

DADI INSTITUTE OF ENGINEERING & TECHNOLOGY
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DEPARTMENT OF COMPUTER SCIENCE & ENGINEERING

CUSTOMER REVIEW RATING USING MACHINE LEARNING ALGORITHMS

Class:- IV B.Tech. CSE -B

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Abstract:

The information resulting from the use of the organization's products and services is a valuable resource for business analytics. Therefore, it is necessary to have systems to analyze customer reviews. This article is about categorizing and predicting customer sentiments. In this article, a new framework for categorizing and predicting customer sentiments was proposed. The customer reviews were collected from an international hotel. In the next step, the customer reviews processed, and then entered into various machine learning algorithms. In addition, the most important factors influencing the great customer experience were extracted with the help of the DT. Finally, very interesting results were observed in terms of the effect of the number of features on the performance of machine learning algorithms.

PROJECT GUIDE

CSE R&D CO-ORDINATOR

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