

# Evolution of thinking models in automatic incident processing systems

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## Abstract

© Springer International Publishing Switzerland 2016. In this paper we describe the evolution of the application of thinking models in automatically processing a user's incidents in natural language, starting with the model based on decision trees and ends up finishing with the human thinking model. Every model has been developed, prototyped and tested. The article contains experiments results and conclusions for every model. After evolving several theories, we found the most suitable for solving the problem of automatically processing a users incidents.

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## Keywords

Artificial intelligence, Automation, Intelligent agents, Knowledge base, Machine understanding, NLP, Reasoning, Remote infrastructure management