



Ratings Prediction

Submitted by:

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I would like to thank my mentors at Data Trained, who taught me the concepts of Data Analysis, building a machine learning model, and tuning the parameters for best outcomes.

For this particular task, I referred the following websites and articles when stuck:

- <https://towardsdatascience.com/a-common-mistake-to-avoidwhen-encoding-ordinal-features-79e402796ab4>
- <https://stackoverflow.com/questions/43590489/gridsearchcvrandom-forest-regressor-tuning-best-params>
- <https://www.codegrepper.com/codeexamples/delphi/scikit+pca+preserve+column+names+pca+pipeline>
- <https://stackoverflow.com/questions/22984335/recoveringfeatures-names-of-explained-variance-ratio-in-pca-with-sklearn>

I would also like to thank my mentor in Fliprobo, Mr. Shubham Yadav, for providing me with the dataset and problem statement for performing this wonderful task.

INTRODUCTION

Business Problem Framing

Need to predict the ratings (1-5) of various products based on the reviews written by customers based on data scrapped from e-commerce sites.

Conceptual Background of the Domain Problem

Ratings Prediction

We have a client who has a website where people write different reviews for technical products. Now they are adding a new feature to their website i.e. The reviewer will have to add stars(rating) as well with the review. The rating is out 5 stars and it only has 5 options available 1 star, 2 stars, 3 stars, 4 stars, 5 stars. Now they want to predict ratings for the reviews which were written in the past and they don't have a rating. So, we have to build an application which can predict the rating by seeing the review.

Data Collection Phase –

You have to scrape at least 20000 rows of data. You can scrape more data as well, it's up to you. More the data better the model In this section you need to scrape the reviews of different laptops, Phones, Headphones, smart watches, Professional Cameras, Printers, monitors, Home theater, router from different e-commerce websites. Basically, we need these columns-

1) reviews of the product. 2) rating of the product. You can fetch other data as well, if you think data can be useful or can help in the project. It completely depends on your imagination or assumption. Hint: – Try fetching data from different websites. If data is from different websites, it will help our model to remove the effect of over fitting.

- Try to fetch an equal number of reviews for each rating, for example if you are fetching 10000 reviews then all ratings 1,2,3,4,5 should be 2000. It will balance our data set.
- Convert all the ratings to their round number, as there are only 5 options for rating i.e., 1,2,3,4,5. If a rating is 4.5 convert it 5.

Model Building Phase

After collecting the data, you need to build a machine learning model. Before model building do all data preprocessing steps involving NLP. Try different models with different hyper parameters and select the best model. Follow the complete life cycle of data science. Include all the steps like-

1. Data Cleaning
2. Exploratory Data Analysis
3. Data Preprocessing
4. Model Building
5. Model Evaluation
6. Selecting the best model

Part 1 - Extraction

I have used Flipkart website to extract reviews from ['laptops', 'Phones', 'Headphones', 'smart watches', 'Professional Cameras', 'Printers', 'monitors', 'Home theater', 'router']

I used the following script for data scraping. First I have imported all the required libraries.

```
# Importing Libraries
import selenium
import pandas as pd
import time
from bs4 import BeautifulSoup

# Importing selenium webdriver
from selenium import webdriver

# Importing required Exceptions which needs to handled
from selenium.common.exceptions import StaleElementReferenceException, NoSuchElementException

#Importing requests
import requests

# importing regex
import re

import warnings
warnings.filterwarnings('ignore')
```

```
Review1=[]
Rating1= []

review1=driver.find_elements_by_xpath('//div[@class="t-ZTKy"]/div/div')
for i in review1:

    Review1.append(i.text)

rating1=driver.find_elements_by_xpath('//div[@class="_3LWZlK _1BLPMq"]')
for j in rating1:

    Rating1.append(j.text)
```

```
nxt_button=driver.find_element_by_xpath('//a[@class="_1LKT03"]')    #scraping the
time.sleep(2)
nxt_button.click()
```

```

start=0
end=49

for page in range(start,end):
    review1=driver.find_elements_by_xpath('//div[@class="t-ZTKy"]/div/div')
    for j in review1:
        Review1.append(j.text)
    rating1=driver.find_elements_by_xpath('//div[(@class="_3LWZ1K _1BLPMq" or @class="_3LWZ1K _321A32 _1BLPMq")or @class="_3LWZ1K
    for j in rating1:
        Rating1.append(j.text)
    time.sleep(1)

    nxt_button=driver.find_element_by_xpath('//a[@class="_1LKT03"] [2]')    #scraping the list of buttons from the page
    nxt_button.click()
    time.sleep(1)

