Leverage of OWL-DL axioms in a Contact Centre for Technical Product Support

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Authors	Kouznetsov, A. [2], B. Shoebottom [3], R. Witte [4], and C. J. O. Baker [5]
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Abstract	Real-time access to complex knowledge is a business driver in the contact centre environment. In this paper we outline for the domain of telecom technical product support a knowledge sharing paradigm in which a desktop client annotates named entities in technical documents with canonical names, class names or relevant class axioms, derived from an ontology by means of a web services framework. We described the system and its core components; OWL-DL telecom hardware ontology, ontological-natural language processing pipeline, an ontology axiom?extractor; and the Semantic Assistants framework.
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