

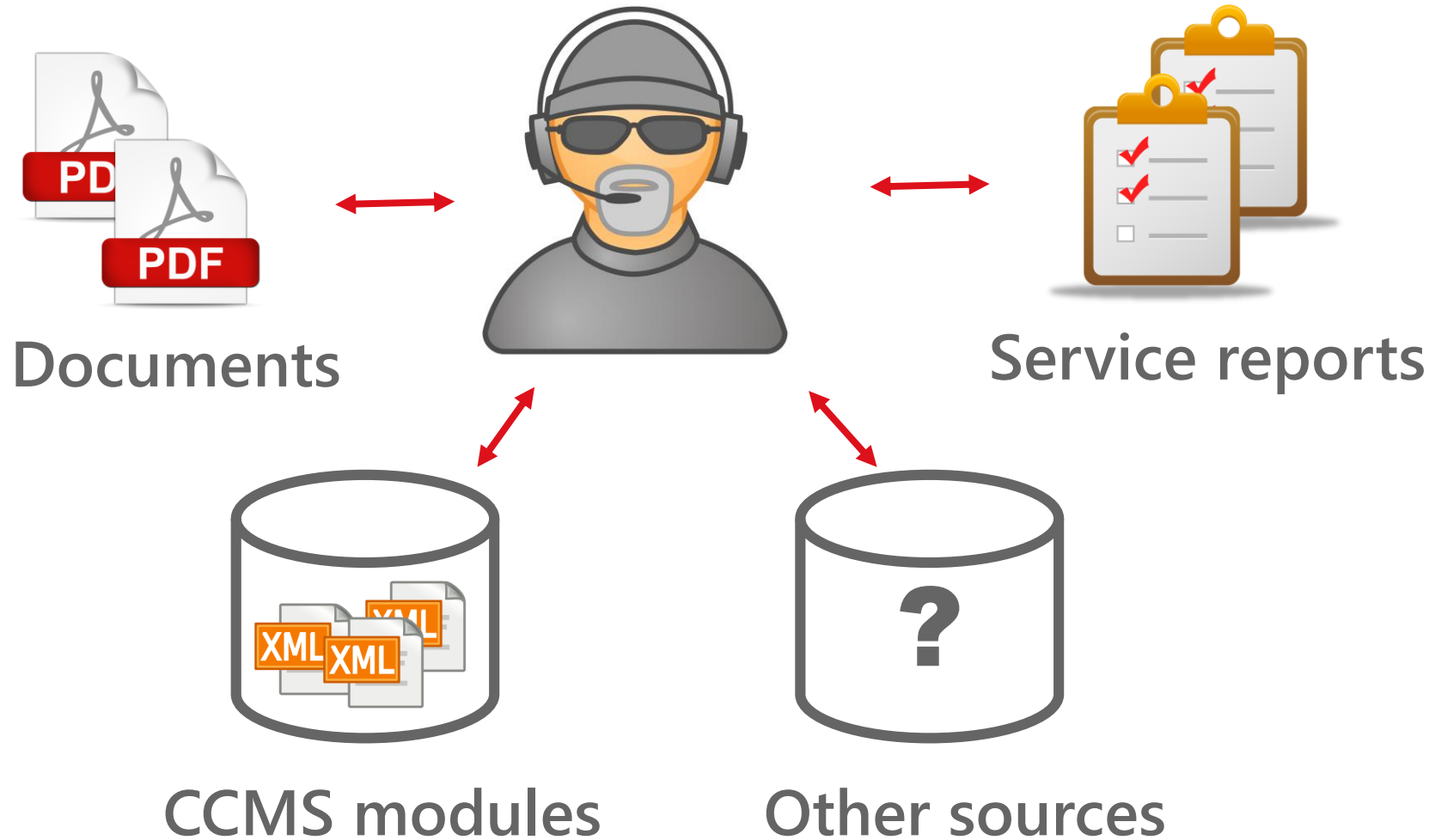
# Efficient Information Retrieval for Service Technicians

