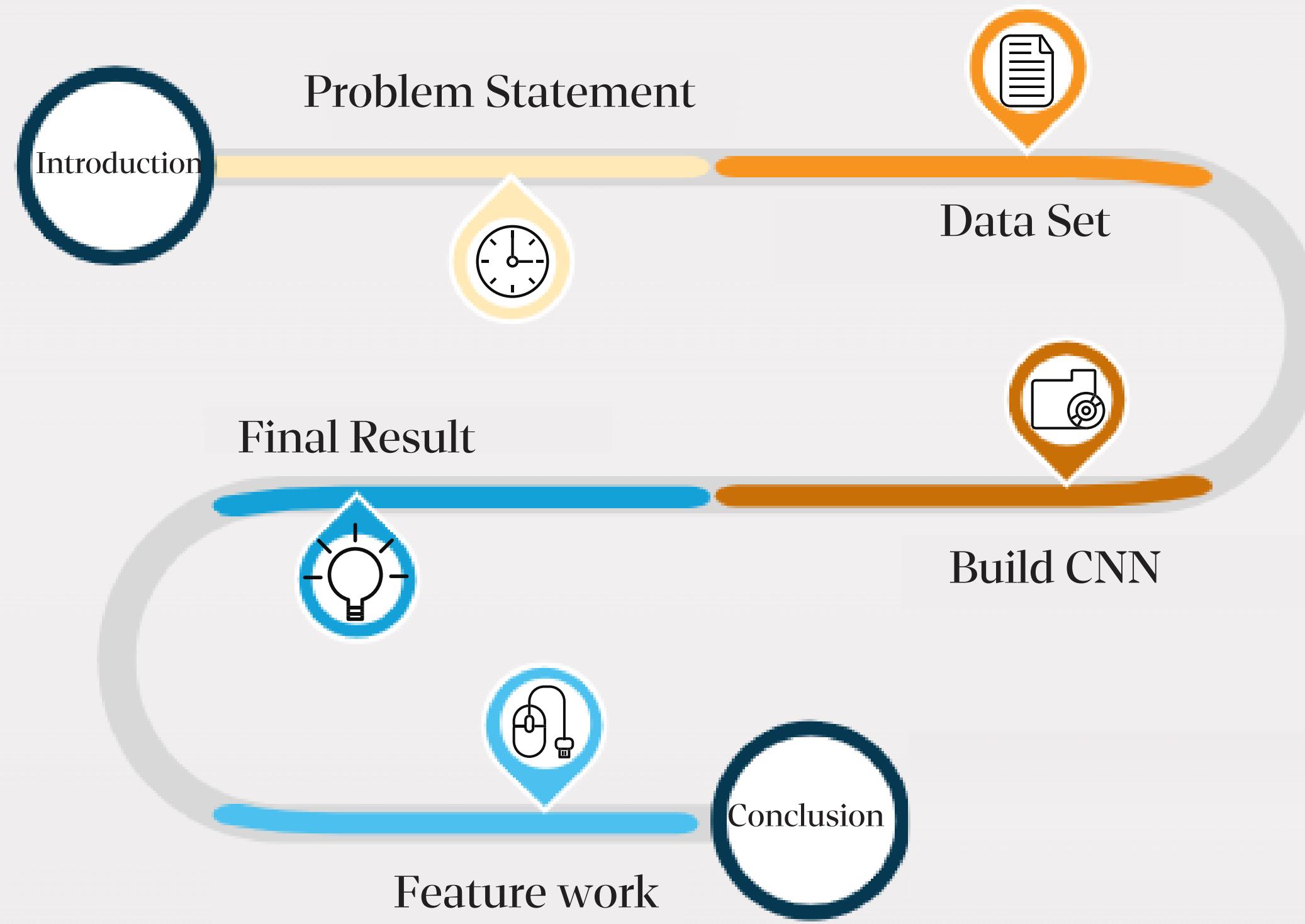


Customer Satisfaction Measurement

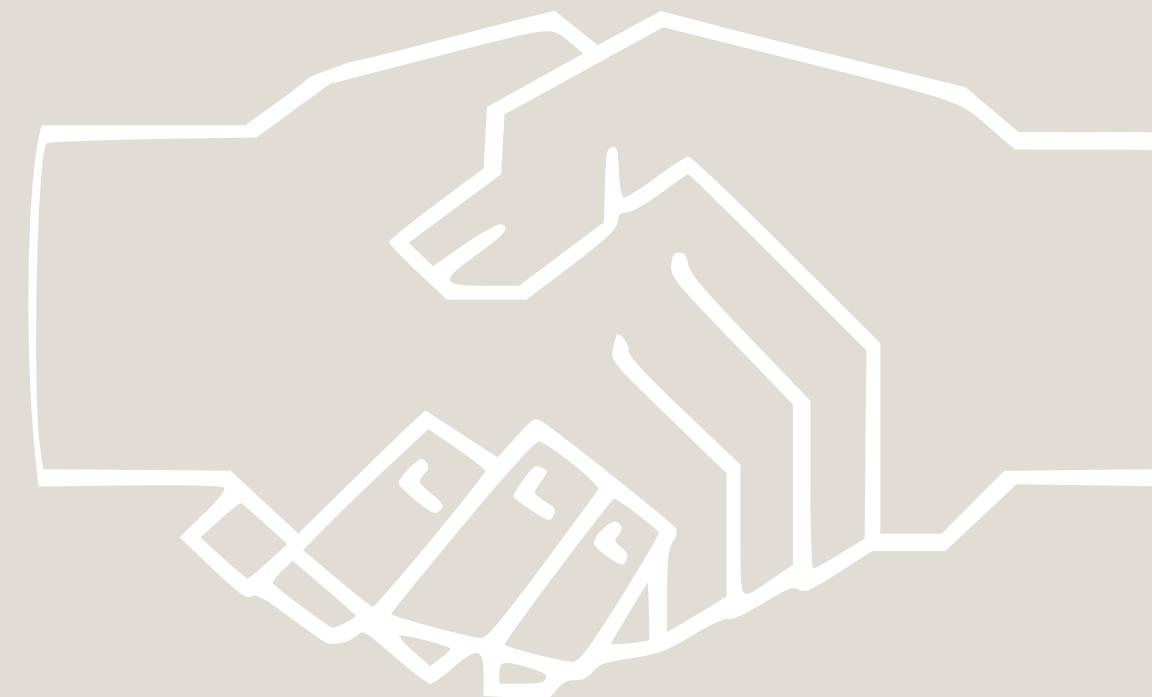
Tamader AboAlhassan - Afrah Almoutiri - Moneera Alfulaij

Outline



Introduction

One of the many possible indications of customer satisfaction is facial expressions, hence, Saudi Airlines decided to look for someone capable of capturing and processing their customers' facial expressions.

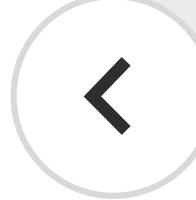


Problem Statement



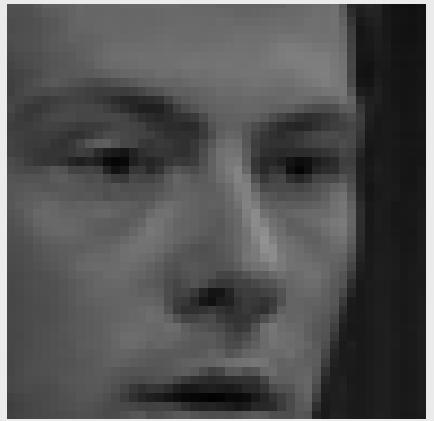
measure the satisfaction of customers so that it could use it as a performance indicator to assess the quality of its services

