

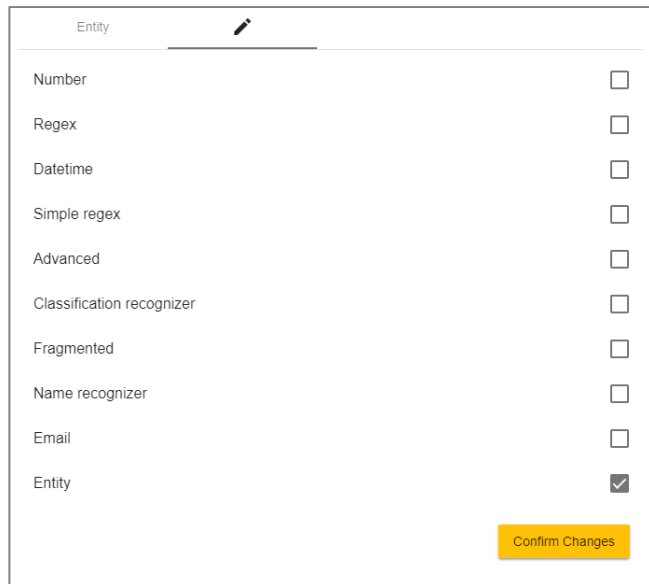
# **NATURAL LANGUAGE UNDERSTANDING WITH SAGA**

## **INTRODUCTION**

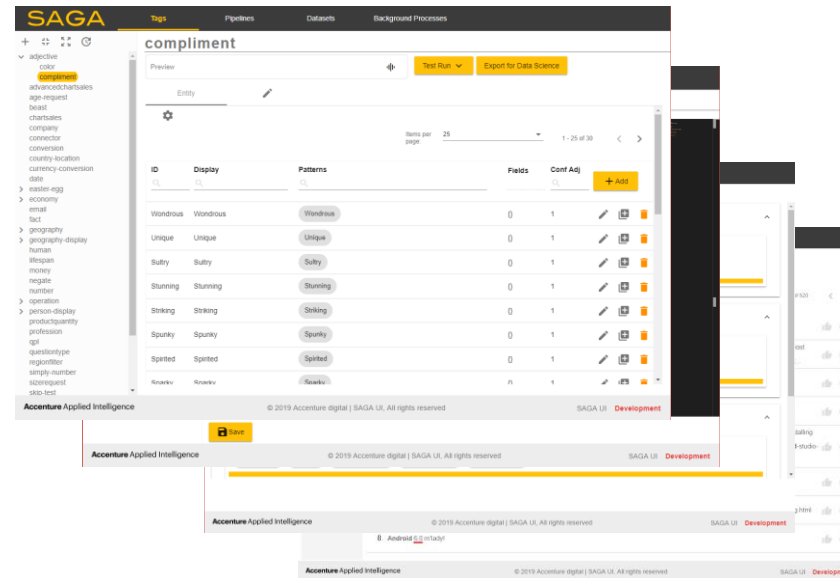


# WHAT IS SAGA?

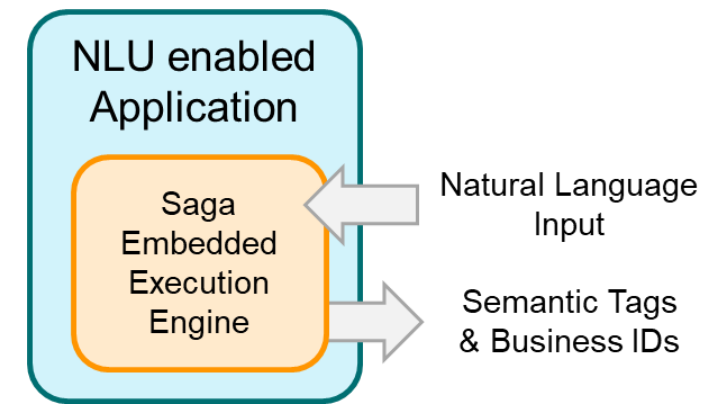
## An Accenture asset for *maintainable & scalable* Natural Language Understanding



**Pre-Built, Pre-Tested  
Language Algorithms**

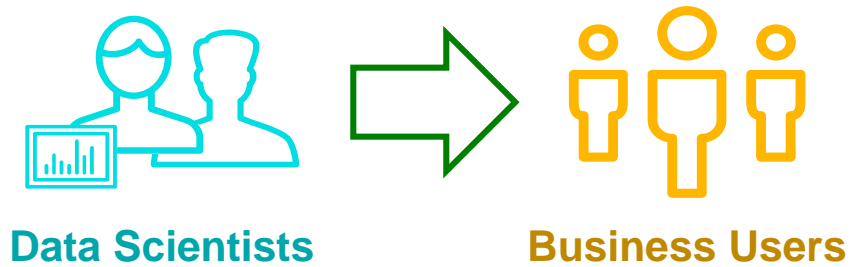


**Business-Friendly UIs  
for Language Modeling**



**Easy Integration  
into Business Applications**

# SAGA – PRIMARY BUSINESS BENEFITS



## New Language Models can be created by the business

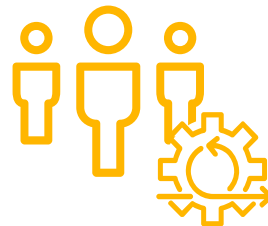
- Import your own data
- Choose, configure, test & evaluate language models
- Especially good for complex, business or industry specific domains

**COST**



## Reduce cost

- Create and test new models much more quickly
- User interfaces help manage, coordinate & automate the process
- 90% of the work does not require programming



## Maintain & Improve

- Designed for on-going maintenance
- Maintenance can be managed by the business

# WHY AND HOW IS SAGA...

## ... scalable?

Megabytes / second of text processed

- *Embedded library for NLP execution*
  - *No client/server call for every transaction*

Can be run on-premises

No license limitations per application

- *Any amount of hardware*
- *Any amount of content*

Can handle large and complex language models

- *Builds the pipelines for you*
- *Designed to handle multiple models from multiple teams applied to the same content*
- *Dictionaries & advanced patterns scaled to millions of entries*

## ... maintainable?

Business-Friendly User Interfaces

- *Dictionary & Pattern Maintenance*
- *Easy-to-use search & markup interface*
- *Interfaces for manual training [FUTURE]*

Built-In Testing and Evaluation

- *ML Training & Evaluation*
- *Imports and Manages test & training datasets*
- *Automated retraining and retesting when language dependencies change [FUTURE]*

Pre-Built Language Models

Weakly Supervised Training

It manages the algorithms & resource data for you

# WHAT IT DOES AND DOES NOT DO

## Saga does well

Text Extraction

Semantic Tagging

- *Large pattern extraction (phrases, clauses)*

Text Classification (sentences, paragraphs sections)

Ambiguity Resolution

- *Multiple, ambiguous models can be applied to the same text*
- *A built-in confidence model allows for choosing the most likely interpretation*

Tagging to Business Objects & Business ID's

- *Saga provides a standard import format to ingest taxonomy & entity lists*

Extraction of Knowledge Graph Relationships

When there is a lack of Training Data

When data is too small for Machine Learning

## Saga does *not* do

Unsupervised Clustering [possible future extension]

- *Recommend: Do this with post-processing / external analysis*

Ingestion, Document Processing

- *Recommend: Use Aspire or other ingestion / data prep s/w*

Post-Processing Business Rules

- *Recommend: Implement post-processing in the application using Saga standard outputs*

Data Science, inventing or testing brand-new algorithms

- *Saga has 'export for data science' for this purpose*

End-To-End NLP Application

Chatbot Dialog Flow

# **NATURAL LANGUAGE UNDERSTANDING WITH SAGA**

## **APPLICATIONS**





# GET THE USER TO THE KNOWLEDGE

*It seems so easy...*

How much PTO  
do I have?



