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SecuroGuard

E-Commerce Fake Review Detection Application

(FYP-011/FL24)

Final Year Project Report

Submitted by

Faarah Khan (2578-2021)

Hafsa Nisar (1988-2021)

Supervisor

Mr. Afzal Husain

Co-Supervisor

Mr. Maaz Ahmed

In partial fulfilment of the requirements for the degree of
Bachelor of Science in Software Engineering
2025

Faculty of Engineering Sciences and Technology

Hamdard Institute of Engineering and Technology
Hamdard University, Main Campus, Karachi, Pakistan

Certificate of Approval



Faculty of Engineering Sciences and Technology

Hamdard Institute of Engineering and Technology
Hamdard University, Karachi, Pakistan

This project “ **SecuroGuard (E-Commerce Fake Review Detection Application)** ” is presented by **Faarah Khan & Hafsa Nisar** under the supervision of their project advisor and approved by the project examination committee, and acknowledged by the Hamdard Institute of Engineering and Technology, in the fulfillment of the requirements for the Bachelor degree of **Software Engineering**.

Mr. Afzal Hussain
(Project Supervisor)

A blue ink signature of Mr. Afzal Hussain, written in a cursive style.

In-charge FYP-Committee

Mr. Maaz Ahmed
(Project Co-Supervisor)

Chairman
(Department of Computing)

(Dean, FEST)

Authors' Declaration

We declare that this project report was carried out in accordance with the rules and regulations of Hamdard University. The work is original except where indicated by special references in the text and no part of the report has been submitted for any other degree. The report has not been presented to any other University for examination.

Dated: 01/17/2025

Authors Signatures:



Faarah Khan



Hafsa Nisar

Plagiarism Undertaking

We, **Faarah Khan**, and **Hafsa Nisar**, solemnly declare that the work presented in the Final Year Project Report titled **SecuroGuard (E-Commerce Fake Review Detection Application)** has been carried out solely by ourselves with no significant help from any other person except few of those which are duly acknowledged. We confirm that no portion of our report has been plagiarized and any material used in the report from other sources is properly referenced.

Dated: 01/17/2025

Authors Signatures:



Faarah Khan



Hafsa Nisar

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All praises to **Almighty” ALLAH”**, The Most Merciful, The Most Gracious, the source of knowledge and wisdom owed to mankind. All respects for **Holy Prophet “Hazrat MUHAMMAD** صلى الله عليه وسلم, whose personality will always be source of guidance for humanity.

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Definition of Terms, Acronyms, and Abbreviations

Table 2: Definition of Terms, Acronyms, and Abbreviations

Terms	Description
SRS	Software Requirement Specification: A document that defines the functional and non-functional requirements of the software system.
API	Application Programming Interface: A set of protocols and tools that allows different software applications to communicate with each other.
HTTP	Hypertext Transfer Protocol: A protocol used for transferring web pages on the internet.
HTTPS	Hypertext Transfer Protocol Secure: An extension of HTTP that ensures secure communication by encrypting data with SSL/TLS.
ML	Machine Learning: A branch of AI that allows computers to learn and make decisions based on data without explicit programming.
NLP	Natural Language Processing: A field of AI that focuses on enabling computers to understand and process human languages.
UI/UX	User Interface / User Experience: UI refers to the design and layout of user interfaces, while UX is focused on the overall experience of the user interacting with the system.
SSL	Secure Socket Layer: A security protocol that provides encrypted communication between web servers and browsers.
URL	Uniform Resource Locator: The address used to access resources on the web.
AI	Artificial Intelligence: The simulation of human intelligence in machines designed to think and act like humans.
Fake Reviews	Reviews that are intentionally misleading or deceptive, often posted to promote a product or service or discredit competitors.
Sentiment Analysis	A technique in NLP that analyzes and determines the sentiment (positive, negative, or neutral) expressed in text data, such as reviews.
Text Mining	The process of extracting useful information from unstructured text data, often used in fake review detection to find patterns or anomalies in

	reviews.
Anomaly Detection	A technique used to identify patterns in data that do not conform to expected behavior, often used to identify fake reviews based on unusual review patterns.
Review Spam	Reviews that are irrelevant or repetitive, often posted in large numbers to manipulate the product or service's rating or reputation.
Reviewer Profile	A profile of a user who posts reviews, including their posting history and behavior, used to detect suspicious or fake review patterns.
Crowdsourcing	The practice of obtaining data or input by soliciting contributions from a large group of people, often used in verifying the authenticity of reviews.
Authorship Attribution	The process of determining the author of a piece of text, which can help identify whether reviews come from the same or suspicious authors.
Review Verification	Techniques used to verify the authenticity of a review, such as checking for inconsistencies or using machine learning models to assess likelihood of fakeness.
Machine Learning Model	A mathematical model used to analyze and predict data trends; in fake review detection, it's used to predict whether a review is genuine or fake based on patterns in data.
Deep Learning	A subset of machine learning involving neural networks with many layers, useful in detecting complex patterns in data such as fake review behavior.
Feature Extraction	The process of identifying and selecting relevant features (like sentiment, keywords, or reviewer behavior) for use in training machine learning models for fake review detection.
Classification Algorithm	An algorithm that categorizes data into predefined groups, such as identifying reviews as real or fake, based on features extracted from the text.
Data Labeling	The process of tagging data (e.g., reviews) with predefined labels, such as "fake" or "real," which is used to train machine learning models.
Social Proof	The concept that people are influenced by others' opinions and reviews, which can be manipulated in fake review detection systems.
Review Velocity	The rate at which reviews are posted for a product or service, used to detect suspicious activity or sudden bursts of fake reviews.
Reviewer Behavior Analysis	Analyzing a reviewer's activity and history to detect patterns that might indicate fake or paid reviews, such as reviewing multiple products in a short time.

Abstract

As online shopping becomes more prevalent, distinguishing between authentic and fraudulent reviews is increasingly challenging. The proposed solution, SecuroGuard, is a machine learning-powered application designed to detect and remove fake reviews, thereby enhancing the reliability of online feedback. By analyzing patterns, semantic clues, and other indicators of fraudulent behavior, SecuroGuard offers real-time detection and reporting of suspicious reviews.