Dataset



Dataset categories

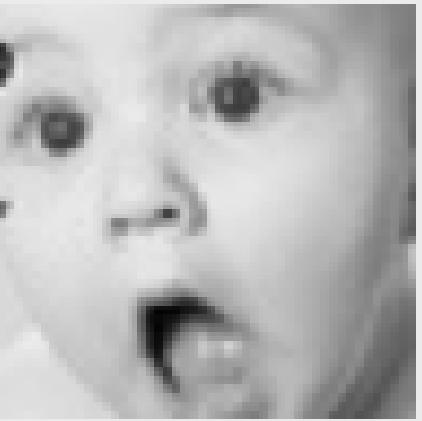
fear



sad



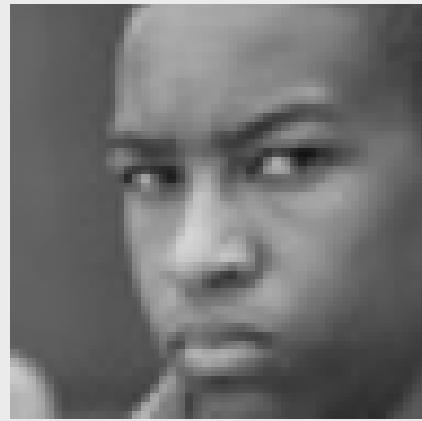
surprise



neutral



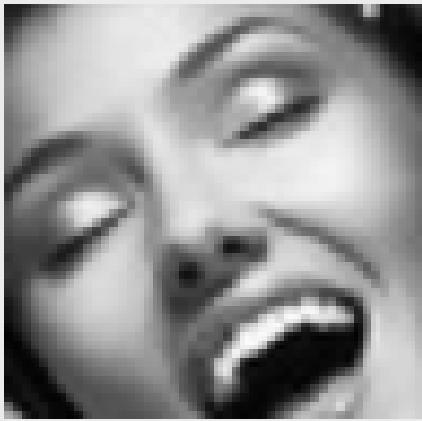
angry



