

# Warranty claim analytics



## Business Objective

- To predict any future claim to be categorized into one of many predefined business defect clusters
- By predicting claim defect categories beforehand (based on field engineer's comments) enable business to estimate potential expense and resources involved in the future



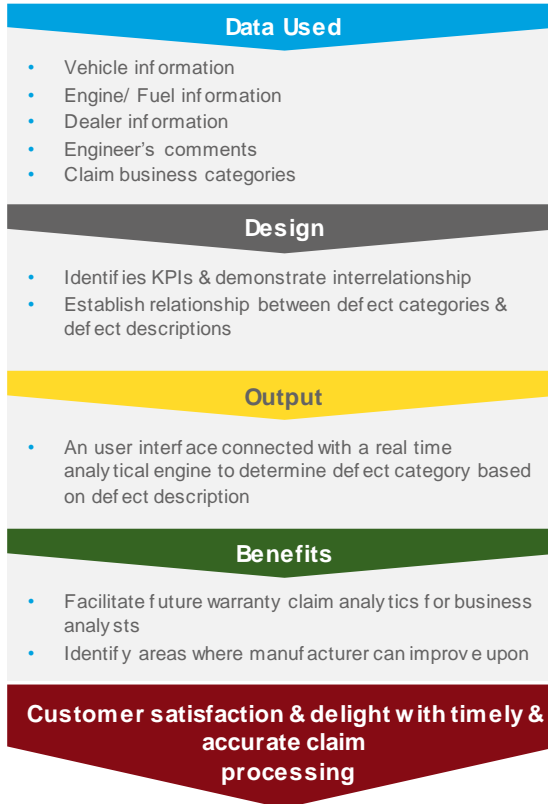
## Benefit

- Claim processing lead time can be significantly reduced
- Estimation on warranty expense & claim processing time
- Customer satisfaction



## Expected Outputs

- An interactive dash-board enable user to slice & dice on the KPIs from a warranty file
- An user friendly text analytics tool to identify future claim category



Identify key elements from a warranty claim file



KNN (K nearest neighbor), a machine learning algorithm for the prediction of future claim documents



Linking KNN technique with HTML page as UI to convenient visualization of defect categories