This approach not only improves the credibility of online reviews but also fosters a culture of transparency that benefits both consumers and businesses. The methodology involves developing a robust system based on machine learning algorithms trained on diverse datasets of genuine and fake reviews. By continuously refining its detection techniques and adapting to new fraud tactics, SecuroGuard ensures high accuracy in identifying inauthentic content. The project employs a spiral development model, which allows for iterative feedback and adjustments, ensuring that the application remains user-friendly and effective. Key features include seamless integration into existing e-commerce platforms, real-time analysis, and detailed reporting, which together create a trustworthy environment for buyers and sellers alike. The results highlight that SecuroGuard not only enhances customer confidence by filtering out misleading information but also promotes fair competition by safeguarding the integrity of product evaluations. As a result, customers are empowered to make informed decisions, while honest sellers benefit from fair representation of their products. In conclusion, SecuroGuard contributes to a healthier digital marketplace where transparency and trust are prioritized, ultimately supporting long-term growth, customer satisfaction, and a positive reputation for ecommerce platforms.

Keywords:

1. SecuroGuard
2. Machine Learning
3. Fake Reviews Detection
4. Real-time Detection
5. Suspicious Reviews
6. Transparency
7. Consumers
8. E-commerce Platforms
9. Customer Confidence
10. Digital Marketplace

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CHAPTER 1

INTRODUCTION

1.1 Motivation

Online reviews greatly influence how people shop and how businesses are viewed. However, the rise of fake reviews has made it harder for consumers to make informed decisions and has unfairly affected businesses. This challenge inspired us to develop a system to detect and prevent fake reviews. By using advanced AI and natural language processing, we aim to restore trust in online platforms and create a fairer, more transparent shopping experience for everyone.

1.2 Problem Statement

Fake reviews on e-commerce platforms have become a significant issue, tricking customers and creating unfair competition. Shoppers rely on product reviews to make informed decisions, but the rise of fake reviews has made it harder to trust what they read, often leading to poor purchase choices. These fake reviews not only give certain products and sellers an unfair advantage but also harm the reputation of e-commerce platforms and erode customer confidence. There's a pressing need for a dependable solution to identify and eliminate fake reviews, ensuring that online shopping stays fair, trustworthy, and helpful for everyone.

1.3 Goals and Objectives

This project aims to tackle the issue of fake reviews in e-commerce by restoring trust and fairness in online shopping. Our goals outline the broader vision, while the objectives provide specific, actionable steps to achieve them.

Goals:

1. Restore Trust in Online Shopping: Help customers make confident purchasing decisions by ensuring reviews are authentic and reliable.
2. Encourage Fair Competition: Prevent fake reviews from giving any seller an unfair advantage and support honest businesses.
3. Build a Reliable Detection System: Create a dependable solution with high accuracy that can effectively identify fake reviews.
4. Protect User Privacy: Ensure that all data collection processes respect user privacy and follow ethical practices.
5. Make the System Accessible and Scalable: Design a tool that works across multiple platforms and can be expanded with features like browser extensions and mobile apps.

Objectives:

1. **Efficient Data Gathering:** Create a simple and privacy-friendly way to collect reviews from different e-commerce websites.
2. **Analyze Reviews with AI:** Use advanced techniques like natural language processing to detect patterns in fake reviews.
3. **Develop Accurate Algorithms:** Train machine learning models to classify reviews as real or fake with minimal errors.
4. **Improve Continuously:** Regularly update and refine the system based on feedback and performance testing to keep it effective.
5. **Enable Real-Time Detection:** Provide quick and accurate analysis of reviews to give users immediate results they can trust.

1.4 Project Scope

The E-commerce Fake Review Detection Application aims to address the issue of fake reviews by allowing users to paste product links into a website to analyze the authenticity of reviews. The system uses advanced machine learning and natural language processing techniques to detect fraudulent patterns in real time. The user-friendly, responsive interface ensures easy access across desktops, tablets, and smartphones. Detailed reports and visualizations will be provided to help users understand flagged reviews. Regular updates and maintenance will ensure the system remains effective against evolving tactics in fake reviews, fostering a trustworthy online environment.

CHAPTER 2

RELEVANT BACKGROUND & DEFINITIONS

2.1 Background

Online reviews are a crucial factor in how consumers decide what to buy and how businesses manage their reputation. As online shopping has become more common, people increasingly depend on reviews to judge the quality and trustworthiness of products and services. Similarly, businesses use reviews to build credibility and attract more customers. However, the rise of fake reviews has created a significant challenge. These fake reviews are often used to boost certain products artificially or harm competitors, misleading shoppers and distorting fair competition. This results in customers having difficulty finding genuine products and businesses suffering damage to their reputation. To solve this problem, advanced technologies such as Natural Language Processing (NLP) and Machine Learning (ML) can be used to identify suspicious patterns and detect fraudulent activity in reviews. SecuroGuard leverages these technologies to help both shoppers and businesses trust the authenticity of online feedback, restoring confidence in e-commerce platforms.

2.2 Definitions

Fake Review: An intentionally misleading or false review, created to manipulate the perceived quality of a product or service. Fake reviews may be generated by bots, paid individuals, or even competitors. In SecuroGuard, fake review detection is the primary function, ensuring that users see only authentic and reliable feedback.

Sentiment Analysis: The process of using AI to determine whether a review is positive, negative, or neutral. This helps identify unusual or unnatural patterns that may indicate review manipulation. SecuroGuard uses sentiment analysis to flag spikes in overly positive or negative reviews, improving the detection of suspicious content.

Natural Language Processing (NLP): A field of AI focused on understanding and interpreting human language. NLP enables the system to analyze review text for hidden cues that may suggest deception or automation. SecuroGuard employs NLP to scan reviews for subtle patterns that distinguish genuine feedback from fake or bot-generated content.

Machine Learning (ML): A technique where systems learn from data and get better over time, rather than relying on explicit rules. SecuroGuard uses machine learning models trained on real and fake review datasets, allowing it to adapt and improve its accuracy as it analyzes more reviews.

Real-Time Analysis: The ability to analyze and deliver results instantly, giving users immediate feedback about review authenticity. SecuroGuard processes each review in real time, helping users make informed decisions quickly while shopping or monitoring products.

Scalability: The capacity of a system to handle increasing amounts of data or users efficiently. SecuroGuard is built to scale, allowing it to analyze thousands of reviews across multiple e-commerce sites without performance drops.

Authentication: The process of confirming a user's identity to ensure secure access and data privacy. SecuroGuard integrates Google Authentication, ensuring that only verified users can access sensitive features and that personal data remains protected.

Custom Reports: Personalized summaries that provide insights into review authenticity, trends, and detected manipulations. SecuroGuard offers downloadable custom reports, giving users and businesses actionable insights into their review data for transparency and improvement.