```

```

Laptop1=pd.DataFrame({})
Laptop1["Review"]= Review1
Laptop1["Rating"]= Rating1

```

```
Laptop1
```

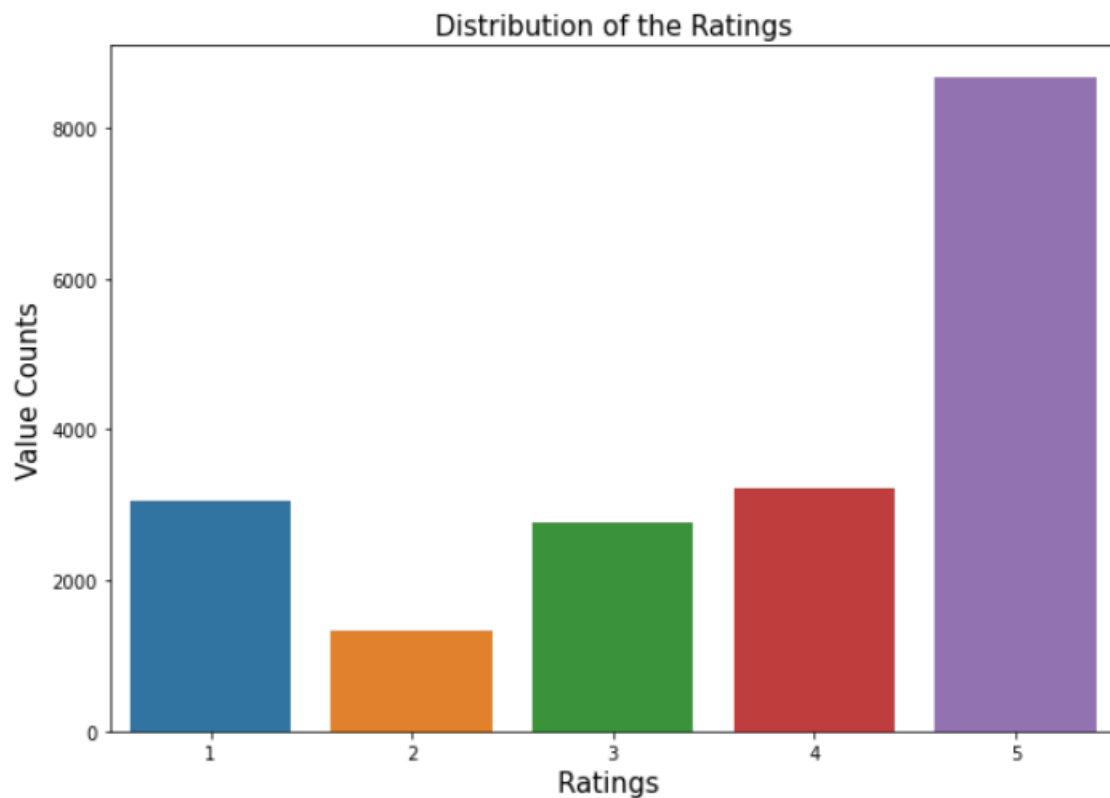
Sample Data Collected

	Review	Rating
0	A bit expensive when we compare with today's i...	4
1	Fantastic value for money machine!! Absolute b...	5
2	The best you can get, looks and performance bo...	5
3	Ultimate machine, best laptop I have ever used...	5
4	For everyone, who is planning to buy MBA M1-\n...	5
...
407	Awesome!!!!!!	5
408	Best tech from Apple. Thank you Flipkart for o...	5
409	Nothing much to say as it is a macbook. M1 pro...	5
410	Not like other company apple give best results...	5
411	Beautiful and gorgeous Device	5

Part 2 - Modelling Pre-processing

```
# Let's see how our Target column is distributed
plt.figure(figsize=(10,7))
sns.countplot(df['Rating'])
plt.title('Distribution of the Ratings', fontsize=15)
plt.xlabel('Ratings ', fontsize=15)
plt.ylabel('Value Counts', fontsize=15)
```

```
Text(0, 0.5, 'Value Counts')
```