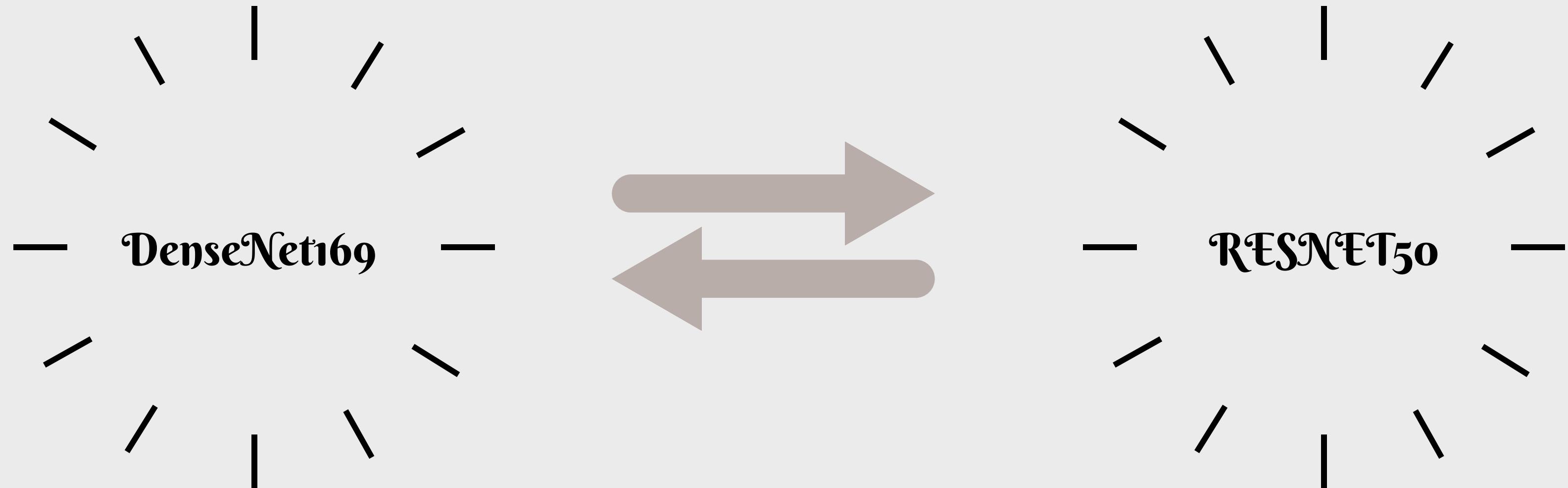
disgust



happy

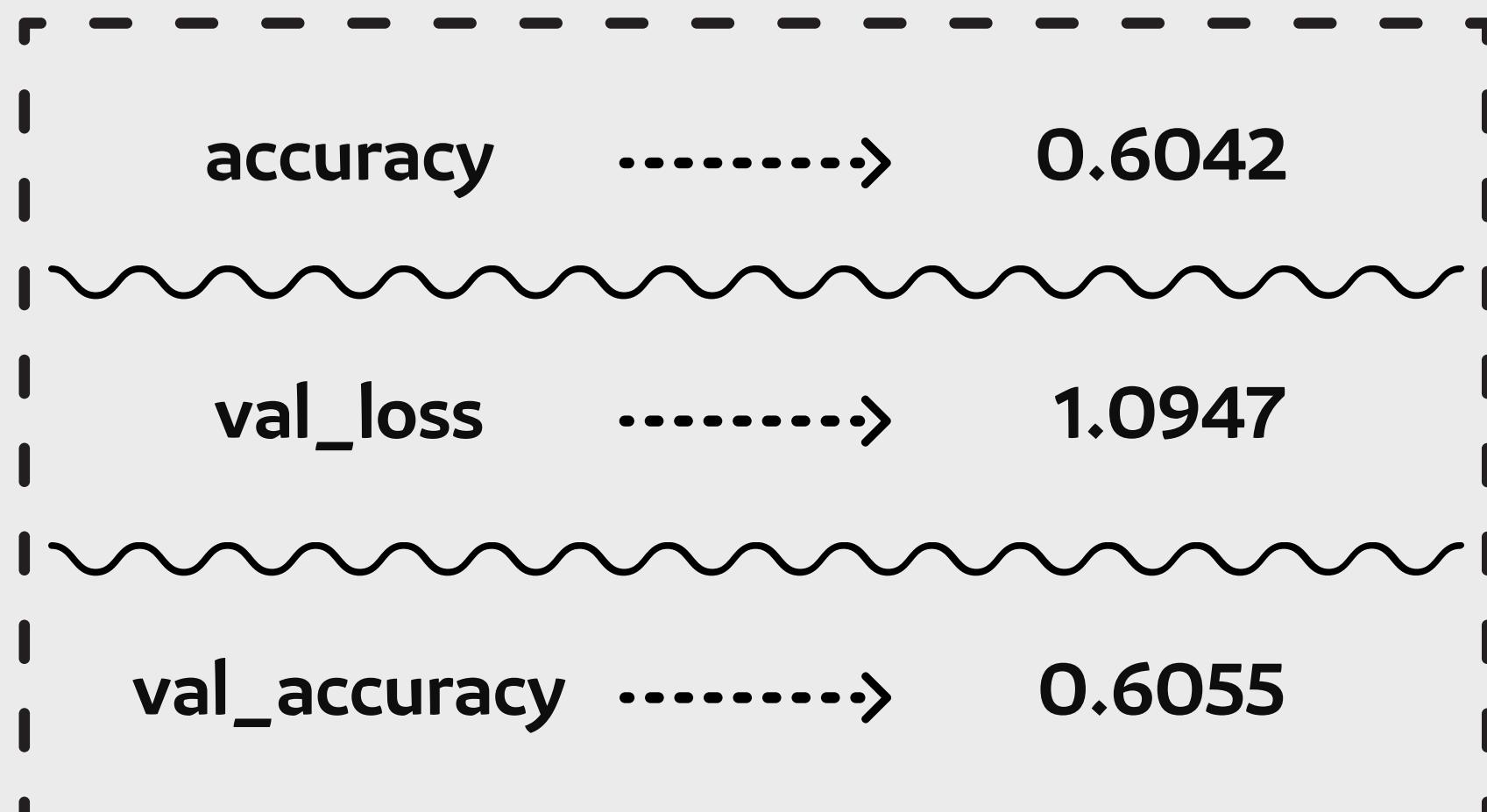


Build The convolutional