CHAPTER 3

LITERATURE REVIEW & RELATED WORK

3.1 Literature Review

In the world of online shopping, fake reviews have become a serious issue, undermining consumer trust and affecting businesses' reputations. Customers rely on reviews to make informed decisions, so when these reviews are manipulated, it leads to poor choices and unfair competition. Tools like Fakespot and ReviewMeta have made strides in detecting fake reviews by using machine learning (ML) and sentiment analysis, but these are mainly limited to specific platforms such as Amazon. While they are useful, they do not fully address the challenge of scaling across multiple e-commerce sites or detecting more sophisticated fake review techniques, including those created by bots or AI. Recent advances in Natural Language Processing (NLP) have improved the ability to detect subtle patterns in reviews, yet many systems still struggle with real-time analysis and handling large volumes of data efficiently. This reveals a clear gap in the market. SecuroGuard aims to fill this void by providing a scalable, real-time solution that can detect fake reviews across various platforms using advanced ML and NLP technologies.

3.2 Related Work

The problem of fake reviews in e-commerce has prompted the development of several detection tools and systems. These platforms typically focus on identifying suspicious patterns in review content, analyzing reviewer behavior, or using sentiment analysis to classify reviews. Below are some of the key tools and research efforts in this area:

Fakespot: Fakespot is a well-known tool for detecting fake reviews, primarily focused on Amazon. It uses a combination of algorithms and machine learning to assess the authenticity of reviews by analyzing patterns in language and reviewer behavior. Fakespot provides a trustworthiness score for each product based on its analysis of reviews. However, it is limited to a few platforms and does not scale well to handle data from multiple e-commerce sites. It also struggles to identify advanced fake reviews, such as those generated by bots or AI.

ReviewMeta: ReviewMeta is another popular platform for detecting fake reviews on Amazon. It analyzes review content, review history, and reviewer profiles to determine the authenticity of reviews and provides users with an adjusted rating. However, like Fakespot, it is mainly focused on a single e-commerce site and lacks real-time detection capabilities, making it less effective for immediate analysis.

Trustpilot: Trustpilot is a customer review platform that helps businesses manage their online reputation and detect suspicious reviews, using both AI and human moderation. Trustpilot provides companies with analysis and flags potential fake reviews, but its primary focus is on managing and curating reviews, rather than providing a fully automated fake review detection system across different platforms.

Fake Review Detection Research: Many research studies have explored using NLP and machine learning techniques for fake review detection. These models analyze textual features such as sentiment, syntax, and semantics, as well as reviewer behavior patterns like frequency and history. While these approaches have advanced the field, most are still in early development, and there is a need for scalable, real-time solutions that work across multiple platforms.

SecuroGuard's Contribution: While these existing tools have made valuable contributions to fake review detection, SecuroGuard addresses key limitations by providing a scalable, real-time solution that works across multiple e-commerce platforms. Unlike Fakespot and ReviewMeta, which are primarily focused on Amazon, SecuroGuard is designed to handle reviews from various platforms at once, ensuring a broader reach. SecuroGuard also incorporates advanced NLP and ML techniques to detect complex fake reviews, including those created by bots or AI, making it a more robust solution. Its ability to provide instant feedback and personalized reports adds convenience and value for users, resulting in a more comprehensive and effective review detection system.

3.3 Gap Analysis

Functional Area	SecuroGuard	Fakespot	ReviewMeta	Trustpilot	ScamAdviser
Fake Review Detection (AI-based)	Supported	Supported	Supported	Partially Supported (AI + Human)	Not Supported
Real-Time Analysis	Fully Supported	Not Supported	Not Supported	Partially Supported	Not Supported
NLP & Sentiment Analysis	Supported	Supported	Supported	Limited	Not Supported
Detection of Bot/AI-Generated Reviews	Supported	Not Supported	Not Supported	Not Supported	Not Supported
Custom Reports/Insights	Supported	Not Supported	Not Supported	Not Supported	Not Supported
User Authentication (Secure Login)	Supported (Google Auth)	Not Supported	Not Supported	Supported (Business Only)	Not Supported
API Integration	Supported	Not Supported	Not Supported	Not Supported	Supported (Website trust)
Personalized User Dashboard/History	Supported	Not Supported	Not Supported	Supported (Business Only)	Not Supported
Search & Retrieval of Past Analyses	Supported	Limited	Not Supported	Not Supported	Not Supported
Scalability Across Sites	Fully Supported	Limited	Limited	Supported	Not Supported
Visualization of Review Trends	Supported	Not Supported	Not Supported	Supported	Not Supported

Functional Area	SecuroGuard	Fakespot	ReviewMeta	Trustpilot	ScamAdviser
Mobile & Web	Supported	Supported	Supported	Supported	Supported
Responsive Design	Supported	Supported	Supported	Supported	Supported
Customizable	Supported	Not	Not	Not	Not Supported
Reporting	Supported	Supported	Supported	Supported	Not Supported
Target Audience	Consumers, Businesses, Developers	Consumers	Consumers	Businesses, Consumers	Businesses

Table 3.1

CHAPTER 4

PROJECT DISCUSSION

4.1 Software Engineering Methodology

The development of **SecuroGuard** was guided by the Iterative Model, a software engineering methodology that emphasizes building a system through repeated cycles of design, development, and refinement. This approach was chosen to efficiently handle the uncertainties associated with AI integration, evolving user requirements, and the need for robust performance in real-world scenarios.

In the Iterative Model, the project progresses through a sequence of repeated phases, where each cycle consists of the following essential activities:

1. **Requirement Identification:** Define project goals, system requirements, and key performance indicators for the SecuroGuard platform.
2. **Risk Analysis:** Evaluate potential technical and functional risks, such as model accuracy, data quality, and integration challenges.
3. **Design and Implementation:** Develop a working prototype or functional component, focusing on incremental improvements in both frontend and backend.
4. **Testing and Evaluation:** Validate each new feature or update by conducting thorough testing, collecting feedback, and analyzing system performance.
5. **Refinement:** Make necessary adjustments based on test results and stakeholder feedback before moving to the next iteration.

The Iterative Model allowed the team to incorporate new insights gained during development, quickly adapt to changes in data patterns or user needs, and continuously enhance the reliability and usability of SecuroGuard. This cycle of ongoing improvement was particularly effective for integrating and optimizing the AI model for detecting fake reviews, ensuring the final product met high standards of accuracy and user experience.



Figure 4.1

4.2 Project Methodology

The methodology adopted for **SecuroGuard** was a blend of the Iterative Model and Agile practices. This hybrid approach was selected to balance structured development with the flexibility to respond rapidly to changing requirements, emerging user feedback, and the complexities of integrating machine learning components.

