

Communications in Computer and Information Science 2014 vol.436, pages 229-236

Clause-based approach to extracting problem phrases from user reviews of products

Ivanov V., Tutubalina E.

Kazan Federal University, 420008, Kremlevskaya 18, Kazan, Russia

Abstract

©Springer International Publishing Switzerland 2014. This paper describes approaches to problem-phrase extraction from user reviews of products. The first step in problem extraction is to separate sentences with problems from all others. We propose two methods to problem extraction from such sentences: (i) a straightforward algorithm that does not split sentence into clauses and (ii) an improved clause-based algorithm. We claim that both approaches improve the classification performance compared to machine-learning algorithms.

http://dx.doi.org/10.1007/978-3-319-12580-0_24

Keywords

Information extraction, Text classification