

СПИСОК ВИКОРИСТАНИХ ДЖЕРЕЛ

- 1) Self-service: Do customers want to help themselves? (infographic). Zendesk. (2023, May 17). <https://www.zendesk.com/blog/searching-for-self-service/>
- 2) Paramesh, J., & Ravi, V. (2019). Classifying the Unstructured IT Service Desk Tickets Using Ensemble of Classifiers. IEEE International Conference on Computational Intelligence in Data Science (ICCIDS). <https://doi.org/10.1109/ICCIDS.2019.8862130>
- 3) Silva, L., et al. (2018). Text classification for IT service desk tickets. Proceedings of the IEEE International Conference on Information Reuse and Integration (IRI).
- 4) Brynjolfsson, E., Li, D., & Raymond, L. R. (2023). Generative AI at Work. National Bureau of Economic Research Working Paper Series, No. 31161. <https://doi.org/10.3386/w31161>
- 5) Negahban, A., & Smith, J. S. (2014). Simulation for manufacturing system design and operation: A comprehensive review. International Journal of Production Economics, 142, 381-402.
- 6) Djamila Romaissa Beddiar, Md Saroar Jahan, Mourad Oussalah. (2021). Data expansion using back translation and paraphrasing for hate speech detection, Online Social Networks and Media, Volume 24, <https://doi.org/10.1016/j.osnem.2021.100153>.
- 7) Olanrewaju, T. (2024, December 11). How django's MVT Architecture Works: A deep dive into models, views, and templates. freeCodeCamp.org. <https://www.freecodecamp.org/news/how-django-mvt-architecture-works/>
- 8) Modular applications with blueprints¶. Modular Applications with Blueprints - Flask Documentation (3.1.x). (n.d.). <https://flask.palletsprojects.com/en/stable/blueprints/>
- 9) What is a container?. Docker. (2025, November 24). <https://www.docker.com/resources/what-container/>

- 10) Розроблення стартап-проєкту [Електронний ресурс] : Методичні рекомендації до виконання розділу магістерських дисертацій для студентів інженерних спеціальностей / За заг. ред. О.А. Гавриша. – Київ : НТУУ «КПІ», 2016. – 28 с.