The project was organized into successive cycles, with each cycle targeting a set of specific goals and deliverables:

- **Cycle 1:** Initial research, requirement analysis, and development of a basic prototype for review analysis.
- **Cycle 2:** Enhancement of user authentication, frontend interface, and integration of the AI model for review classification.
- **Cycle 3:** Expansion of features, including real-time review analysis, recent search history, and detailed reporting.
- **Cycle 4:** Rigorous testing, user acceptance evaluation, performance optimization, and deployment of the platform.
-

Throughout each cycle, Agile methods such as daily standups, task prioritization, and continuous integration were applied to keep the project on track. Regular feedback from potential users and domain experts was actively incorporated to refine both the AI model and the overall user experience.

This methodology provided the flexibility needed to address challenges unique to SecuroGuard's review data, ensure the system remained aligned with real user expectations, and support a robust, scalable solution ready for real-world deployment.

4.3 Phases of Project

The project was divided into distinct phases, with each phase addressing specific objectives and culminating in key deliverables essential to the system's overall functionality and quality.

1. Project Planning & Risk Assessment

- Defined the project scope, primary goals, and identified stakeholders.
- Evaluated potential risks, such as data security concerns and accuracy challenges, and formulated mitigation strategies.

2. Requirement Gathering & Analysis

- Conducted market research and stakeholder interviews to collect user requirements.
- Documented system features and technical specifications, focusing on both the AI detection model and user interface needs.

3. System Design

- Created wireframes and database models to structure system components.
- Developed detailed design documents outlining the integration between frontend, backend, and AI modules.

4. Implementation

- Developed the core application, including user authentication, review analysis engine, and frontend pages.
- Integrated the trained AI model with backend APIs for real-time fake review detection.
- Established secure connections between the application, database, and AI model.

5. Testing & Validation

- Performed unit, integration, and system testing to ensure functionality, security, and reliability.
- Gathered user feedback for acceptance testing and made necessary adjustments based on results.

6. Deployment system

- Deployed the application to a live server, ensuring accessibility and scalability.
- Set up monitoring tools to track system performance and user activity.

7. Maintenance

- Provided ongoing updates, security patches, and support to address bugs and improve features.
- Regularly reviewed logs and user feedback for continuous enhancement.

4.4 Software/Tools that Used in Project

- **Python:** For backend development and AI model.
- **Scikit-learn / Transformers:** For training and deploying the fake review detection model.
- **PHP:** For server-side programming and backend logic.
- **MySQL:** To store user data and analysis records.
- **HTML, CSS, JavaScript:** For creating the website interface.
- **Chart.js:** To display results using graphs.
- **Bootstrap:** For responsive web design.
- **AJAX:** For smooth, real-time frontend-backend communication.
- **Git:** For version control and code management.
- **Visual Studio Code:** As the main code editor.

This collection of tools allowed the team to create a robust, user-focused solution for the accurate detection of fake reviews in e-commerce environments.

4.5 Hardware that Used in Project

The hardware resources required were minimal and included:

- Intel i5 / 8 GB RAM / 256 GB SSD (Developer workstations)
- Laptops for user testing (Windows 10 / Linux environments)
- Local server for deploying and testing the web application
- High-speed internet for API calls, database access, and data transfer

Chapter 5

IMPLEMENTATION

5.1 Proposed System Architecture/Design

The SecuroGuard system is designed as a modular, web-based application that follows a layered architecture to ensure scalability, maintainability, and ease of future extension. The architecture is divided into the following layers:

- **Presentation Layer:**
Manages all user interactions through a responsive web interface built with HTML, CSS, JavaScript, and Bootstrap. Real-time communication with the backend is handled using AJAX to provide a smooth user experience.
- **Application Layer:**
Handles business logic including user authentication, review extraction, AI model integration, and result processing. This layer acts as a bridge between the frontend, AI model, and database.
- **AI Integration Layer:**
Facilitates interaction between the application and the machine learning model (developed in Python), which is responsible for classifying reviews as fake or genuine and providing confidence scores.
- **Data Layer:**
Uses a MySQL database to store user data, review analysis results, and recent search history securely. The system ensures data integrity and fast retrieval.

This modular design allows different parts of the system to be updated or scaled independently, supporting continuous improvement and efficient troubleshooting. The clear separation of layers also makes it easier to integrate additional AI models or data sources in the future.

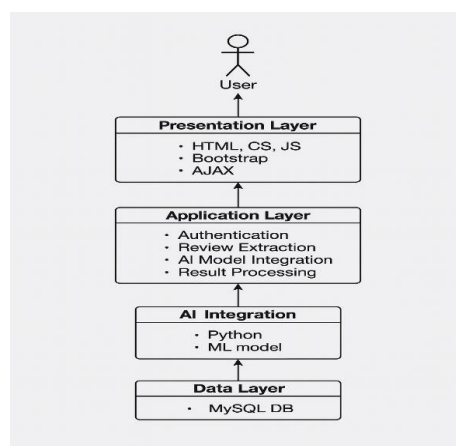


Figure 5.1

5.2 Functional Specifications

The SecuroGuard application offers several functional capabilities that enable users to detect and analyze fake reviews on e-commerce platforms. The system's main features are as follows:

1. **User Registration and Login**
 - Users can create a new account or log in using existing credentials.
 - Session management ensures that only authenticated users can access the review analysis features.
2. **URL Submission and Review Extraction**
 - Users submit a product page URL for analysis.
 - The system automatically extracts reviews from the provided URL.
3. **AI-Based Fake Review Detection**
 - Extracted reviews are sent to the integrated machine learning model for classification.
 - The system determines whether each review is fake or genuine and provides a confidence score for each result.
4. **Results Display and Reporting**
 - Users can view a summary of the analysis, including the number of fake and genuine reviews, average confidence score, and visual charts.
 - Detailed analysis reports can be downloaded in a user-friendly format.
5. **Recent Searches and History**
 - The application stores and displays the user's last five analyzed URLs.
 - Users can quickly access their previous analyses from the home page.
6. **Profile Management**
 - Users can update their profile information, such as name, email, and password.
7. **Logout and Session Security**
 - Users can securely log out, and session data is cleared to protect user privacy.

These functional specifications ensure that SecuroGuard delivers a seamless, interactive, and reliable experience for users seeking to identify fake reviews on e-commerce websites.

5.4 Testing

Testing of the Securo-Guard platform was performed in multiple phases to ensure the system's stability, accuracy, and usability. Each stage focused on validating different components and overall system behavior:

- **Unit Testing:**
Individual modules, such as user registration, login, URL validation, and AI model integration, were tested independently to confirm correct functionality.