# GET THE USER TO THE KNOWLEDGE

*It seems so easy...*

142 hours



# GET THE USER TO THE KNOWLEDGE

*It seems so easy...*

Thank you!



# GET THE USER TO THE KNOWLEDGE

**It seems so easy...**

Please help free  
me from my evil  
overlords

# GET THE USER TO THE KNOWLEDGE

It seems so easy...


Uh...



# SAGA APPLICATIONS

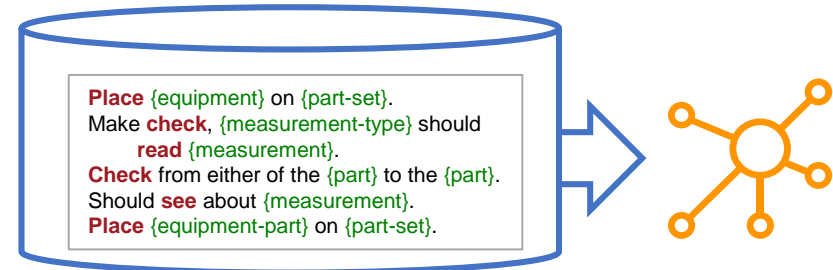
## Question / Answer

What is the population of Italy?

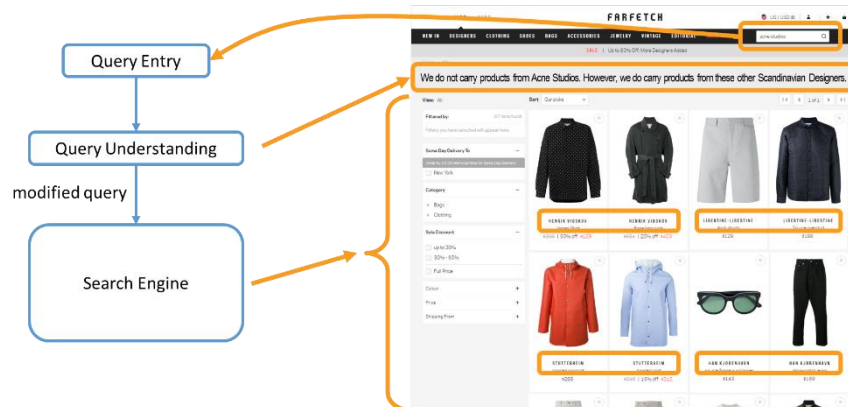


The population of Italy is 50,199,700

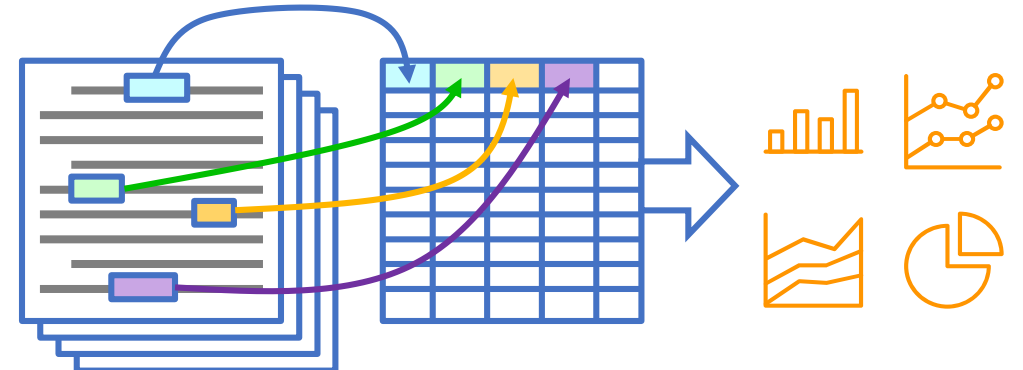
## Building Knowledge Graphs



## Semantic Search



## Analytics on Unstructured Content





# LARGE EUROPEAN BANK

## Natural Language Data Analytics

- Business users unable to accurately locate and extract critical business data from Data Lake for self-service analytics.
- Custom self-service analytics never get done because people don't know how to get the data and don't have time to learn it. The “cognitive load” is too high.
- Ambiguity in requests (e.g. ‘Barcelona’ is both a city and a province) require multiple lookups and knowledge of data peculiarities.

Self-service  
data requests  
In Natural  
Language

Ingest and  
identification of  
of business  
entities

Resolution of  
entities to  
business IDs

Output mapped  
to knowledge  
graph of  
business data

## ACCENTURE SOLUTION

Saga for NLP / NLU coupled with a knowledge graph of business data.

Saga **identifies the user intent** and **identifies business categories and entities** and **resolves them to actionable business IDs**.

Saga also **identifies areas of ambiguity** and **available alternatives**.

**Post-processing chatbot** asks for user help to resolve ambiguity.

Solution then **leverages knowledge graph** to create appropriate **SQL**, verifies **SQL** with user and then **delivers the data for self-service analytics**.



# OIL AND GAS SUPPLIER

## Daily Drilling Reports

Daily Drilling Reports (DDRs) contain a summary of information about what happens every day when drilling a well.

- Mud Loss (and how much), stuck pipe, equipment used, soil composition tests, angle of drill, depth, mud pressure, equipment dropped in the hole

This information is unstructured text and therefore not usable for standard predictive analytics. Facts, metrics and entities must be extracted from this content (using NLP) and normalized before it can be used.

Extract Drilling  
Metrics  
and Entities  
from DDRs

Analytics to  
guide drilling  
operations

Automatically  
Extract  
Best Practices &  
correlate to  
outcomes

Identify  
potential  
problems before  
they occur

## ACCENTURE SOLUTION

Saga, a light-weight NLP/NLU Library **coupled with machine learning** is used to identify critical drilling problems.

Extraction of equipment and metadata will allow for **best practices to be identified and correlated to outcomes.**

Drilling procedures and behavior can be compared across rigs and drilling teams. **Automated suggestions for improvements from well-to-well comparisons** can be provided.



# RECRUITING

## Automatically Match Jobs to Candidates

- Large recruiting companies need to quickly fill candidates for new jobs.
- Candidates must be filled within 4 hours.
- Recruiters are typically entry-level college graduates with little real-world experience.
- Recruiters are not search or candidate sourcing experts.
- Even the largest recruiting companies only fill a small percentage (5%) of the jobs they get – so there is no lack of opportunity.

Automatically process job descriptions & résumés / CVs

Semantic analysis on jobs and skills, freshness, experience

Increase fill rate by 6%

Reduce time to fill by 25%

## ACCENTURE SOLUTION

Ingest and **process jobs and résumés (CVs)** with **NLP / NLU** processing to determine skills, job titles, companies, overall capabilities, legal requirements, education, skill freshness, skill experience, etc.

Create matching algorithms to **automatically recommend jobs** for candidates, candidates for jobs as well as finding similar candidates and jobs.

Use past hiring information to perform **machine learning** and to test and score and continuously improve the algorithms to **optimize accuracy**.

Use NLP to extract and handle complex “reports to” and “managed by” relationships.

Use NLP to extract and handle legally-binding requirements.

# CONSUMER ELECTRONICS

## Automatically Answer Customer Support IMs

- Large consumer electronics firm receives support questions over a very large number of intents (1000+)
- This can include data such as device type, software app, etc.
- The input is large and extremely dirty
- The customer does not have training data
- Chatbots are not scaled to the volume and variety of this input

Explore  
current logs  
for language  
modeling

Normalize  
language so it  
can be  
processed

Machine  
learning to  
determine  
intents

NLP extraction  
to extract key  
metadata

## ACCENTURE SOLUTION

Use **assisted training** to identify patterns which indicate the desired intents.

