

Problem Statement 3:

Cisco would like to review the feedback from Customer Support Team regarding the Customer Experience for its products and services offered to improve its offerings. For each Support Role, provide the rating for the same using Sentiment Analysis for the unlabelled feedbacks. Also suggest any areas of improvement (summary for negative comments)

Data Attributes:

Job Role : Role of the Cisco Support Team sharing feedback

Verbatim Feedback : Feedback from the Support Team

Sentiment : 0 for Negative , 1 for Positive response

Summary : Negative comments (text summarisation)