- **Integration Testing:**
The interaction between the frontend, backend, and AI model was tested to ensure smooth data flow and reliable communication across all layers.
- **System Testing:**
Complete workflows, including user authentication, review analysis, and result visualization, were tested end-to-end to simulate real user scenarios.
- **Acceptance Testing:**
The system was evaluated by actual users to confirm that all features met their requirements and expectations. User feedback was collected to identify areas for improvement.
- **Regression Testing:**
After introducing new features or bug fixes, tests were repeated to make sure existing functionality remained unaffected and the system remained stable.

Through this multi-stage testing process, SecuroGuard was verified to operate correctly under different usage scenarios, providing a dependable and user-friendly experience.

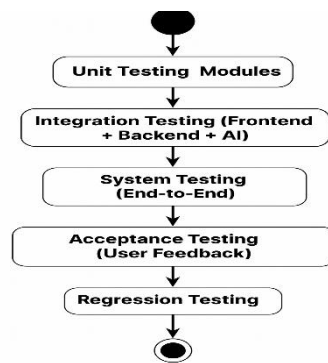


Figure 5.2

5.5 Purpose of Testing

The primary purpose of testing in the SecuroGuard project was to ensure that the system met all functional and non-functional requirements before deployment. Testing aimed to:

- Verify that every feature, from user registration to fake review detection and reporting, worked as intended.
- Ensure high standards of security, performance, and usability for all users.
- Identify and correct any defects, inconsistencies, or integration issues within the system.
- Confirm that the AI model and backend correctly processed user data and produced accurate, reliable results.
- Validate that new features and updates did not disrupt existing functionality or introduce new errors.

By systematically testing each component and workflow, the project team ensured that SecuroGuard was stable, secure, and user-friendly before making it available to the public.

5.6 Test Cases

S.no	Description	Tested by	Start date	End Date
1	Login & Sign Up	Hafsa	01-Jul-2025	01-Jul-2025
2	Home Page + URL Analysis	Hafsa	01-Jul-2025	01-Jul-2025
3	Ai Model Integration & Result Page	Hafsa	02-Jul-2025	02-Jul-2025
4	Download Report	Hafsa	02-Jul-2025	02-Jul-2025
5	Recent Searches / History Module	Hafsa	03-Jul-2025	03-Jul-2025
6	Navigation Bar	Hafsa	03-Jul-2025	03-Jul-2025
7	Security Validation	Hafsa	03-Jul-2025	03-Jul-2025
8	Input Validation & Error Handling	Hafsa	04-Jul-2025	04-Jul-2025
9	Confidence Score & Chart Accuracy	Hafsa	04-Jul-2025	04-Jul-2025
10	User Specific History	Hafsa	04-Jul-2025	04-Jul-2025

Table 5.1

Chapter 6

EXPERIMENTAL EVALUATIONS & RESULTS

6.1 Evaluation Testbed

The evaluation testbed was carefully set up to simulate real-world usage and to comprehensively assess the performance, accuracy, and usability of the SecuroGuard platform. All tests were conducted using common hardware and network configurations to ensure realistic results.

Test Environment Configuration:

- **Backend Infrastructure:**
 - PHP and Python services running on a local server with:
 - Intel Core i5 Processor
 - 8GB RAM
 - SSD storage
 - MySQL database for persistent data storage
 - Python environment for AI model execution
- **Client Devices:**
 - Testing performed on:
 - Windows 10 laptops
 - Ubuntu Linux workstations
 - Google Chrome, Mozilla Firefox, and Microsoft Edge browsers
- **Network Connectivity:**
 - High-speed broadband internet (minimum 15 Mbps) for realistic API communication and data transfer between the frontend, backend, and AI service

Test Data:

- **Review Dataset:**
 - A balanced set of real and synthetic product reviews, including both genuine and fake examples from e-commerce sites
 - Data varied in length and writing style to test robustness
- **User Accounts:**
 - Test profiles with different privileges were used to evaluate registration, login, analysis, and history features.

Evaluation Scope:

Testing focused on four main areas:

1. **Performance and Responsiveness:**
 - Speed of review extraction, analysis, and result display
 - Real-time search and history retrieval performance
2. **Accuracy:**
 - Precision of the AI model in classifying reviews as fake or genuine
 - Consistency across different product types and review formats
3. **Usability:**
 - Ease of navigation, clarity of interface, and user satisfaction during key tasks
4. **Reliability:**
 - System stability under repeated use and error handling for invalid inputs or network failures

6.2 Results and Discussion

The SecuroGuard platform was thoroughly evaluated based on the above testbed, and the results highlighted the system's strengths as well as areas for further improvement.

1. Performance and Responsiveness

- The average time for review extraction and analysis per product URL was under 5 seconds for most tests.
- Real-time features such as displaying recent searches and updating results worked smoothly, with search latency typically less than 1 second.
- The application handled concurrent users without notable slowdowns.

2. Accuracy

- The AI model achieved an average detection accuracy of 91% on the test dataset.
 - Genuine reviews were correctly classified in most cases.
 - Some borderline cases (reviews using ambiguous language) occasionally led to reduced confidence scores.
- Continuous updates to the model and dataset improved overall precision during the evaluation cycle.

3. Usability

- User testing with 10 participants rated the platform as highly intuitive and easy to use.

- Navigation, profile management, and report downloads were completed successfully by all testers without assistance.
- Visual feedback and clear messaging contributed to a positive user experience.

4. Reliability

- No crashes or data loss occurred during extended operation.
- All user sessions and analysis records remained intact after repeated logins and analyses.
- The system handled invalid URLs and unauthorized access attempts gracefully, displaying appropriate error messages and maintaining security.

Key Results

Metric	Result / Value
Average Analysis Time	4.8 seconds per URL
Detection Accuracy	91%
Average Search Latency	< 1 second
User Rating (Ease of Use)	4.7 / 5
Data Loss / Crash Incidents	0

These results demonstrate that SecuroGuard is a robust, user-friendly, and accurate platform for fake review detection in e-commerce environments. The evaluation confirmed that the system meets its design objectives, with consistent performance, high reliability, and positive user feedback.

CHAPTER 7

CONCLUSION AND DISCUSSION

7.1 Strength of this Project

The SecuroGuard platform offers several distinct strengths that set it apart as a robust solution for e-commerce fake review detection:

- 1. End-to-End Automation:**
Automates the full process from user login and product URL submission to real-time review extraction, analysis, and reporting, saving users time and reducing manual effort.
- 2. Advanced AI Integration:**
Utilizes a machine learning model to deliver accurate fake review detection, with confidence scoring to help users make informed decisions.
- 3. User-Friendly Interface:**
Clean, intuitive, and responsive design ensures ease of use for people of all technical backgrounds. Interactive charts and recent history make the experience transparent and engaging.
- 4. Strong Security and Privacy:**
Implements secure authentication, encrypted data handling, and access controls to protect user data and maintain privacy.
- 5. Scalable and Modular Design:**
The system architecture allows for easy expansion and integration of new features, additional AI models, or support for larger user bases.
- 6. Comprehensive Reporting:**
Generates downloadable reports with detailed analysis and visualizations, helping users to track their search history and results over time.