**Identify key terms and phrases** which indicate each intent.

**Refine process** with both automatic and manual steps to scale to a large number of intents.

Use **multi-model ambiguity resolution** to combine all models together.

**Extraction of key entities** (products, features, applications, services, etc.) to aid in classification and answer handling.

**FUTURE: Use immediate robot feedback** to help control interaction.



# BUSINESS INSURANCE

## Learn More About Customers for Accurate Pricing

Commercial insurance rates for business customers is based on the customer's industry.

- High-risk industries will have higher insurance rates than low-risk industries.

Most of the businesses are small businesses that may only be represented by a web site or Facebook page.

The process for determining the industry for a customer requires manual research and is prone to error.

Use Aspire to fetch Customer data from the internet

Normalize language so it can be processed

Extract key indicators from unstructured content

Machine learning to determine SIC code

## ACCENTURE SOLUTION

Use Aspire to download the company's web site and Facebook pages from the internet.

Use Saga to **cleanse the text and extract key industry indicators** (e.g. retail vs distributor vs manufacturer).

**High-quality text processing is required to achieve 90+ accuracy rates.**

**Use machine learning to classify businesses to any of 3000 industry codes. Use both specific (context and syntax sensitive) classification rules along with machine learning (general understanding) rules.**



# CRUISE LINE EXCURSION TAGGING

## Classify excursions to customer-friendly categories

Content processing to read excursion text and classify excursions to categories appropriate for cruise line passengers

- Tagged to 50 categories: Activities, physical activity level, duration, city / nature, family friendly, etc.

Small amount of data: 15,000 excursions

- Too small for typical machine learning techniques

### No Training Data:

Started with just the excursion descriptions and nothing more

NLP analysis  
to find strong or  
weak  
indicators

Post-  
processing  
rules for  
final tags

Tagged  
excursions for  
recommendations  
& search

Results  
maintained by  
the business

## ACCENTURE SOLUTION

Started only with excursion descriptions, **no training data.**

Use **NLP techniques to identify strong and weak indicators** appropriate to the content (e.g. building descriptions, activity descriptions, location description, number of steps, key words, water activities, animal encounters, etc.).

Post-processing rules to **combine signals into final tags** (activity level, family friendly, excursion type).

Results are maintainable by the business.

**End accuracy was >95% to test set.**  
Very satisfied customer.



# MORE USE CASES

Just the ones we've encountered so far

**eCommerce** – *Increase sales*

- Intelligent, targeted response for queries

**Pharmacovigilance** – *Reduce / eliminate manual effort*

- Extract entities from ADRs

**Customer Support** – *Decrease cost, opportunity for upsell*

- Automatically process many requests

**News Analysis** – *Identify bus. opportunities quickly, Increase revenue*

**Vendor Contract Analysis** – *Increase revenue*

- Identify vendors who are in breach of contract

**Lien / Loan Contract Fact Extraction** – *Replace manual process*

- Extract Loan information for marketing and analytics

## Key Use Cases

New business Insights

Leverage unstructured content for analysis

Extract machine-readable knowledge from unstructured content

Improve human-computer interface for mobile employees

Learn more about your customers

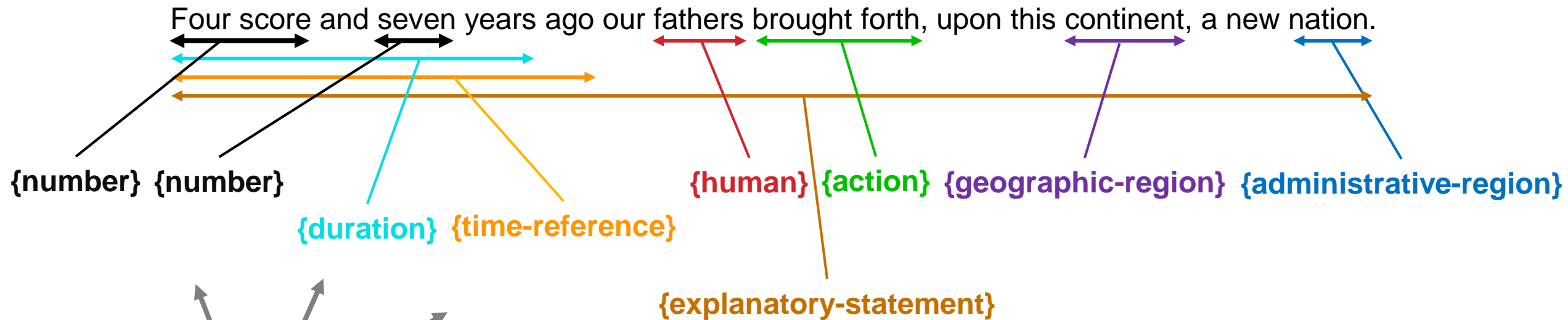
# **NATURAL LANGUAGE UNDERSTANDING WITH SAGA**

## **CONCEPTS & TERMINOLOGY**



# IT'S ALL ABOUT THE TAGS...

Semantic tags are the Organizing Structure for all of Saga



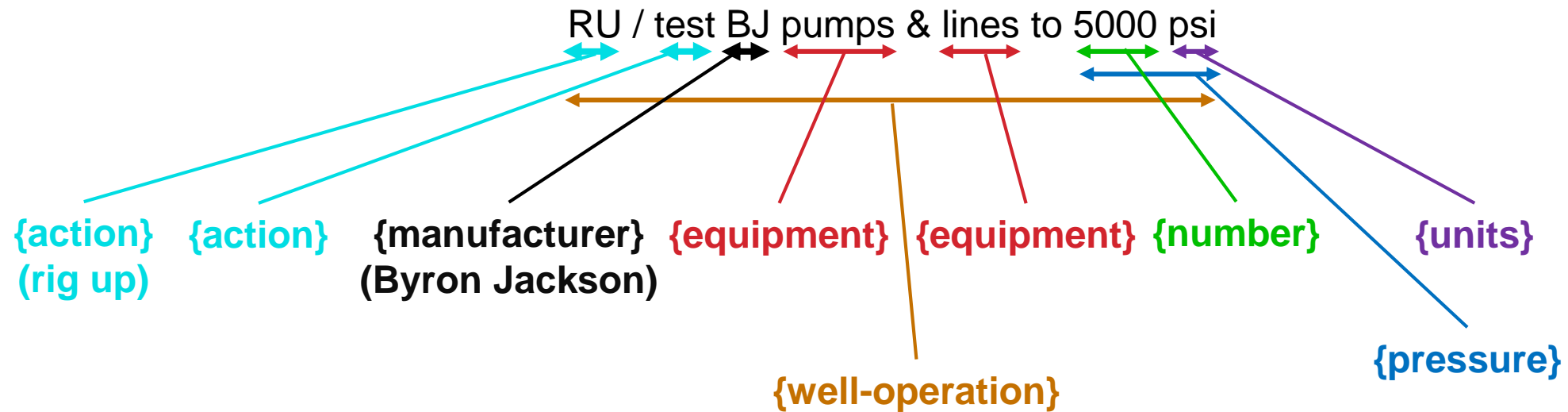
these are  
all tags

In Saga, tags identify and interpret  
regions of text.

