🤓

Data science case studies

Pivony is a SaaS platform that helps companies uncover ever-evolving customer expectations. Pivony provides key insights for businesses to spare them long hours of reading and trying to understand customer reviews.
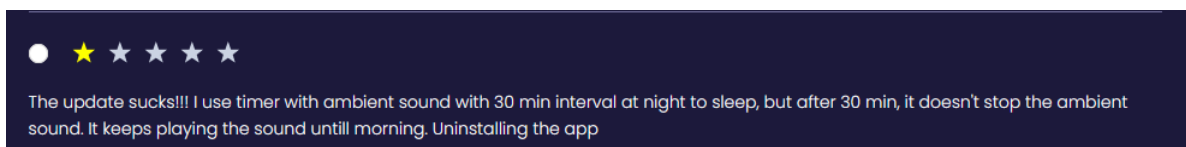
P : V O N Y

Task description:

In this task, you are invited to use **NLP** and/or **NLU** to solve this problem**.**

Problem statement:

Suppose you have a lot of customer reviews, let's say you want to understand why a specific subject was brought by the user.

Example 1:

★ ★ ★ ★ ★
The update sucks!!! I use timer with ambient sound with 30 min interval at night to sleep, but after 30 min, it doesn't stop the ambient sound. It keeps playing the sound untill morning. Uninstalling the app

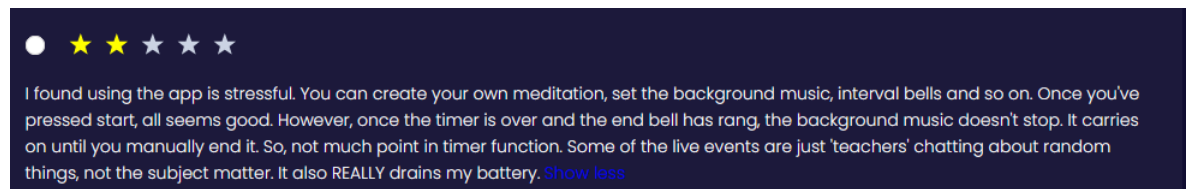In this review, the user is complaining about the update

why?

It keeps playing the sound until morning

the main highlight timer problem in the update → why? sound doesn't stop

Suppose you have the main topic of how you can extract this why automatically from the text.

Example 2:

★ ★ ★ ★ ★
I found using the app is stressful. You can create your own meditation, set the background music, interval bells and so on. Once you've pressed start, all seems good. However, once the timer is over and the end bell has rang, the background music doesn't stop. It carries on until you manually end it. So, not much point in timer function. Some of the live events are just 'teachers' chatting about random things, not the subject matter. It also REALLY drains my battery. Show less

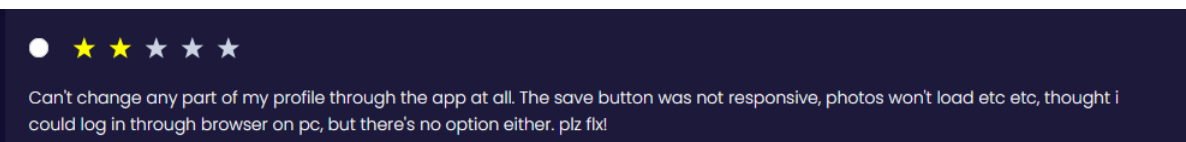In this review, the user is complaining about the stress in the app

why?

once the timer is over and the end bell has rung, the background music doesn't stop. It carries on until the manual end

the main highlight timer problem in the update → why? background music don't stop

Suppose you have the main topic of how you can extract this why automatically from the text.

Example 3:

★ ★ ★ ★ ★
Can't change any part of my profile through the app at all. The save button was not responsive, photos won't load etc etc, thought i could log in through browser on pc, but there's no option either. plz flx!

In this review, the user is complaining about being unable to change the profile pictures.

why?

The save button was not responsive, photos won't load.

the main highlight

change profile pic → why? save button and load pic problem

Suppose you have the main topic of how you can extract this why automatically from the text.

Requirements:

- This task requires first a problem-solving mindset

- We don't look for a perfect solution, we look for a working solution with some reasoning behind

- Think in a simple way about how to tackle this problem!

The expected outcome of the task is as follows:

- A ZIP file containing the codes and the project. (***It is required to use the Python programming language.***)

- A PDF document where you explain your approach and discuss the results you obtained

- 5 min video where you explain your approach.

Deadline of Task: 3 days

Please share your files via a Dropbox or drive link!

Good luck and happy learning!!

Pivony Team