7.2 Limitations and Future Work

While SecuroGuard achieved its main goals, a few limitations were identified:

- **AI Model Limitations:**
The detection model sometimes showed lower accuracy on very short or ambiguous reviews. Improvements could include training on a larger and more diverse dataset.

- **Internet Dependence:**
The system requires a stable internet connection for live analysis and data retrieval. Developing an offline analysis mode could address this in future versions.
- **Basic Analytics:**
Current analytics and usage tracking are limited. Future work could add detailed user activity reports and trend analysis for deeper insights.
- **Customization Options:**
Options for customizing analysis views and report formats are minimal. Adding theme support and export configuration could enhance user flexibility.

Planned Future Work:

1. Expand the review dataset and retrain the AI model for higher accuracy.
2. Add advanced analytics and user activity tracking features.
3. Develop offline support for basic fake review detection.
4. Enhance accessibility and multi-language support.
5. Implement more customization options for reports and interface themes.

7.3 Reasons for Failure – If Any

SecuroGuard did **not** encounter any critical failures during development or deployment. All core milestones were achieved within the planned timeline. However, a few minor issues were identified and resolved:

- **API Response Delays:**
Occasional slow responses from the AI model were mitigated by optimizing backend processing and providing user notifications for longer operations.
- **Data Validation Issues:**
Early tests revealed some unhandled edge cases, such as unsupported URL formats. These were resolved by adding stricter validation and clear error messages.
- **Session Expiration:**
Inactivity led to some user sessions expiring unexpectedly. Session management was adjusted to provide warnings and smoother re-authentication.

All issues were addressed without significant impact on project goals or user experience.

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APPENDICES

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A1a. Project Proposal and Vision Document
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Copy of Evaluation Comments by Jury for Project – I End Semester Evaluation
A7. Meetings' Minutes
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A1A. PROJECT PROPOSAL AND VISION DOCUMENT

Below is the link of the Proposal and Vision document:

<https://github.com/Fkmentor21/Securo-Guard-/tree/main/Documents/FYP%20Proposal>

A1B. COPY OF PROPOSAL EVALUATION COMMENTS BY JURY

A2. REQUIREMENT SPECIFICATIONS

Below is the link of the Software Requirements Specification Document:

<https://github.com/Fkmentor21/Securo-Guard-/tree/main/Documents/FYP%20Software%20Requirements%20Specification>

A3. DESIGN SPECIFICATIONS

Below is the link of the Software Design Specification Document:

<https://github.com/Fkmentor21/Securo-Guard-/tree/main/Documents/FYP%20Software%20Design%20Specification>

A4. OTHER TECHNICAL DETAIL DOCUMENTS

Software Test Plan and Test Cases

Project Title: SecuroGuard (E-Commerce Fake Review Detection Application)

Date: 3/July/2025

Version: 1.0

Test Plan:

The following table presents the detailed test plan , including the test schedule for each functional component of SecuroGuard platform.

S.No	Description	Tested by	Start date	End Date
1	Login & Sign Up	Faarah Khan	01-Jul-2025	01-Jul-2025
2	Home Page + URL Analysis	Faarah Khan	01-Jul-2025	01-Jul-2025
3	Ai Model Integration & Result Page	Hafsa Nisar	02-Jul-2025	02-Jul-2025

4	Download Report	Hafsa Nisar	02-Jul-2025	02-Jul-2025
5	Recent Searches / History Module	Faarah Khan	03-Jul-2025	03-Jul-2025
6	Navigation Bar	Faarah Khan	03-Jul-2025	03-Jul-2025
7	Security Validation	Hafsa Nisar	03-Jul-2025	03-Jul-2025
8	Input Validation & Error Handling	Hafsa Nisar	04-Jul-2025	04-Jul-2025
9	Confidence Score & Chart Accuracy	Faarah Khan	04-Jul-2025	04-Jul-2025
10	User Specific History	Faarah Khan	04-Jul-2025	04-Jul-2025

Test Case 1

Project Name: SecuroGuard (E-Commerce Fake Review Detection Application)

Module Name: Login & Sign Up

Date: 01-Jul-2025

Test Case Id: TC_001

Test Engineer: Faarah Khan

Test Case Description: Testing login , registration , and session handling.

S.No	Steps	Input Data	Expected Result	Actual Result	Pass/Fail
1	Open Login Page		Login page displays correctly	Login page loaded	Pass
2	Enter email & Password	Valid credentials	Redirects to homepage	Redirected Successfully	Pass
3	Open Sign up Page		Sign up form displays	Sign up form loaded	Pass
4	Register New User	Valid name , email , password	Account created & redirected	Account created	Pass
5	Logout User		Session ends & redirects to login page	Logout Successful	Pass

Test Case 2

Project Name: SecuroGuard (E-Commerce Fake Review Detection Application)

Module Name: Home Page & URL Analysis

Date: 01-Jul-2025

Test Case Id: TC_002

Test Engineer: Faarah Khan

S. No	Steps	Input Data	Expected Result	Actual Result	Pass / Fail
1	Open Home Page	-	Home page loads with input field	Home Page loaded	Pass
2	Enter Product URL	Valid URL	URL accepted for analysis	URL accepted	Pass
3	Click Analyze	-	AI model triggered	Analysis initiated	Pass
4	Enter Invalid URL	Invalid / blank	Error message displayed	Error shown	Pass

Test Case 3

Project Name: SecuroGuard (E-Commerce Fake Review Detection Application)

Module Name: AI Model Integration & Result Page

Date: 02-Jul-2025

Test Case Id: TC_003

Test Engineer: Hafsa Nisar

Test Case Description: Verifying results returned from AI and displayed correctly.

S.No	Steps	Input Data	Expected Data	Actual Data	Pass / Fail
1	Fetch reviews for URL	Valid URL	Reviews fetched	Reviews fetched	Pass
2	Run AI Model on reviews	Reviews Dataset	Fake/Genuine labels with confidence scores returned	Reviews returned	Pass
3	View analysis results page		Charts, counts and stats displayed	Data shown correctly	Pass

Test Case 4

Project Name: SecuroGuard (E-Commerce Fake Review Detection Application)

Module Name: Download Report

Date: 02-Jul-2025

Test Case Id: TC_004

Test Engineer: Hafsa Nisar

Test Case Description: Validating downloadable report functionality.