By convention, tags are shown in {curly-braces}

# TAGS ARE OFTEN APPLICATION SPECIFIC

Example from a daily drilling report

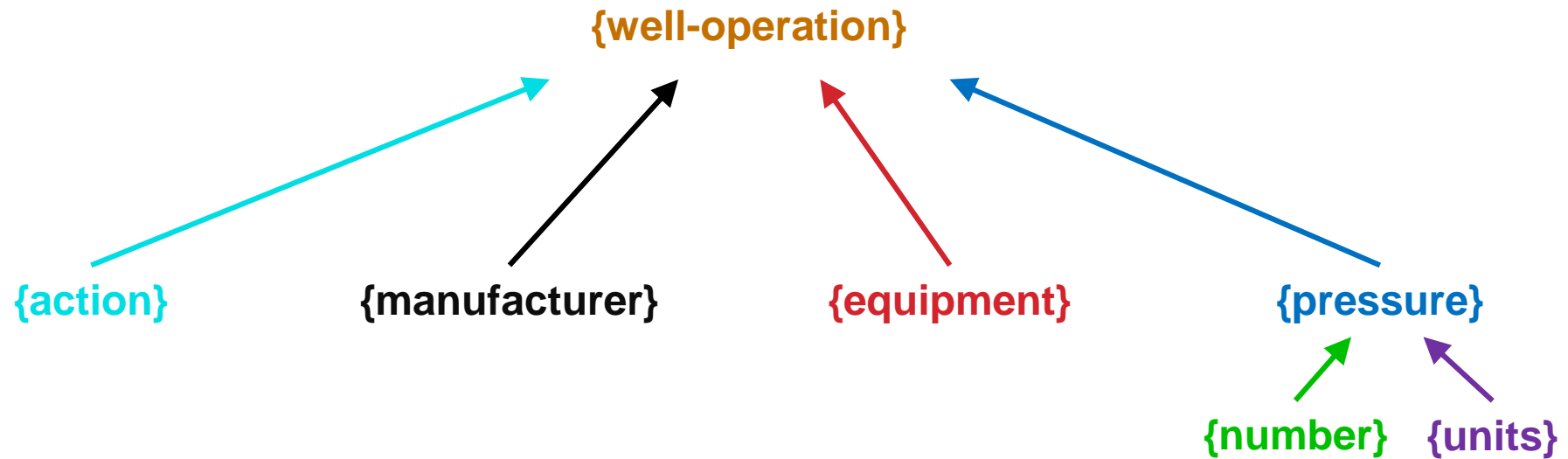


Different domains have different language and different meanings

Saga is designed to create new tags for domain-specific text

# SAGA TRACKS DEPENDENCIES

Understanding is built up from the bottom

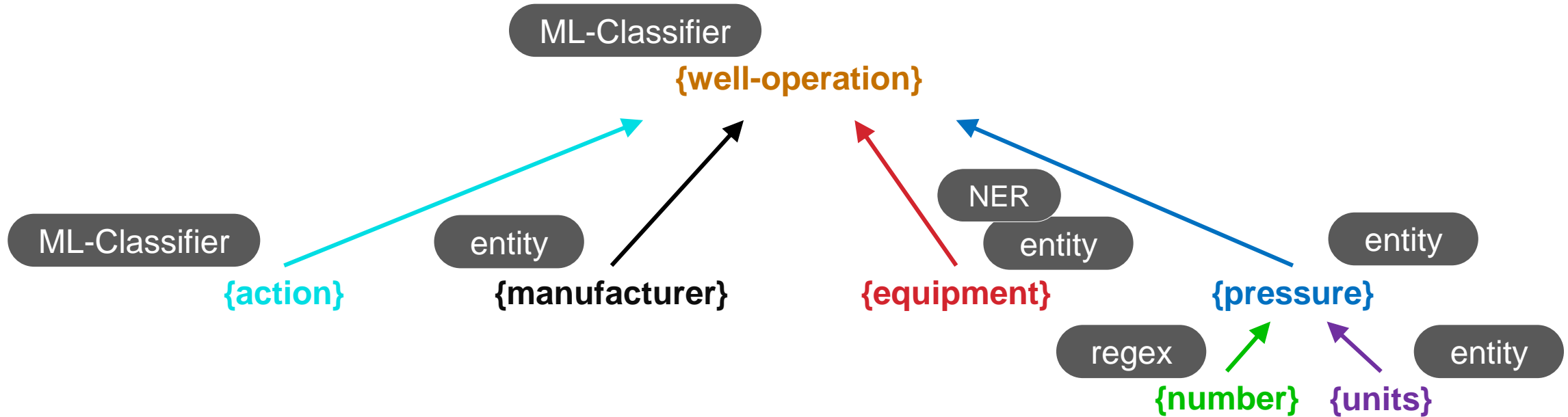


**Dependencies are configured as part of language modeling.**



# TAGS ARE TIED TO “RECOGNIZERS”

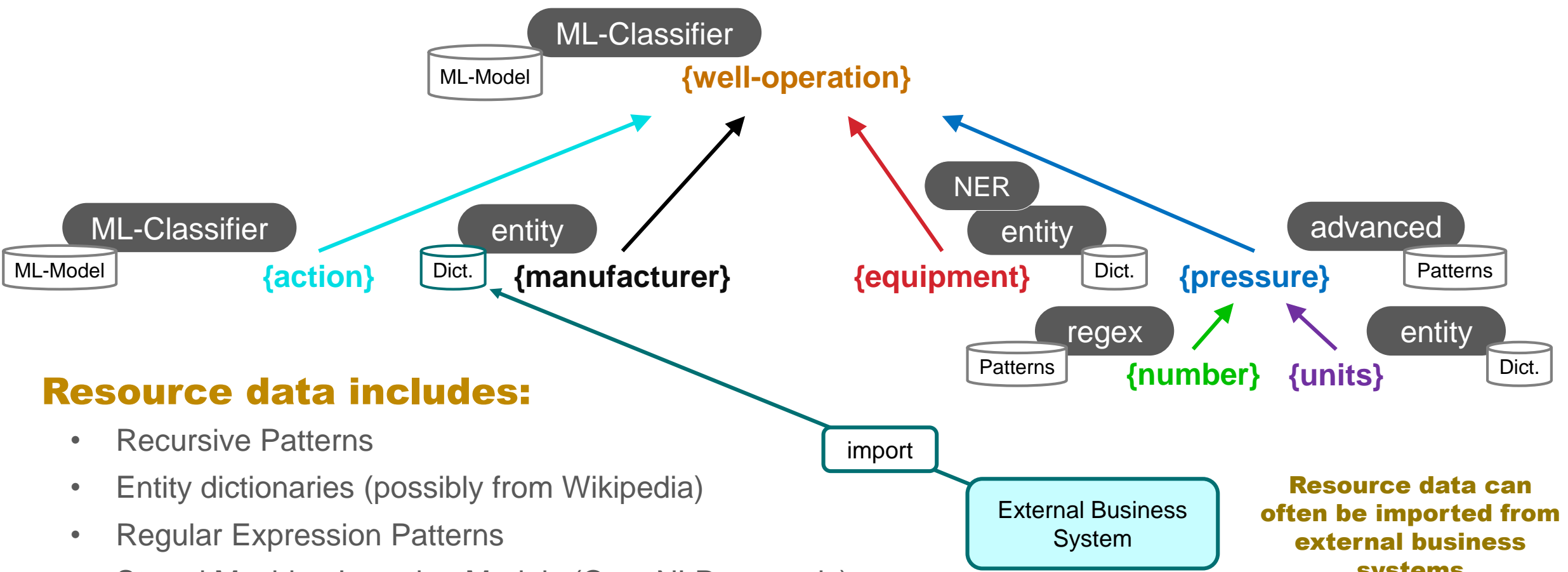
“Recognizer” = Algorithm needed to implement the tag



