

Model Development Phase Template

Date	15 July 2024
Team ID	739839
Project Title	Airline Review Classification
Maximum Marks	5 Marks

Feature Selection Report Template

Feature	Description	Selected (Yes/No)	Reasoning
Sentiment Analysis	Classifies reviews as positive, negative, or neutral.	Yes	Essential for understanding overall customer sentiment and addressing issues promptly.
Topic Modeling	Identifies main themes or topics within reviews.	Yes	Helps in pinpointing common areas of concern and topics customers frequently mention..
Aspect-Based Sentiment Analysis	Analyzes sentiments related to specific aspects like seating, food, etc.	Yes	Provides detailed insights into specific areas of the customer experience.
Review Volume	Number of reviews received over a period.	Yes	Indicates customer engagement and helps track trends over time.

Review Source	Platform or site where the review was posted.	Yes	Helps understand the distribution of feedback across different channels and tailor responses.
Customer Demographics	Information about the reviewer such as age, gender, etc.	Yes	Demographic factors can influence feedback and help in segmenting analysis.
Review Length	Number of words in a review.	Yes	Longer reviews might contain more detailed feedback, useful for in-depth analysis.
Keyword Frequency	Frequency of specific keywords in reviews.	Yes	Highlights frequently mentioned issues or praises, aiding in quick identification of common topics.
Review Sentiment Trends	Changes in customer sentiment over time.	Yes	Helps track the impact of changes or improvements made by the airline.
Language Detection	Identifies the language of the review.	Yes	Supports multi-language analysis, essential for global airlines with diverse customer bases.
Review Response Time	Time taken to respond to a review.	Yes	Quick responses can improve customer satisfaction and demonstrate attentive customer service.