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# Appendixes

## 1.0 Acronyms and their meaning used in preprocessing

- UGC : User Generated Content
- WWW: World Wide Web
- ASAP : As soon as possible
- 3G : Third Generation (mobile communication system)
- 4G : Fourth Generation
- ADSL : Asymmetric Digital Subscriber Line
- CCTV : Closed Circuit Television
- CRUD : Create, read, update and delete
- AML : Azure Machine Learning
- LUIS : Microsoft Language Understanding Intelligent Services
- API : Application Programming Interface

## 2.0 Stopwords

| | | | | | |
|---|---|---|---|---|---|
| a | did | herself | not | the | we've |
| about | didn't | him | of | their | were |
| above | do | himself | off | theirs | weren't |
| after | does | his | on | them | what |
| again | doesn't | how | once | themselves | what's |
| against | doing | how's | only | then | when |
| all | don't | i | or | there | when's |
| am | down | i'd | other | there's | where |
| an | during | i'll | ought | these | where's |
| and | each | i'm | our | they | which |
| any | few | i've | ours | they'd | while |
| are | for | if | ourselves | they'll | who |
| aren't | from | in | out | they're | who's |
| as | further | into | over | they've | whom |
| at | had | is | own | this | why |
| be | hadn't | isn't | same | those | why's |
| because | has | it | shan't | through | with |
| been | hasn't | it's | she | to | won't |
| before | have | its | she'd | too | would |
| being | haven't | itself | she'll | under | wouldn't |
| below | having | let's | she's | until | you |
| between | he | me | should | up | you'd |
| both | he'd | more | shouldn't | very | you'll |
| but | he'll | most | so | was | you're |
| by | he's | mustn't | some | wasn't | you've |

| can't | her | my | such | we | yours |
|-------|-----|-----|------|-----|-------|
| cannot | here | myself | than | we'd | your |
| could | here's | no | that | we'll | yourself |
| couldn't | hers | nor | that's | we're | yourselves |

(Doyle, n.d.)

## 3.0 Cycle of an Issue