Pre-Processing Steps:

```
# Replace email addresses with 'email'
df['Review'] = df['Review'].str.replace(r'^.+@[^\s]*\.[a-z]{2,}$',
                                         ' ')

# Replace URLs with 'webaddress'
df['Review'] = df['Review'].str.replace(r'^http://[a-zA-Z0-9\-\.\+]\.[a-zA-Z]{2,3}(/S*)?$',
                                         ' ')

# Replace money symbols with 'moneysymb' (£ can be typed with ALT key + 156)
df['Review'] = df['Review'].str.replace(r'Z|\$', ' ')

# Replace 10 digit phone numbers (formats include paranthesis, spaces, no spaces, dashes) with 'phonenumber'
df['Review'] = df['Review'].str.replace(r'^\([0-9]{3}\)\s*[0-9]{3}\s*[0-9]{4}$',
                                         ' ')

# Replace numbers with 'numbr'
df['Review'] = df['Review'].str.replace(r'\d+(\.\d+)?', ' ')

# Remove punctuation
df['Review'] = df['Review'].str.replace(r'[^\w\d\s]', ' ')

# Replace whitespace between terms with a single space
df['Review'] = df['Review'].str.replace(r'\s+', ' ')

# Remove leading and trailing whitespace
df['Review'] = df['Review'].str.replace(r'^\s+|\s+$', ' ')
```