- **Recognizer algorithms are pre-packaged.**
  - New ones can be plugged in as needed
- **Business users choose the best recognizer(s) for each tag.**
- **Tags can have multiple recognizers.**

# RECOGNIZERS HAVE RESOURCE DATA

All resource data is managed entirely by Saga



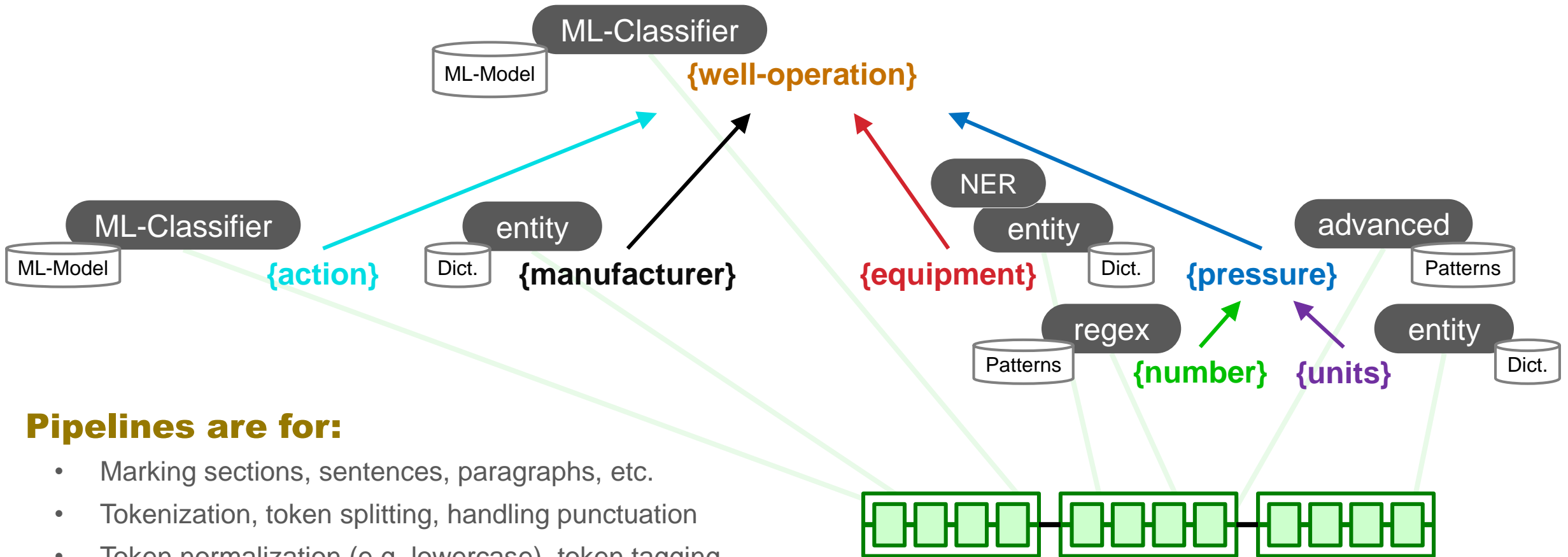
## Resource data includes:

- Recursive Patterns
- Entity dictionaries (possibly from Wikipedia)
- Regular Expression Patterns
- Stored Machine Learning Models (OpenNLP currently)
- Configuration parameters

Resource data can often be imported from external business systems

# RECOGNIZERS SHARE TEXT PIPELINES

*All pipelines are managed and automatically created by Saga*

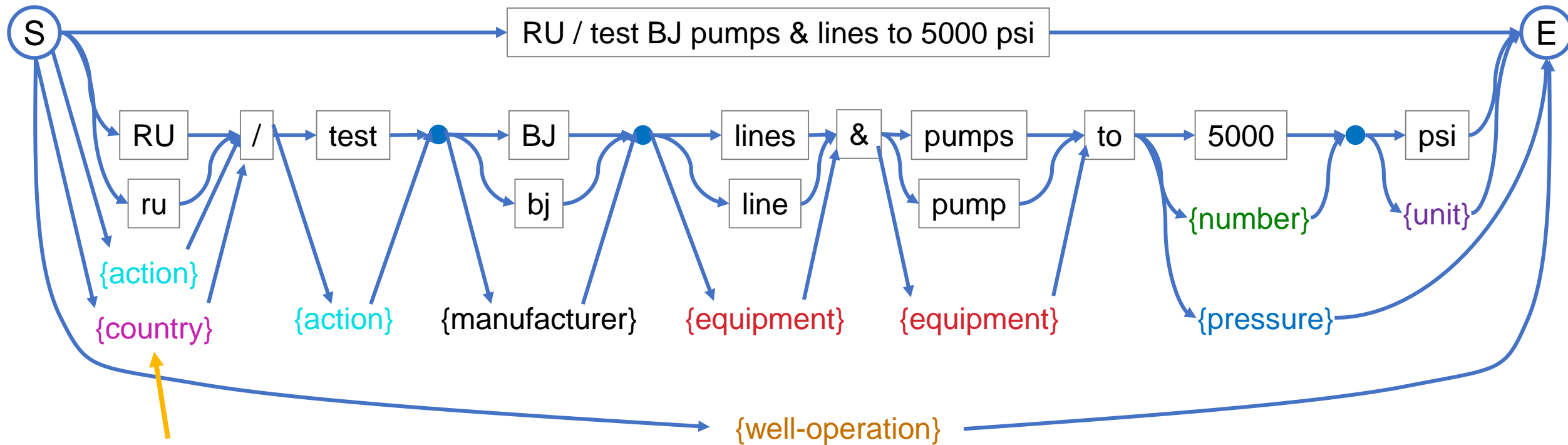


## Pipelines are for:

- Marking sections, sentences, paragraphs, etc.
- Tokenization, token splitting, handling punctuation
- Token normalization (e.g. lowercase), token tagging
- Lemmatization (reducing variants)

# SAGA CREATES INTERPRETATION GRAPHS

Interpretation graphs allow for the expression of ambiguity



The interpretation graph allows for ambiguity of interpretation to be gracefully represented

Tag names are used internally and output by Saga to external applications

Interpretation graph represents text understanding internally.

# **NATURAL LANGUAGE UNDERSTANDING WITH SAGA**

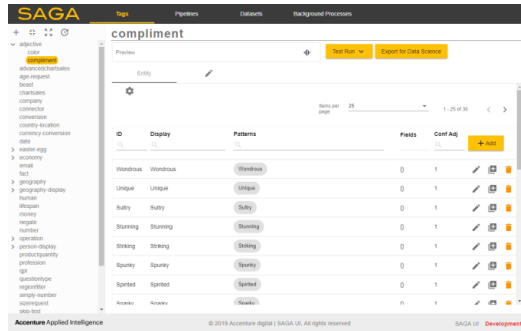
## **USER INTERFACE DETAILS**



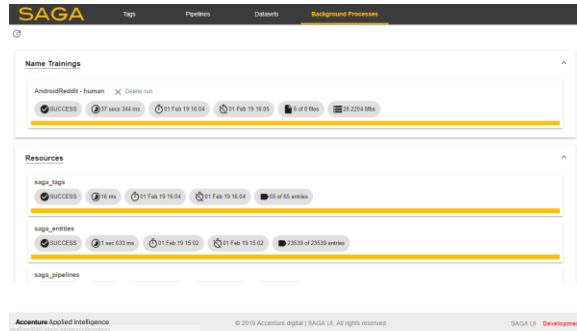


# SAGA: A SYSTEM FOR MANAGING NLU

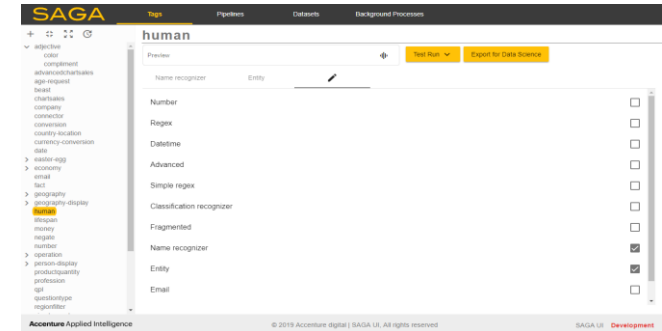
Provides Components to handle End-to-End NLU