neural network CNN

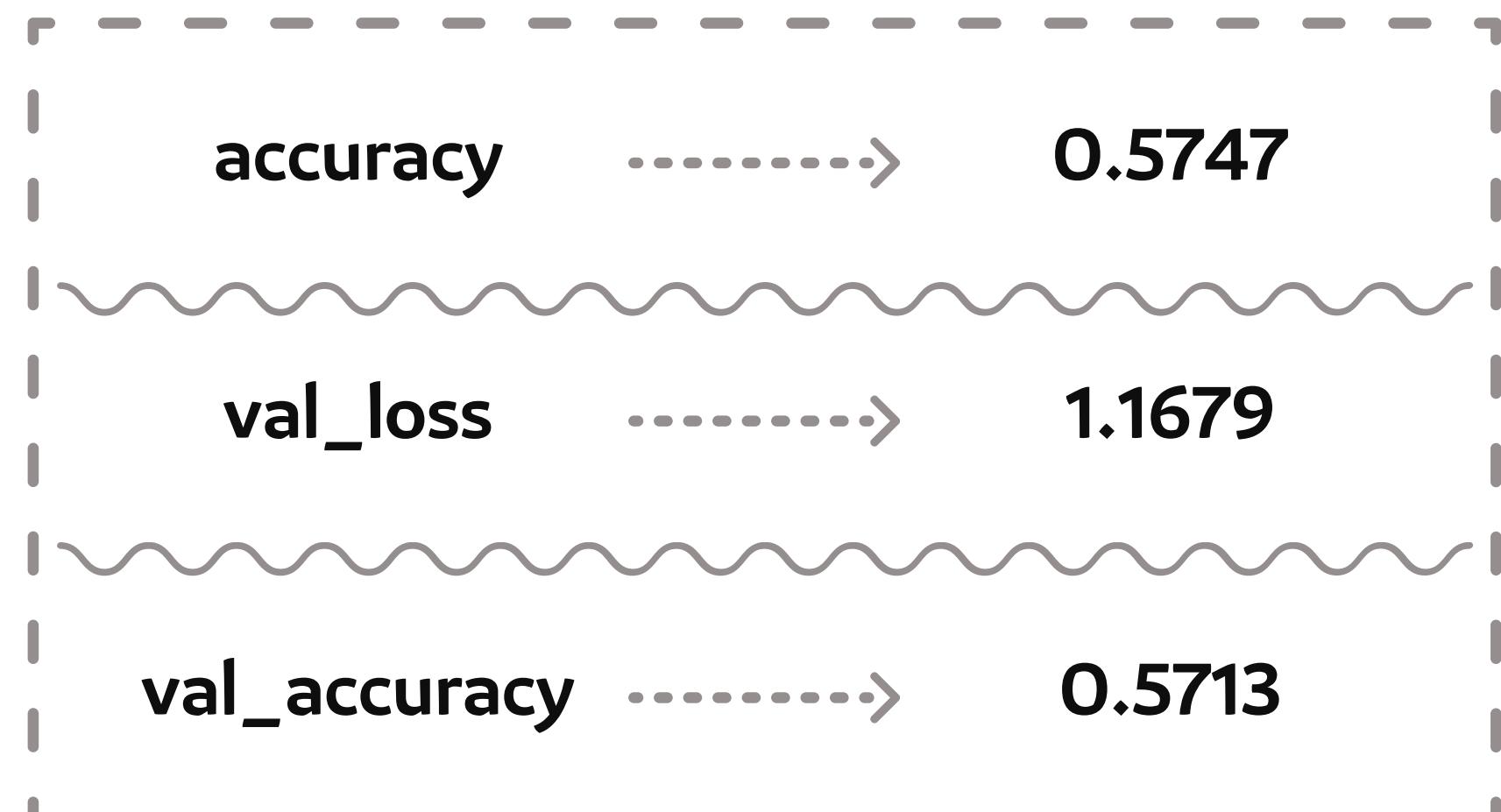


DenseNet

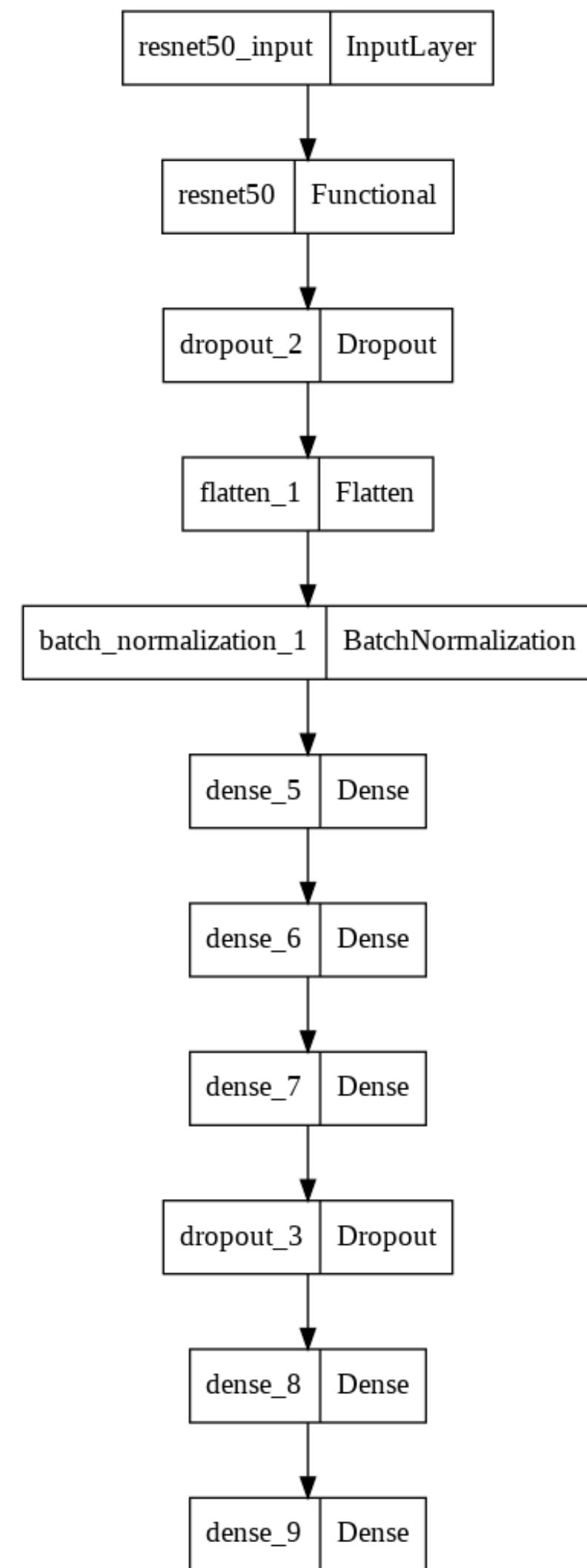