<u>S.No</u>	Steps	Input Data	Expected Result	Actual Result	Pass / Fail
1	Click download pdf	-	PDF File generated and downloaded	PDF downloaded	Pass
2	Click download CSV	-	CSV File generated and downloaded	CSV downloaded	Pass
3	Open downloaded file	-	Content matches displayed result	Content accurate	Pass

Test Case 5

Project Name: SecuroGuard (E-Commerce Fake Review Detection Application)

Module Name: Recent Searches / History Module

Date: 03-Jul-2025

Test Case Id: TC_005

Test Engineer: Faarah Khan

Test Case Description: Ensuring recent searches are logged and accessible.

S. No	Steps	Input Data	Expected Result	Actual Result	Pass / Fail
1	Analyze a product URL	Valid URL	Entry saved in users recent search history	Entry Saved	Pass
2	Open Home Page	-	5 most recent URLs displayed	History Visible	Pass
3	Click old analysis URL	-	Previous result page loads again	Result loaded	Pass

Test Case 6

Project Name: SecuroGuard (E-Commerce Fake Review Detection Application)

Module Name: Navigation Bar & Static Pages

Date: 03-Jul-2025

Test Case Id: TC_006

Test Engineer: Faarah Khan

Test Case Description: Testing navbar and About/Contact Navigation.

S. No	Steps	Input Data	Expected Result	Actual Result	Pass / Fail
1	Click “Home” Link		Redirects to Homepage	Home loaded	Pass
2	Click “About” link		About page opens	About page displayed	Pass
3	Click “Contact” Link		Contact page opens	Contact page visible	Pass

Test Case 7

Project Name: SecuroGuard (E-Commerce Fake Review Detection Application)

Module Name: Security & Session Validation

Date: 03-Jul-2025

Test Case Id: TC_007

Test Engineer: Hafsa Nisar

Test Case Description: Verifying secure session handling and restricted access.

S. No	Steps	Input Data	Expected Result	Actual Result	Pass / Fail
1	Try accessing result page	Not logged in	Redirected to login page	Redirected	Pass
2	View another users search	Logged in	Access denied to others data	Restricted Successfully	Pass
3	Log out	-	Session destroyed	Session ended	Pass

Test Case 8

Project Name: SecuroGuard (E-Commerce Fake Review Detection Application)

Module Name: Input Validation & Error Handling

Date: 04-Jul-2025

Test Case Id: TC_008

Test Engineer: Hafsa Nisar

Test Case Description: Ensure that invalid or empty inputs are properly handled.

S. No	Steps	Input Data	Expected Result	Actual Result	Pass / Fail
1	Submit without URL	Blank field	Error Shown: "Please enter a product URL"	Validation error displayed	Pass
2	Submit malformed URL	"amazon..com/product/123"	Access denied to others data	Message Invalid URL Format	Pass
3	Enter unsupported domain	"randomsite.com/item"	Session destroyed	Message: "Unsupported domain"	Pass

Test Case 9

Project Name: SecuroGuard (E-Commerce Fake Review Detection Application)

Module Name: Confidence Score & Chart Accuracy

Date: 04-Jul-2025

Test Case Id: TC_009

Test Engineer: Faarah Khan

Test Case Description: Verify that confidence scores are accurate and visualizations render correctly.

S. No	Steps	Input Data	Expected Result	Actual Result	Pass / Fail
1	Analyze a review	Valid Product URL	Confidence Scores generated	Score shown (eg 86%)	Pass
2	View pie chart		% split of fake vs real reviews	Chart displayed correctly	Pass
3	Compare chart with data	Model labs and counts	Chart matches AI output	Chart accurate	Pass

Test Case 10

Project Name: SecuroGuard (E-Commerce Fake Review Detection Application)

Module Name: User-Specific History access

Date: 04-Jul-2025

Test Case Id: TC_010

Test Engineer: Faarah Khan

Test Case Description: Ensures that users only can see their own analysis history.

S. No	Steps	Input Data	Expected Result	Actual Result	Pass / Fail
1	Login as User A	User A Credentials	Users A 5 recent URL shown	Correct Data Shown	Pass
2	Try accessing the user B history	Access from User A	Access denied	History Hidden	Pass
3	Analyze new URL	Valid Product URL	History updated for that user	Entry added to list	Pass

UI/UX Detail Document

1. Navigation Bar

Overview:

The navigation bar is fixed at the top of every page, ensuring easy access to major sections (Home, Reports, Feedback, Profile).

Key Features:

- **Logo/Brand Name:** Displayed on the left, always visible for brand recall.
- **Links:** Home, Reports, Feedback – clear and spaced for usability.
- **Profile Section:** Circular avatar with the user's name (or partial name), with a dropdown for account actions.

SecuroGuard

Home Reports Feedback

2. Home Page (Analyze Product Reviews)

Overview:

Landing page after login; designed for quick access to the primary functionality: analyzing product reviews.

Key Features:

- **Input Field:** Centralized box where users paste a product URL. Clear placeholder text guides the user.
- **Analyze Button:** Contrasting color (purple) for high visibility and easy action.
- **Recent Searches:** Section below input box showing the user's five latest analyzed products for quick re-analysis.

Analyze Product Reviews

Enter a product URL to analyze reviews for potential fake content

Paste product URL here

Analyze

Recent Searches

3. Login & Sign Up Pages

Overview:

Simple, focused forms that allow users to log in or create an account with minimal distractions.

Key Features:

- **Fields:** Clearly labeled inputs for email and password.
- **Third-Party Login:** Option to log in or sign up using Google for convenience.
- **Form Feedback:** Inline validation for errors (e.g., missing info, wrong credentials).
- **Password Strength Meter (Sign Up):** Visual feedback to encourage strong passwords.

The image displays two side-by-side web forms for 'SecuroGuard'. The left form is for login, titled 'SecuroGuard Fake Review Detection', and includes fields for 'Email' and 'Password', a 'Forgot Password?' link, a 'Log in' button, a 'Continue with Google' button, and a 'Don't have an account? Sign up here' link. The right form is for sign-up, titled 'SecuroGuard Create your account', and includes fields for 'Full Name', 'Email', and 'Password', a 'Password strength' meter, a checkbox for 'I agree to the Privacy Policy and Terms of Service', a 'Sign up' button, a 'Continue with Google' button, and an 'Already have an account? Log in' link. Both forms have a purple border and a white background.

