

Problem and Team Details

Ministry/ Organization name: Indian Space Research Organization (ISRO)

Problem Statement : Sentiment analysis through text feedback

Team Name : TechMates

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Problem Details :

Web Portals get vast amount of feedbacks from the users which play an important role for the organizations to improve their product services but to go through all the feedbacks can be a tedious job for the organizations. So we have proposed a method to analyse text feedback.

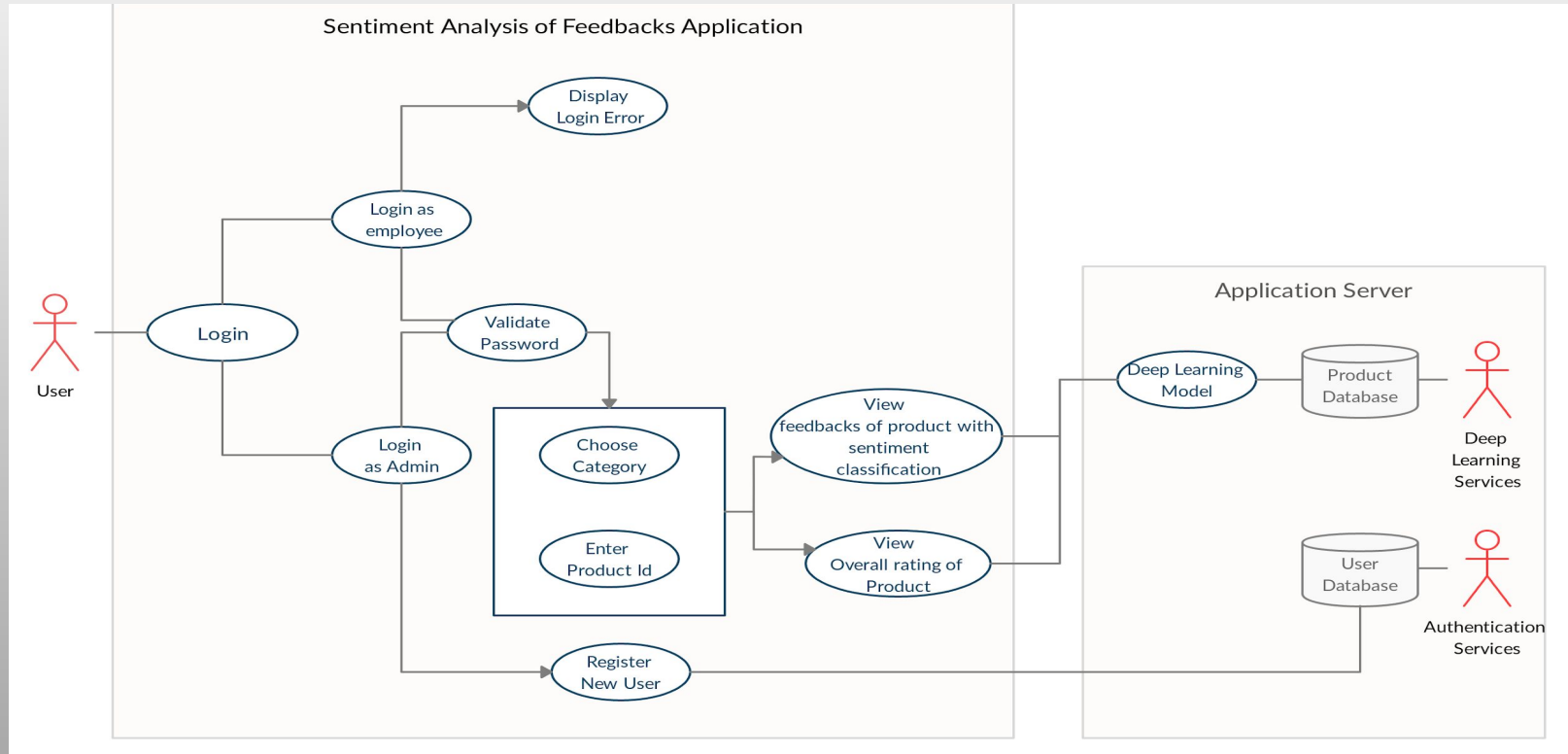
Approach Details:

1. The idea is to develop a cross platform mobile app (both Android and iOS) for text feedback management.
2. It has been observed that sometimes the rating and text feedback do not match with each other thus the idea is to develop a model which takes into account majorly the text feedback along with some weightage to the rating of product. Hence even if the rating given by the customer is inappropriate , our model will give satisfactory results.
3. The major requirement of the problem is solved by a Deep Learning Model which will convert text feedback to vectors and will focus on the essence of words using embedding.
4. The user can log into the account as an employee of the organization or as the admin of the application by entering username and password.
5. Admin gets extra privilege to add new users or bar unwanted users from accessing the application.
6. The user chooses the Product category and enters Product ID for which he/she wants to see individual feedbacks or the overall rating .

Technology Stack

Python, Google Colab, Android, Swift, Deep Learning, Django, Firebase

Use Case Diagram:



Dependencies:

Device running Android with Minimum SDK v23 , iOS with Minimum v12 , Internet connection

Application Prototype/UI Designs