Utilizing Machine Learning  
and Linked Data Technologies

*Jan Oevermann*



# Current situation



# Semantic annotation



XML



Classification



Component



Information type



Lifecycle phase



PDF



Segmentation



Component



Information type



Lifecycle phase



TXT



Autocompletion



Component

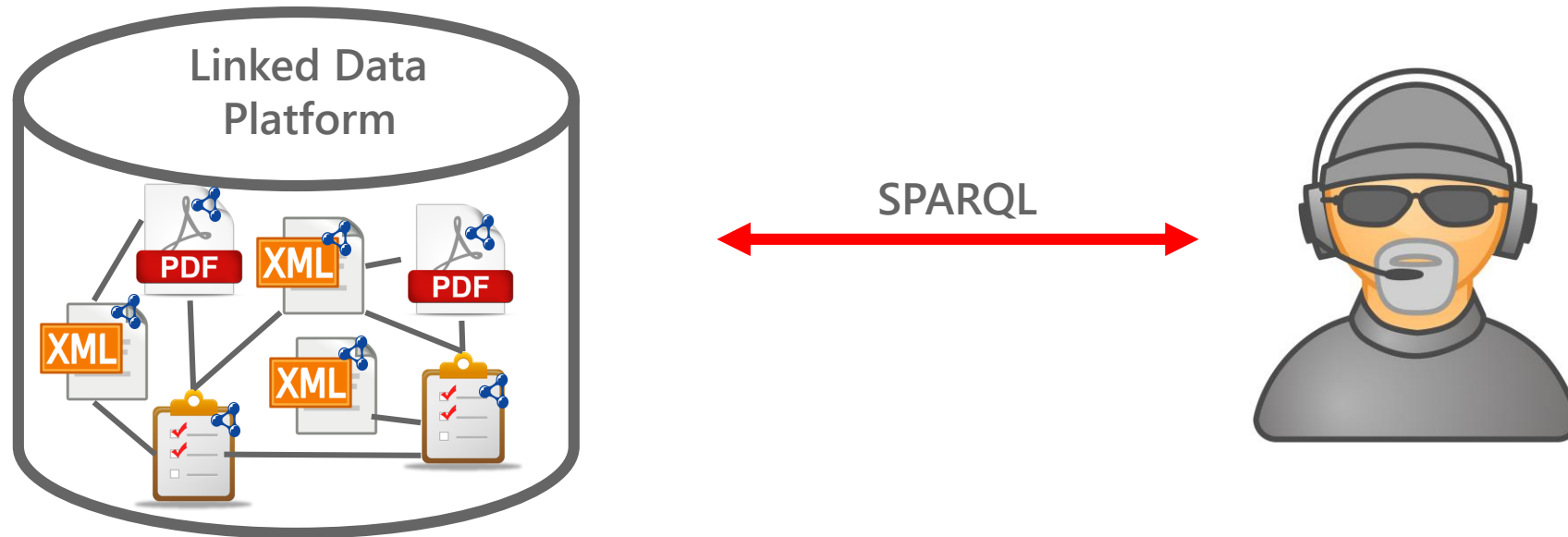
**Heterogenous  
data sources**

**Machine Learning**

**Unified  
Linked Data  
annotation**



# Information integration



# Basis for User Assistance



„I need to do **maintenance**  
on this **ACME** machine.  
The **hydraulic pump** seems  
to be **dirty**.  
How should I proceed?“



iirds:ProductLifeCyclePhase:  
*iirds:Maintenance*



Product ontology:  
*ACME*



iirds:component:  
*acme:hydraulicPump*



Full text keyword:  
*„dirty“*



Look at  
*acme\_machine.pdf*  
on pages 15-16



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## REFERENCES

janoevermann.de

## DEMO

dev.fastclass.de

semantics.fastclass.de

IN COOPERATION WITH

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# Example: PDF segmentation