DenseNet169 architecture



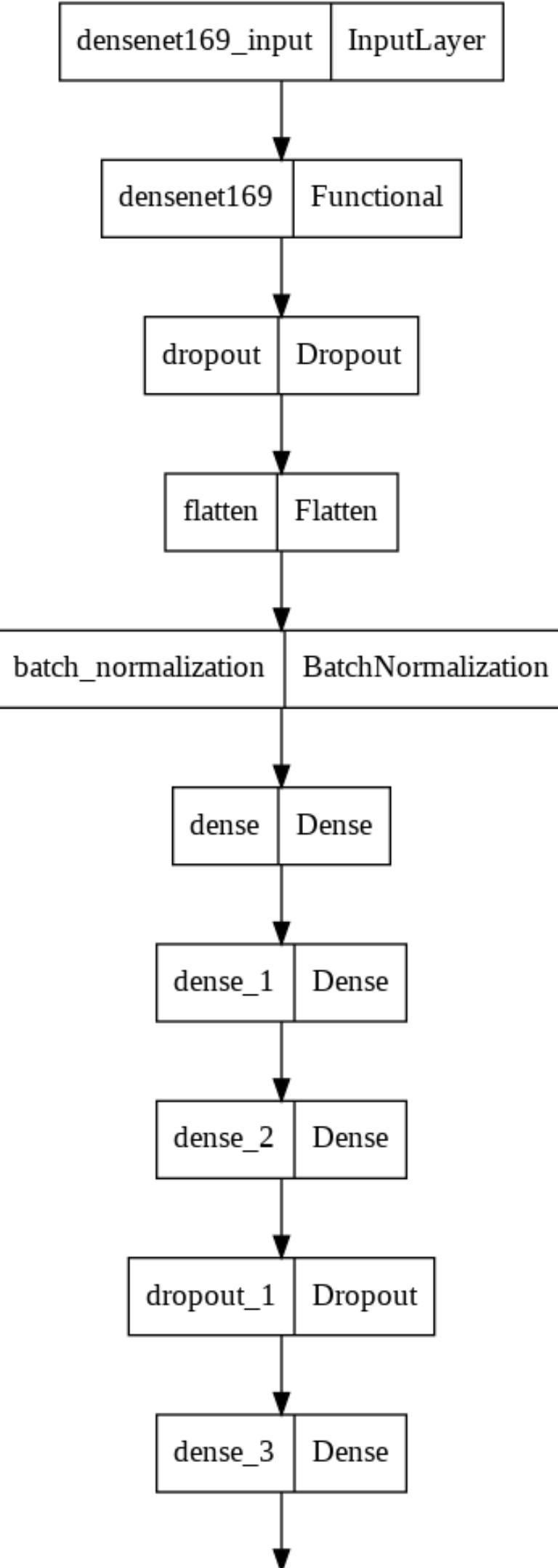
RESNET50 architecture