Sample Data after Pre-Processing:

```
# Remove stopwords
import string
import nltk
from nltk.corpus import stopwords

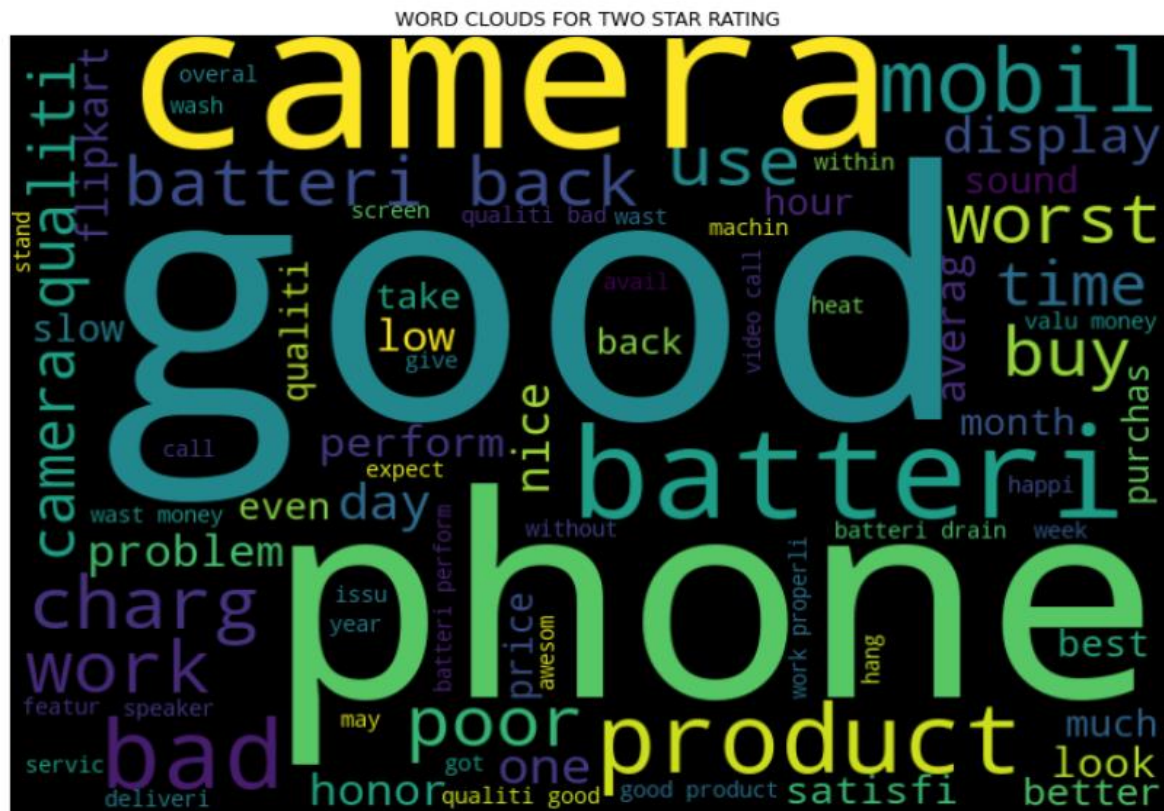
stop_words = set(stopwords.words('english') + ['u', 'ü', 'ur', '4', '2', 'im', 'dont', 'doin', 'ure', 'n'])

df['Review'] = df['Review'].apply(lambda x: ' '.join(
    term for term in x.split() if term not in stop_words))

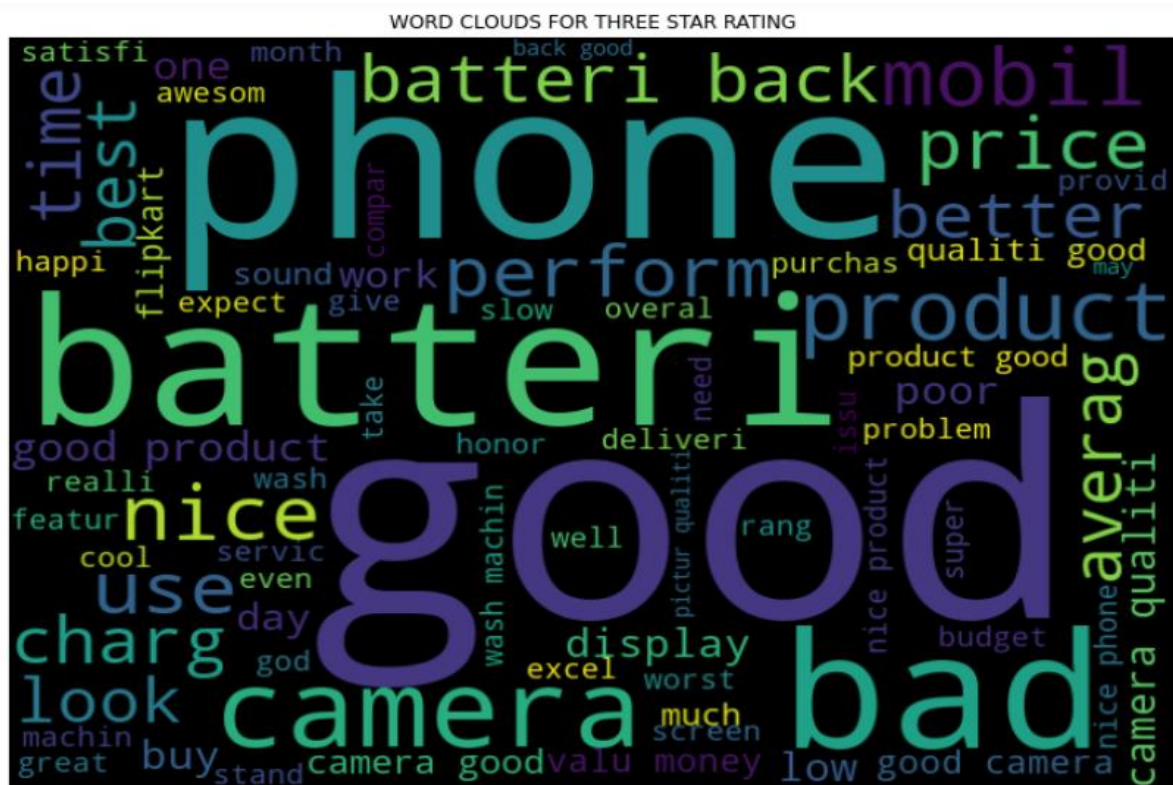
# New column (clean_length) after punctuation, stopword removal
df['clean_length'] = df['Review'].str.len()
df.head()
```

	Review	Rating	length	clean_length
0	bit expensive compare today intel th gen amd r...	4	498	296
1	fantastic value money machine absolute beast f...	5	499	342
2	best get looks performance notch supreme batte...	5	334	200
3	ultimate machine best laptop ever used hands m...	5	183	136
4	everyone planning buy mba pros blazing fast ah...	5	500	330

Rating=2:



Rating=3:



Rating=4:

WORD CLOUDS FOR FOUR STAR RATING



Rating=5:

WORD CLOUDS FOR FIVE STAR RATING



Before Model Building, Vectoring the dataset

```
tfidf=tf(input='content', encoding='utf-8', lowercase=True,stop_words='english',max_features=10000,ngram_range=(1,3))
```

```
x=tfidf.fit_transform(X).toarray()
```

```
#CHECKING THE SELECTED FEATURE NAMES
```

```
tfidf.get_feature_names()[1:9]
```

```
['abl',  
 'abl charg',  
 'abl fix',  
 'abl load',  
 'abl use',  
 'absent',  
 'absolut',  
 'absolut beast']
```

List of Models used:

```
# Creating instances
```

```
RF=RandomForestClassifier()  
MNB=MultinomialNB()  
DT=DecisionTreeClassifier()  
AD=AdaBoostClassifier()
```

Model Performances:

MultinomialNB()

Max Accuracy Score corresponding to Random State 81 is: 0.5753856942496494

Learning Score : 0.6086107145540611

Accuracy Score : 0.5753856942496494

Classification Report:

	precision	recall	f1-score	support
1	0.59	0.58	0.58	913
2	0.00	0.00	0.00	403
3	0.56	0.28	0.37	827
4	0.21	0.01	0.01	964
5	0.58	0.97	0.72	2597
accuracy			0.58	5704
macro avg	0.39	0.37	0.34	5704
weighted avg	0.47	0.58	0.48	5704

Confusion Matrix:

```
[[ 528   0   69   4  312]
 [ 156   0   75   2  170]
 [ 133   0  229   6  459]
 [  30   0   19   7  908]
 [  47   0   18  14 2518]]
```

***** DecisionTreeClassifier *****

DecisionTreeClassifier()

Max Accuracy Score corresponding to Random State 61 is: 0.4950911640953717

Learning Score : 0.8943572018934556

Accuracy Score : 0.4894810659186536

Classification Report:

	precision	recall	f1-score	support
1	0.47	0.51	0.49	913
2	0.15	0.10	0.12	403
3	0.35	0.28	0.31	827
4	0.23	0.15	0.18	964
5	0.61	0.74	0.67	2597
accuracy			0.49	5704
macro avg	0.36	0.35	0.35	5704
weighted avg	0.45	0.49	0.47	5704

Confusion Matrix:

```
[[ 462  92 136  36 187]
 [ 158  39  84  22 100]
 [ 147  71 234  76 299]
 [  72  21  74 146 651]
 [ 139  36 144 367 1911]]
```


***** RandomForestClassifier *****

RandomForestClassifier()

Max Accuracy Score corresponding to Random State 62 is: 0.5638148667601683

Learning Score : 0.8948080246449771

Accuracy Score : 0.5618863955119214

Classification Report:

	precision	recall	f1-score	support
1	0.57	0.58	0.58	913
2	0.17	0.04	0.06	403
3	0.44	0.28	0.34	827
4	0.23	0.03	0.06	964
5	0.60	0.92	0.72	2597
accuracy			0.56	5704
macro avg	0.40	0.37	0.35	5704
weighted avg	0.48	0.56	0.49	5704

Confusion Matrix:

```
[[ 531  34 102  12 234]
 [ 145  15 116   3 124]
 [ 149  26 231  23 398]
 [  36   4  29  32 863]
 [  67  11  52  71 2396]]
```

Model Comparisons:

Learning Scores

Accuracy

Random Forest Classifier gives best results.

***** RandomForestClassifier *****

RandomForestClassifier()

Max Accuracy Score corresponding to Random State 62 is: 0.5638148667601683

Learning Score : 0.8948080246449771

Accuracy Score : 0.5618863955119214

Classification Report:

	precision	recall	f1-score	support
1	0.57	0.58	0.58	913
2	0.17	0.04	0.06	403
3	0.44	0.28	0.34	827
4	0.23	0.03	0.06	964
5	0.60	0.92	0.72	2597
accuracy			0.56	5704
macro avg	0.40	0.37	0.35	5704
weighted avg	0.48	0.56	0.49	5704

Confusion Matrix:

```
[[ 531  34 102  12 234]
 [ 145  15 116   3 124]
 [ 149  26 231  23 398]
 [  36   4  29  32 863]
 [  67  11  52  71 2396]]
```

Sample Predictions:

Saving Model as pkl file

Conclusions and Scope of Improvements:

- We have got a good accuracy score of more than 55 using Random Forest Classifier.
- I have only been able to use 1 website – Flipkart, due to deadline and health issues, but using data from Various other sites like Amazon and Myntra etc can further enhance the model.