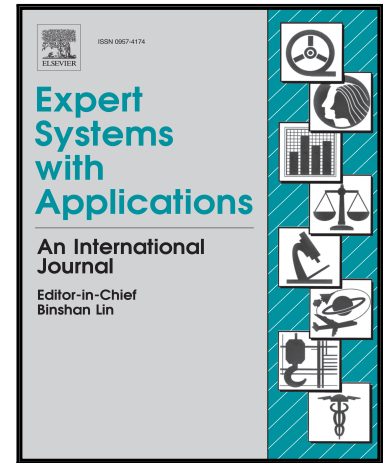


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Interactive Feature Selection for Efficient Customer Recognition in Contact Centers: Dealing with Common Names

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Highlights

- We propose an Interactive Customer Recognition Framework (ICRF).
- ICRF relies on three integrated modules.
- Duplicate Detection, Predictive Aiding, and Decisive Feature Selection are modules.
- ICRF's applicability and suitability are tested on 63360 data records.

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