Aspect Identification and Sentiment Rating from Customer Reviews

Problem statement

The goal of this task is to identify the various aspects from the customer reviews and rate each aspect on a scale of 0(Extremely unhappy) to 1(Extremely Happy).

The input for this task is the reviews from https://www.trustpilot.com/review/www.sonetel.com.

Please note that you have to provide the solution assuming that you don't have training data.

Examples of aspects are highlighted below

Their phone service (ASPECT) is great in the digital age, where there are more and more nomads. The sound quality (ASPECT) is great and the customer service (ASPECT) is superb.

I am happy with the service overall. I have a problem that when I make a call, instead of the system recognizing my phone and putting the call through, I am asked to enter my pin number and after that is verified I am asked to re-enter the phone number I am dialing. I contacted support (ASPECT) close to 2 months ago about this but they have not solved this problem.

Customer service (ASPECT) in India always excuses and excuses and they promise it is under review by technical team. Nothing happened yet. Not acceptable at all!

Voicemail delivery (ASPECT) is inconsistent despite not having changed my settings

Expected output:

You are expected to share the solution in programming language of your choice (Pyton/R/Java) along with the various aspects and sentiment identified for the reviews on site pilot. You can also optionally share a 1-2 page document describing your approach