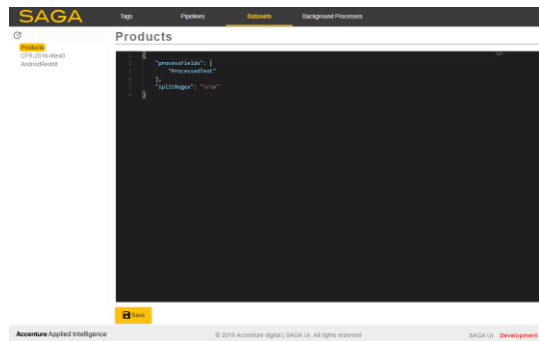
Importing & Editing Entity Databases



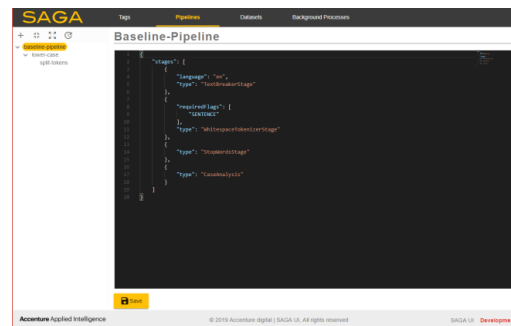
Machine Learning Training & Evaluation



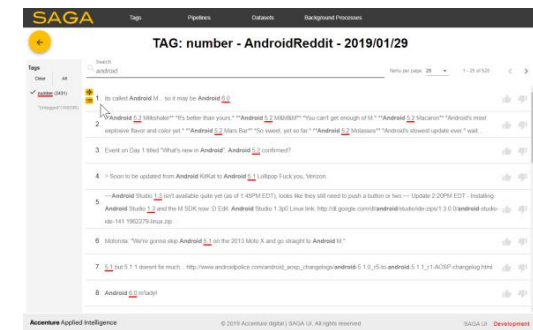
Installing, Configuring & Testing Recognizers



Register Training Data



Creating & Testing Text Processing Pipelines



Supervised Evaluation, Regression Testing & Training

# SEMANTIC TAGS IN SAGA

All Functionality is Organized by Semantic Tags

Semantic tags identify semantic understanding for extracted entities and classifications / intents

Tags can have multiple *recognizers*, algorithms which identify when the semantic tag occurs in the content

Click the *edit* icon to add new recognizers to a tag

Tags are organized by *semantic hierarchy*; sub-tags are specialized instances of higher-level tags

The screenshot shows the SAGA UI interface for managing semantic tags. The top navigation bar includes 'SAGA', 'Tags', 'Pipelines', 'Datasets', and 'Background Processes'. The main content area is titled 'human' and features a 'Preview' section with a 'Test Run' button and an 'Export for Data Science' button. Below the preview is a table with columns for ID, Display, Patterns, Fields, and Conf Adj. The table lists several entries for the 'human' tag, including 'Hu Yaobang', 'Zhao Ziyang', and 'Xuande Emperor'. A sidebar on the left shows a semantic hierarchy with 'human' highlighted. A green box highlights the 'Entity' tag in the preview and the 'edit' icon in the table. A green box also highlights the 'human' tag in the sidebar.

ID	Display	Patterns	Fields	Conf Adj
Q99850	Hu Yaobang	Hu Yaobang	{}	0.003421423: [edit] [add] [delete]
Q99829	Zhao Ziyang	Zhao Ziyang, Zhaoziyang, Zhao Zi Yang	{}	0.003854320: [edit] [add] [delete]
Q9977	Xuande Emperor	Hsuan-te, Emperor of China, Zhu Zhanji, Zhangdi, Xuande, Emperor Xuande of Ming, Emperor Xuanzong of Ming, Xuande Emperor, Xuanzong	{}	0.003662114: [edit] [add] [delete]

# CHOOSE RECOGNIZERS

Saga ships with Out-Of-The-Box Recognizers  
(but you can also plug-in your own)

Selected recognizers show up as tabs inside the tag

Preview Entity

Test Run Export for Data Science

Number

Regex

Datetime

Advanced

Simple regex

Classification recognizer

Fragmented

Name recognizer

Entity

Email

Confirm Changes

Accenture Applied Intelligence SAGA UI Development

Select the recognizers you want to use for the tag  
(one or more)

Only 10 recognizers today  
Ultimately, we expect there will be 100's  
(including industry-specific recognizers)

Machine learning recognizers can be individually trained for each tag

# RECOGNIZERS

## Pattern-Based

Pre-Packaged:

- **Number:** 1, 1.4, 1.4e100, first, second, 2<sup>nd</sup>, iii
- **Datetime:** December 12, 1/4/2019, June 1998, 2019-01-01, 8:30, 20140910, June 2<sup>nd</sup>
- **E-Mail:** paul.e.nelson@accenture.com

Regular Expressions:

- **Cross-Token Regex:** Slower, more comprehensive, all variations across multiple tokens
- **Simple Regex:** Faster, must match within a single token

**Dictionary Based Entity Recognizer:** Scaled to very large dictionaries (millions of items)

**Advanced Patterns:** Recursive nested patterns of tokens and other tags

**Fragment Patterns:** Matches sets of items (tokens and other tags) within specified proximity

## Machine-Learning Based

**Named Entity Recognizer**

- Machine-Learning Entity Recognizer
  - OpenNLP: Perceptron & MaxEnt algorithms
- Uses pattern data as training input
- Pre-trained English & Spanish person recognizers

**Text Classifier**

- Machine-Learning Based classifier
  - OpenNLP: MaxEnt, Naïve Bayes, Perceptron
  - Bag Of Words with configurable n-gram word sequences
- Configurable to sentence, text-block or other text-breaker boundary

**MORE TO COME**

# DICTIONARY ENTITY EDITOR

Entities have business identifiers (keys into business systems) to link the Natural Language Output to business objects

The user-friendly or canonical name of the entity to display to the user

Each entity can have multiple dictionary patterns which identify the entity in the text. Patterns can be ambiguous across entities (same pattern for multiple entities)

Confidence helps to disambiguate one entity from another (FUTURE: Confidence based on context will be available)

**Entities are business objects of interest for the application**

The screenshot shows the SAGA Dictionary Entity Editor interface. The main content area displays a table of entities for the 'human' category. The table has four columns: ID, Display, Patterns, and Conf Adj. The 'ID' column contains values like Q99850, Q99829, and Q9977. The 'Display' column shows names like 'Hu Yaobang', 'Zhao Ziyang', and 'Xuande Emperor'. The 'Patterns' column lists various text patterns such as 'Hu Yaobang', 'Zhao Ziyang', 'Zhaoziyang', 'Zhao Zi Yang', 'Hsuan-te, Emperor of China', 'Zhu Zhanji', 'Zhangdi', 'Xuande', 'Emperor Xuande of Ming', 'Emperor Xuanzong of Ming', 'Xuande Emperor', 'Xuanzong', and 'Emperor Jingtian Tidao Chuncheng Zhide Hongwen Qinwu'. The 'Conf Adj' column shows confidence scores like 0.003421423, 0.003854320, and 0.003662114. Each row has editing controls (edit, add, delete) on the right. The interface also includes a sidebar with a category list, a top navigation bar with 'SAGA' and 'Tags', and a footer with 'Accenture Applied Intelligence' and '© 2019 Accenture digital | SAGA UI, All rights reserved'.

