

FAQ FINDER RELATED WITH MOBILE PHONE QUESTIONS

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Abstract

This paper describes FAQ finder system to search the user required questions. FAQ FINDER is a natural language question-answering system that uses files of frequently-asked questions as its knowledge base. FAQ FINDER retrieves existing ones found in frequently-asked question files. FAQ FINDER uses a combination of statistical and natural language techniques to match user's questions against known question answer pairs from FAQ files. In this paper, this system will implement one of the main parts of Information Retrieval system: FAQ finder. It is also the combination of statistical search and semantic search. It uses Cosine similarity method to calculate the similarity between user's question and FAQ questions. Stemming: Porter Stemmer and Eric Brill's Tagger are also used to process the preprocessing steps. WordNet is also used to take synonyms in order to perform as a semantic search. Finally the performance measure is calculated. For performance measure calculation, system uses precision and recall methods.