

INTELLIGENT CUSTOMER SERVICES BASED ON A VECTOR PROPAGATION ON A CLICK GRAPH MODEL

ABSTRACT

A query is received from a user at a data service engine. The query includes a string of characters. A number of candidate topics are identified by the data service engine based on the query. A similarity score is determined between the query and each of the plurality of candidate topics based on a Vector Propagation On a Click Graph (VPCG) model trained based on user click data. A number of candidate topics are ranked based on the similarity scores. One or more topics are selected from the ranked candidate topics. The selected topics are outputted via a user interface (UI).

[FIG. 3]