ID	Display	Patterns	Conf Adj
Q99850	Hu Yaobang	Hu Yaobang	0.003421423
Q99829	Zhao Ziyang	Zhao Ziyang, Zhaoziyang, Zhao Zi Yang	0.003854320
Q9977	Xuande Emperor	Hsuan-te, Emperor of China, Zhu Zhanji, Zhangdi, Xuande, Emperor Xuande of Ming, Emperor Xuanzong of Ming, Xuande Emperor, Xuanzong, Emperor Jingtian Tidao Chuncheng Zhide Hongwen Qinwu	0.003662114

Editing Controls



# ADVANCED PATTERNS

## Recursive and Nested Pattern Parser

Enter text at any time for an immediate preview. Saga builds the new pipeline on-the-fly and shows you the results

Use Confidence Adjustment to boost or reduce the resulting pattern.

Advanced patterns can include references to other tags as {tag}.  
Pipeline processing for dependency tags will be included automatically

Advanced patterns can reference themselves to create nested and recursive patterns

Special editing control to copy and modify a pattern

The screenshot shows the SAGA UI for the 'cfr-citation' tag. The sidebar on the left lists various tags, with 'cfr-citation' highlighted. The main area features a 'Preview' field, 'Test Run' and 'Export for Data Science' buttons, and a 'Pattern' list. Three patterns are listed: '{simple-number} CFR {simple-number}', '{simple-number} CFR Part {simple-number}', and '{cfr-citation} {paragraphs}'. A 'Conf Adj' table is visible on the right, and a 'Special editing control' is shown for the third pattern.

Conf Adj	+	Add
1	[edit]	[add]
1	[edit]	[add]
1	[edit]	[add]
1	[edit]	[add]

# MACHINE LEARNING RECOGNIZERS

## Weakly Supervised Training: Use Pattern Output as Training Data

Machine learning semantic analysis appear as recognizers, just like any other

Note that both pattern-based recognizers and ML recognizers can be used simultaneously

Past trained models and pre-trained models can be selected to be run in production with a probability threshold.

Specified tags will be processed to cleanse & normalize the input to machine learning

Pattern-based tags are used, automatically, as training input for machine learning

Click to re-train the ML Model. Training runs are queued as background tasks

The screenshot shows the SAGA interface for configuring a recognizer. The sidebar on the left lists various tags, with 'human' highlighted. The main panel shows the 'human' recognizer configuration. The 'Preview' section displays 'Name recognizer' and 'Entity' recognizers. The configuration section includes a 'Model' dropdown set to '--NONE--' and a 'Minimum Probability' field set to '0.7'. Below this is a 'Normalize Tags' section with buttons for 'simple-number', 'date', 'email', and 'url'. A 'Train' button is located at the bottom right of the configuration area. A green box highlights the 'Name recognizer' and 'Entity' recognizers in the preview section. A green box highlights the 'Model' dropdown and 'Minimum Probability' field. A green box highlights the 'Normalize Tags' section. A green box highlights the 'Train' button. A green arrow points from the 'Name recognizer' to the 'Entity' recognizer. A green box highlights the 'human' tag in the sidebar.

# MACHINE LEARNING: TRAINING RUNS

## Algorithms from OpenNLP

Choose dataset to run training over

Specify algorithm and training parameters

Specify types of Word N-Grams used for classification

### ML – Named Entity Recognizer

### ML – Text Classifier

Start Training Run

Datasets:

- CFR-2018-title40
- AndroidReddit

Limit Records: 200

Iterations: 200

Cut Off: 5

Threads: 8

Algorithm: Perceptron

Tolerance: 0.00001

Use Average

Use Skipped Averaging

Step Size Decrease: 0

Execute Cancel

Start Training Run

Datasets:

- CFR-2018-title40
- AndroidReddit

Limit Records: 200

Iterations: 200

Cut Off: 5

Threads: 2

Feature Selection: N-Gram

min n-gram: 2

max n-gram: 2

Algorithm: MAXENT\_QN

L1Cost: 0.1

L2Cost: 0.1

Number of Updates: 15

Max Fct Eval: 30000

Execute Cancel

# COMMON CONTROLS FOR ALL TAGS

## Integrated Testing and Data Science Exports

Type in some text to **Preview** the output of the tag.

Saga will dynamically construct the pipeline necessary to process the tag and show a detailed parse output.

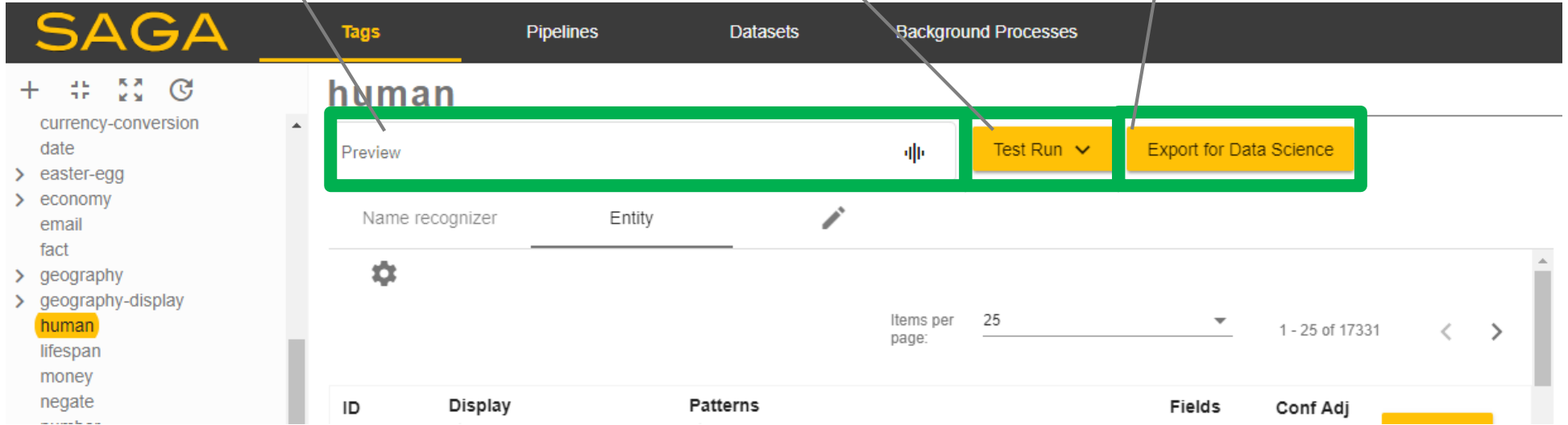
Click **Test Run** to run an entire data set of sample data through this tag (and all of its dependency tags). Results will be shown in a search interface with markup.

Test runs are spooled to the background as a background task

**Export for Data Science** will run all of the text through the pipeline and export it to JSON lines files so it can be analyzed off-line by a data scientist.

New models created by the data scientist can then be plugged back into Saga as a new, configurable recognizer.

Data Science Exports are spooled to the background.





# SHOW PREVIEW

Enter any text and immediately see how Saga interprets it

The interpretation graph shows how the text is interpreted by Saga every step of the way

The “highest confidence route” shows the path from the start to the end of the text which has the highest average confidence.

