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**Sentiment Analysis rules through chatting: An Analysis Under Emotion Content Theory**

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**INTRODUCTION:** The purpose of this paper is to identify the emotion of a person through chat and provide support to the person who are facing troubled times, through sentiment analysis.

**The Problems faced in a Training Institute**

The Training feedback is not implemented properly when they are analysed and check manually which effects the performance of the institute and adequate support is not provided to person on time.

**The Problems faced with chatbot**

With chatbot interaction it was found, the second language English learner are most enthusiastic, and they spend more time, only problem is, it’s hard to identify the emotion properly through tutorial chatbots.

**Solution for** **Training Institute**

The Training feedback provided if analysed with a sentiment analysis tool, (1) it can give information about the mood of the trainee and measures can be taken accordingly to support or improve him/her or the course offered.

**Solution for** **Chatbot**

Chatbot can be feed with better dataset/better interaction which helps it to understand the situation properly (2).

**Conclusion:**

**Conclusion**- Emotion is a very complex thing and to provide support to the emotion of a person is very important and it can be done only when we understand it properly through various aspect.

**Summary**-In this paper we have tried to analyse the emotion through chats and provide constructive feedback to support the user emotionally and to help the user if he/she is feeling sad or not satisfied with something.

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