

Dynamic FAQ Retrieval with Rough Set Theory

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Abstract

We explore FAQ (frequently asked questions) retrieval by applying hierarchical agglomerative clustering method and rough set theory. The clustering method and FAQ collection are used to construct a FAQ clustering concept hierarchy. Then, we use lower/upper approximations in rough set theory to classify users' queries. The rough set theory can help solve uncertain problem well. In experiments, the data is collected from accounting systems and requisition systems of non-profit organizations in Taiwan. The empirical results show that the proposed classification approach is valuable.

Keyword : Frequently asked questions, Hierarchical agglomerative clustering method, Rough set theory, Concept hierarchy