

### **Review Summarisation**

The system uses a Large Language Model (LLM) to analyze user reviews and generate concise summaries. This helps convert large volumes of textual feedback into clear insights, allowing administrators to quickly understand overall user sentiment and recurring themes

### **Recommended Next Actions**

Based on the content and sentiment of user reviews, the LLM suggests recommended next actions such as improving features, fixing reported issues, or enhancing user experience. These recommendations help decision-makers prioritize improvements effectively.

### **User-Facing Responses**

The LLM generates context-aware, user-friendly responses to reviews. These responses are designed to acknowledge user feedback politely and professionally, improving communication and user engagement.