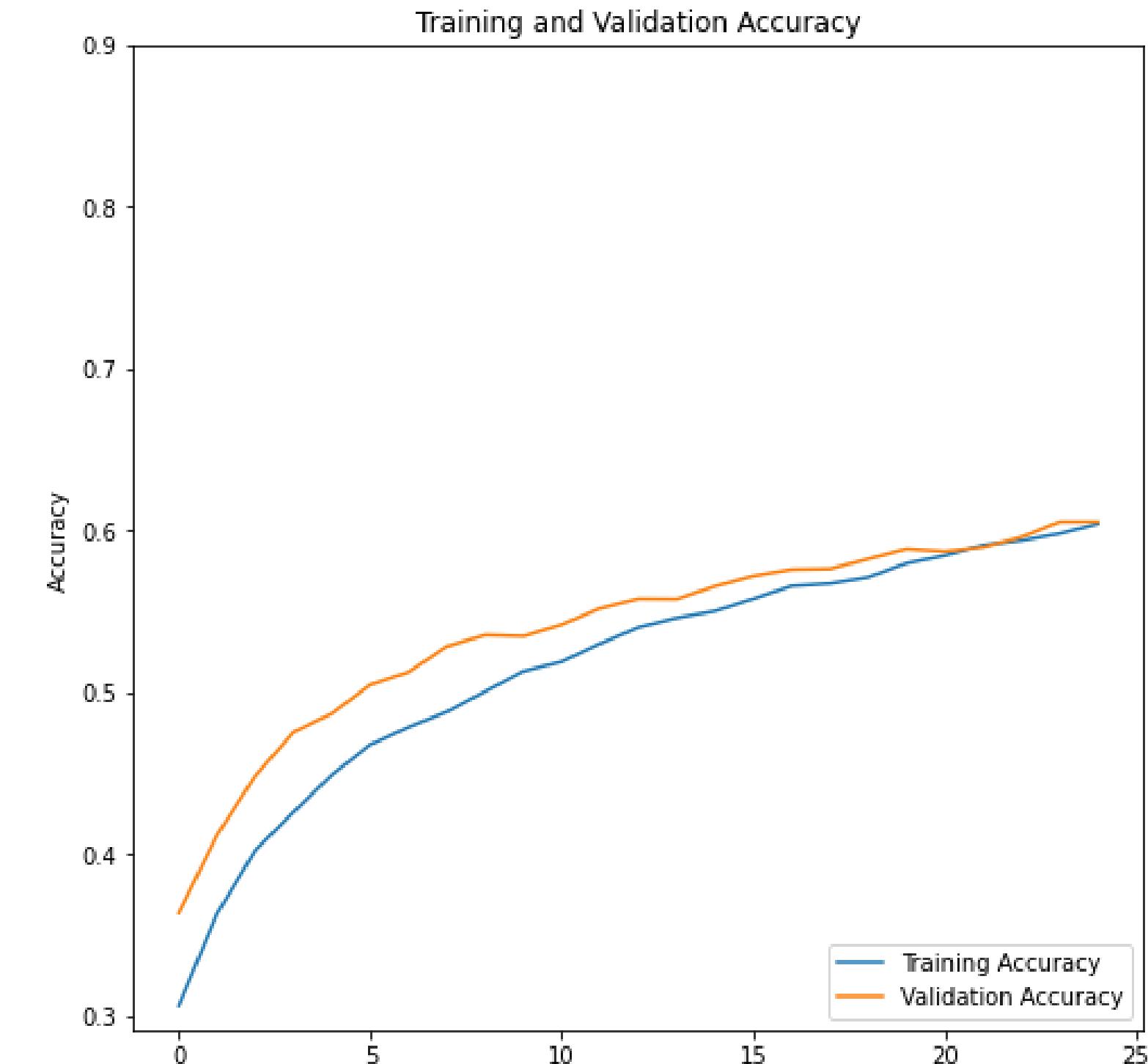
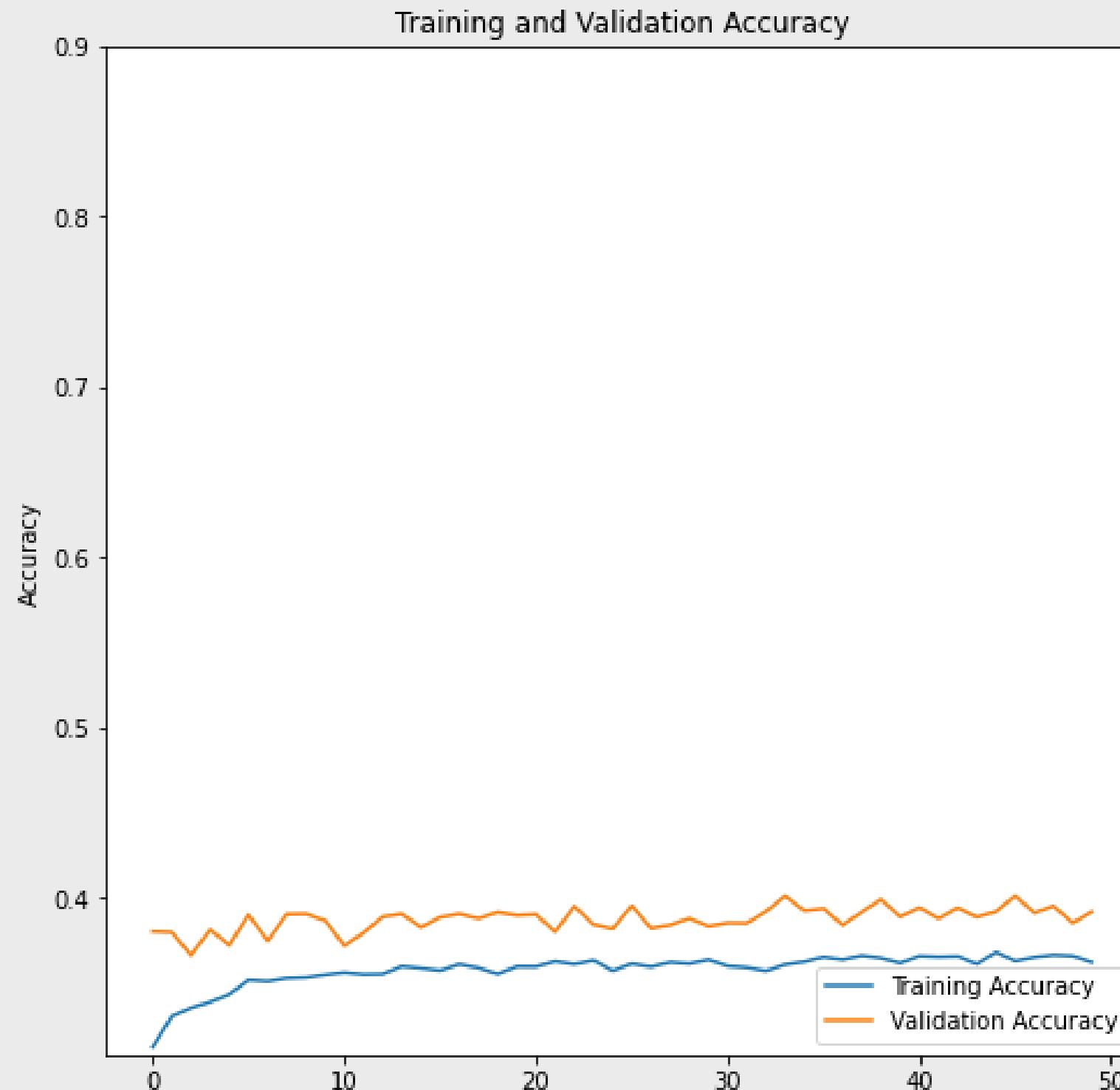
RESNET50 architecture



