



Sentiment Analysis Report

Response Details

Timestamp: December 22, 2025, 6:13 pm
Campus: Binangonan
Office: Campus Admission
Customer: Alumni
Comment: walang wenta
Analysis: Negative

Sentiment Analysis

Analysis: The statement "walang wenta" reflects a generally Negative overall sentiment. The system classified the sentiment as Negative with a confidence score of 89.72% (Negative: 89.72%, Neutral: 0.15%, Positive: 10.12%). Key expressions identified include: "walang" (Negative), "went" (Negative).

Interpretation: The statement "walang wenta" reflects a generally Negative overall sentiment.

Recommendations: Investigate the specific issues raised. Immediate action may be required to resolve customer dissatisfaction.

External Validation: External validation classified the sentiment as Negative, which aligns with the system's analysis.

Overall Sentiment: Negative

Polarity: Negative

JSON from API:

```
{
  "merged_tokens": [
    "walang",
    "wenta"
  ],
  "text": "walang wenta",
  "token_level_results": [
    {
      "confidence_scores": {
        "Negative": 0.631,
```



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```
"Neutral": 0.0012,  
"Positive": 0.3678  
},  
"predicted_sentiment": "Negative",  
"token": "walang"  
},  
{  
  "confidence_scores": {  
    "Negative": 0.6616,  
    "Neutral": 0.0008,  
    "Positive": 0.3376  
  },  
  "predicted_sentiment": "Negative",  
  "token": "went"  
}  
]  
}
```