This is often used to choose between multiple ambiguous interpretations of the same content

**SAGA** Tags Pipelines Datasets Background Processes

**cfr-citation**

Preview

Please see 40 CFR part 19.2 (a) for more information.

Advanced

Test Run Export for Data Science

Preview

-----[Please see 40 CFR part 19.2 (a) for more information.]-----V  
^-----[Please see 40 CFR part 19.2 (a) for more information]-----V-[]-^  
^- [Please]-V- [see]-V- [40]-----V- [CFR]-V- [part]-V- [19.2]-----V- [(a)]-V- [for]-V- [more]-V- [information]-^  
^- [please]-^ ^- [simple-number]-^- [cfr]-^ ^- [simple-number]-^-  
^-----[cfr-citation]-----

Highest Confidence Route

[Please] [see] [cfr-citation]

**LexItem**

Matching: 19.2

Characters: 23:27

Confidence: 0.55

Stage: NumberRecognizer

Flags

SEMANTIC\_TAG NUMBER PROCESSED

Tags

simple-number

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Hover over any lexical item shows matching text, character positions, the matching pattern (where appropriate) flags and semantic tags

# STARTING A TEST RUN

Test your tag against a large amount of sample data.

The screenshot displays the SAGA interface for starting a test run. A modal dialog titled "Start Test Run" is centered on the screen. It features a "Datasets:" section with three entries: "Aviation-Incidents" (unchecked), "CFR-2018-title40" (checked), and "AndroidReddit" (unchecked). A "Threads:" section is set to "8". A "Regression Test" toggle switch is turned on. The background shows the "cfr-citation" tag page with a "Test Run" button and an "Export for Data Science" button. The SAGA logo is in the top left, and the footer contains "Accenture Applied Intelligence", "© 2019 Accenture digital | SAGA UI, All rights reserved", and "SAGA UI Development".

Choose data set to process for the selected tag

Regression testing will compare accuracy to prior run  
(FUTURE RELEASE)

# BACKGROUND TASKS

## Multiple Long-Running Tasks

### Test Runs

- Run large-scale content through language model

### Export Runs

- Export language-modeled content for external data science

### Training Runs

- Run machine learning on dataset

### Resource Loading

- Load large resources (large dictionaries), typically on startup

**SAGA** Tags Pipelines Datasets

**Test Runs**

CFR-2018-title40 - cfr-citation  ✕ Delete run

✓ SUCCESS 25 secs 767 ms 04 Feb 19 13:46 04 Feb 19 13:46 28 of 28 files 35.3567 Mbs

**Name Trainings**

AndroidReddit - human ✕ Delete run

✓ SUCCESS 37 secs 344 ms 01 Feb 19 16:04 01 Feb 19 16:05 8 of 8 files 28.2204 Mbs

**Resources**

saga\_tags

✓ SUCCESS 27 ms 04 Feb 19 13:39 04 Feb 19 13:39 66 of 66 entries

Test run results are available for review through a search interface

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# TEST RUN EVALUATION USER INTERFACE

Available after doing a test run on a tag

The screenshot displays the SAGA UI interface for a test run evaluation. The main header includes the SAGA logo and navigation tabs for Tags, Pipelines, Datasets, and Background Processes. The current view is for a specific tag: TAG: cfr-citation - CFR-2018-title40 - 2019/02/04. A search bar is present, and the results are displayed in a list format. The list items contain text with underlined tags (e.g., 40 CFR 270.275, 40 CFR part 51, 40 CFR part 132, 40 CFR part 70, 40 CFR 71.4(e), 40 CFR part 122, and § 125.68). To the left of the list is a 'Tags' sidebar with filters for 'simple-number' (50207), 'cfr-citation' (3889), and 'Untagged' (168371). To the right of the list are buttons for thumbs up and thumbs down. At the bottom, there is a footer with 'Accenture Applied Intelligence', '© 2019 Accenture digital | SAGA UI, All rights reserved', and 'SAGA UI Development'.

Generic text search box allows user to easily find and check records of interest

Color-coded tags are underlined in the sample text

All tags identified in the text are represented here as filters.

FUTURE: Buttons used for identifying correct and incorrect understanding. Will be used for regression testing and manual training

Special buttons to show the interpretation graph & complete metadata associated with a record



# LOW-LEVEL TEXT PROCESSING

## Multiple Pipelines can be Configured

## Each tag can tap into any pipeline

Multiple, dependent chained pipelines can be chained together

Pipeline configured with JSON.  
FUTURE: Graphical UI

Every tag can tap into any pipeline to specify what stream of content it wishes to use

SAGA UI Screenshot: Pipelines configuration page. The 'baseline-pipeline' is selected in the dropdown menu. The JSON configuration is shown in the code editor:

```
1 {  
2   "language": "en",  
3   "type": "TextBreakerStage"  
4 },  
5 {  
6   "requiredFlags": [  
7     "SENTENCE"  
8   ],  
9   "type": "WhitespaceTokenizerStage"  
10 },  
11 {  
12   "type": "  
13 },  
14 {  
15   "type": "  
16 },  
17 {  
18   "type": "  
19 },  
20 }
```

*Note: We expect these pipelines to be configured once, on setup, and to rarely change thereafter.*

SAGA UI Screenshot: Config dialog for a tag. The 'baseline-pipeline' is selected in the 'Base Pipeline' dropdown. The dialog shows various configuration options:

- Enable:
- Base Pipeline: baseline-pipeline
- Skip Flags: At Least One Flags
- Boundary Flags: TEXT\_BLOCK\_SPLIT
- Confidence Adjustment: 1
- Required Flags: (empty)

# LOW LEVEL TEXT PROCESSING

## Currently Available

**Text Breaker** → *Divide up text into sentences & paragraphs*

**Sentence Breaker** → *ML method to identify sentence breaks [Open NLP]*

**White-space tokenization** → *Split text on white space*

**Case analysis / lower case** → *Analyze case & create lower case alternative*

**Character Change Splitter** → *Split tokens on punctuation or character changes (numbers, upper/lower case, etc.)*

**Advanced Splitter** → *Split off punctuation at the beginnings and endings of words, sentences, etc. (e.g. parenthesis, quotes, periods, etc.)*

**Stop Words Tagger** → *Tag small function words (articles, prepositions, small functional verbs, small adverbs, interrogatives, etc.) so they can be optionally skipped by other processors*

**Lemmatizers** → *Reduce words to root words, backed by Wiktionary database*

– Languages currently available: English, Spanish

**MANY MORE TO COME**



# DATASETS – FOR TRAINING & TESTING

Datasets are loaded automatically

Datasets are loaded into a special directory in Saga and are automatically available

The screenshot shows the SAGA web interface. At the top, there is a navigation bar with 'SAGA' in yellow, and tabs for 'Tags', 'Pipelines', 'Datasets' (which is active), and 'Background Processes'. Below the navigation bar, the main content area is titled 'Aviation-Incidents'. On the left side of this area, there is a list of dataset items: 'Aviation-Incidents' (highlighted with a yellow box), 'CFR-2018-title40', and 'AndroidReddit'. A green box highlights the 'Aviation-Incidents' item. To the right of this list is a configuration editor for the selected dataset. It shows a JSON configuration: 

```
1 {  
2   "processFields": [  
3     "report"  
4   ],  
5   "splitRegex": "\r\n"  
6 }
```

 A green box highlights this configuration editor. Below the configuration editor is a yellow 'Save' button. At the bottom of the page, there is a footer with 'Accenture Applied Intelligence', '© 2019 Accenture digital | SAGA UI, All rights reserved', and 'SAGA UI Development'.

Dataset configuration specifies what fields to process with NLP and how best to split large text blocks