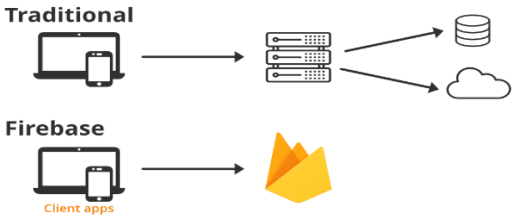


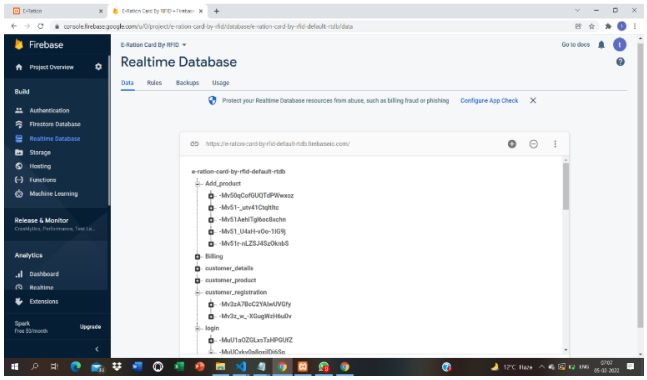
VI. CONCLUSION

The implementation of the Intent Finder Website can beconcludedasfollows:

- This website is useful for visitors to see bikes quicklyandcomfortablybyutilizingweb-basedtechnology.
- This website is most effective system also for adminto finding the interest of the customer easily, quicklyand safely.

vii)Firebase:





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