Customer Satisfaction Measurement Write up

Problem:

Saudi Airlines wants to measure the satisfaction of its customers so that it could use it as a performance indicator to assess the quality of its services, which will be done through capturing images of the faces of its customers and feeding them to trained models which are constructed using deep learning algorithms

Data Description:

The dataset used for training was obtained from Kaggle, and it contains 48*48-pixel grayscale face images, the images are centered and each of them occupies an equal amount of space. The dataset consists of facial emotions of the following categories: anger, disgust, fear, happiness, sadness, surprise and neutrality.

Algorithms

After we loaded our data, we transformed it into data frame, we have done the cleaning and text preprocessor, and then we did EAD. After that we used libraries in TOOLS to do.

Tools

1. Technologies:
   - Python
   - Jupyter Notebook
   - Google colab
2. Libraries:
   - Pandas
   - Keras
   - OpenCV
   - NumPy tkinter
   - tkinter

Communication

Presentation.