DenseNet169 architecture



Model Accuracy



Final Result

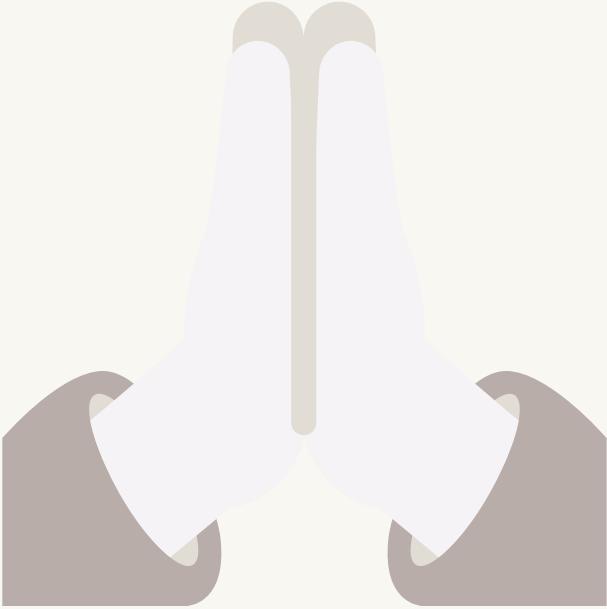


Future work

- Use more Algorithm to INCREASe Accuracy such as (VGG19 , VGG19 and Inception V3)
- Add video emotion capturing alongside images to be more interactive
- Expand work by capturing body language and recognizing Emotion through it



Thank you for listening



Prepared by: Tamader AboAlhassan , Afrah Almoutiri and Moneera Alfulaij