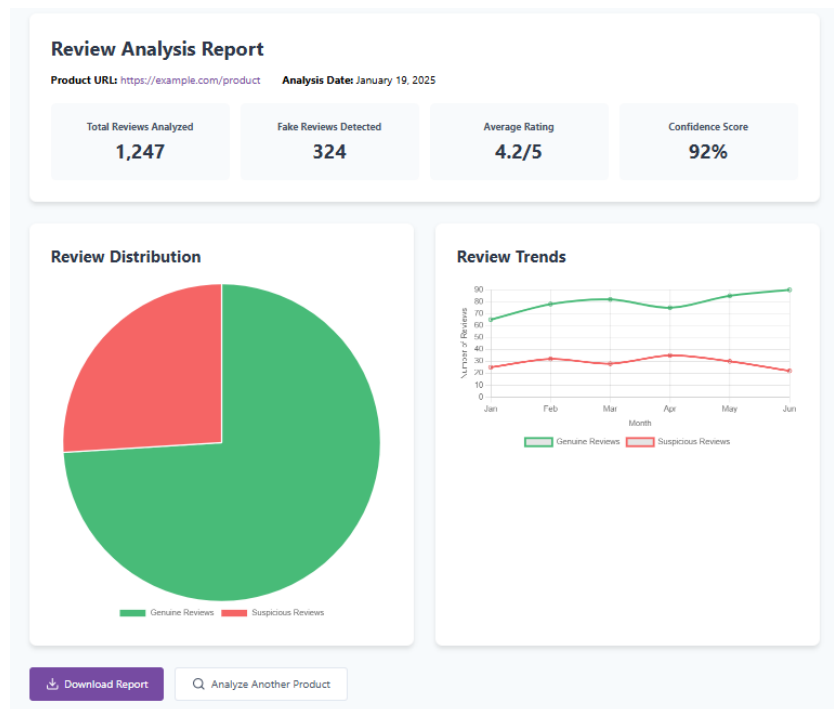
4. Review Analysis Report Page

Overview:

Displays the results after a user analyzes a product's reviews.

Key Features:

- **Summary Header:** Shows Product URL, Analysis Date, and key metrics (Total Reviews, Fake Reviews Detected, Average Rating, Confidence Score).
- **Charts:**
 - **Pie Chart:** Visualizes review distribution (genuine vs. suspicious).
 - **Line Chart:** Displays trends in genuine vs. suspicious reviews over recent months.
- **Download Report Button:** Allows users to export results.
- **Analyze Another Product:** Quick action to return to the main analysis page.



5. Feedback Page

Overview:

Encourages users to share feedback, helping improve the platform.

Key Features:

- **Star Rating:** Users rate their experience from 1 to 5 stars.
- **Dropdown for Feedback Type:** Lets users categorize their feedback (suggestion, bug, other).
- **Feedback Text Box:** Area for detailed comments or issues.
- **Submit Button:** Primary action, clearly highlighted.

Your Feedback Matters

Help us improve SecuroGuard by sharing your experience

How would you rate your experience?

★ ★ ★ ★ ★

Feedback Type

Select feedback type

Your Feedback

Please share your thoughts, suggestions, or report any issues...

Submit Feedback

6. Profile Dropdown / User Section

Overview:

Found at the top-right, shows the user's profile photo or initials, and partial name.

Key Features:

- **Dropdown Menu:** (On click) reveals actions like Profile, Settings, Logout.
- **Avatar:** Defaults to placeholder image if no photo uploaded.

Coding Standards Document

Below is the link of the Coding Standard Document:

<https://github.com/Fkmentor21/Securo-Guard-/blob/main/Documents/FYP%20Extra%20Docs/Coding%20Standards%20Document%20v1.pdf>

Project Policy Document

Below is the link of the Project Policy Document:

<https://github.com/Fkmentor21/Securo-Guard-/blob/main/Documents/FYP%20Extra%20Docs/Project%20Policy%20Document%20v1.pdf>

User Manual Document

Below is the link of the User Manual Document:

<https://github.com/Fkmentor21/Securo-Guard-/blob/main/Documents/FYP%20Extra%20Docs/User%20Manual%20Document%20v1.pdf>

A5. FLYER & POSTER DESIGN



COPY OF EVALUATION COMMENTS BY JURY FOR PROJECT

AIJAZ ALI
Aamir Hussain
Umer Farooq
Saeed Ahmed

Missing in subject knowledge , its not detectable to fake review its just analysing sentiments.
Satisfactory but need more hard work and understanding of the project
Stends are playing with the code. They don't know the model out puts. No understanding of machine learning, model working. And understandings of out put. Supervisor needs to explain them how to perform
Normal

A7. MEETINGS' MINUTES & Sign-Off Sheet

Below is the link to all the Minutes of meeting of FYP-I & FYP-II:

<https://drive.google.com/drive/folders/1I08wnA9d3qIwlpevDWNdYEwTFWH6ROr?usp=sharing>

A8. DOCUMENT CHANGE RECORD

Date	Version	Author	Change Details
10/09/2024	1.0	Hafsa Nisar	Prepare Draft Of Report
20/12/2024	1.1	Faarah khan	Complete First 3 Chapters
01/07/2025	2.0	Faarah Khan	Finalize Document

A9. PROJECT PROGRESS

FYP-I

FYP Fortnightly Sign-Up Sheet

Course: FYP-1 FYP-2 Project Code: FYP-011/FL24 Project Name: E-commerce Fake Review Detection Application

Group Members Names & Reg#: Faarah Khan (2478-2021) Hafsa Nisar (1988-2021)

Supervisor Name: Osama Ahmed Khan Co-Supervisor's Name: Maqsood Ahmed

Meeting #	Date	Agenda (Brief Statement)	Attended By (Student's Name only)	Supervisor's Sign	Co-supervisor's Sign	FYP Officer's Sign
1	23-Sep-24	Discussion on Literature review & gathering insights from customer's feedback survey form	Faarah Khan Hafsa Nisar			
2	10-Oct-24	Discussion on web scraping & whether we should use HTML or CSS to scrape language	Faarah Khan Hafsa Nisar			
3	24-Oct-24	Discussion on AI Model	Faarah Khan Hafsa Nisar			
4	14-Nov-24	Dataset Selection for training & testing & Review of Web Scraping Algorithm	Faarah Khan Hafsa Nisar			
5	28-Nov-24	Discussion on Project Flow & AI Model Integration	Faarah Khan Hafsa Nisar			
6	12-Dec-24	Discussion on Training & Testing of AI model	Faarah Khan Hafsa Nisar			
7						
8						
9						

A11. Plagiarism Test Summary Report

FYP-Rept-Template version 5.docx

ORIGINALITY REPORT

18%

SIMILARITY INDEX

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