Importing Libraries

In [2]:
```python
import numpy as np
import pandas as pd
import matplotlib.pyplot as plt
import re
import nltk
from nltk import word_tokenize
from nltk.corpus import stopwords
from nltk.stem import PorterStemmer, LancasterStemmer, WordNetLemmatizer
from sklearn.feature_extraction.text import CountVectorizer,TfidfVectorizer
from sklearn.model_selection import train_test_split
from sklearn.naive_bayes import MultinomialNB
from sklearn.metrics import confusion_matrix , classification_report
from sklearn.linear_model import LogisticRegression
from sklearn.neighbors import KNeighborsClassifier
```

In [ ]:

Reading CSV File

In [3]:
```python
df = pd.read_csv("amazon_alexa_data.csv")
```

In [4]:
```python
df.head()
```

Out[4]:

	Unnamed: 0	rating	date	variation	verified_reviews	feedback
0	0	5	31-Jul-18	Charcoal Fabric	Love my Echo!	1
1	1	5	31-Jul-18	Charcoal Fabric	Loved it!	1
2	2	4	31-Jul-18	Walnut Finish	Sometimes while playing a game, you can answer...	1
3	3	5	31-Jul-18	Charcoal Fabric	I have had a lot of fun with this thing. My 4 ...	1
4	4	5	31-Jul-18	Charcoal Fabric	Music	1

In [ ]:

Data Preprocessing

In [5]:
```python
df.isnull().sum()
```

Out[5]:
```
Unnamed: 0          0
rating              0
date                0
variation           0
verified_reviews    0
feedback            0
dtype: int64
```

In [6]:
```python
lm = WordNetLemmatizer()
sw = stopwords.words('English')
```

In [7]:
```python
data=[]
for i in df['verified_reviews']:
    t=i.lower()                             #Convert words to lower case
    t=word_tokenize(t)                      #Tokenizing words
    t=[i for i in t if i not in sw]         #Removing Stop words
    t=[lm.lemmatize(i) for i in t]          #lemmatizing the words
    t=" ".join(t)
    t=re.sub('[^A-Za-z]',' ',t)             #Removing Punctuations
    data.append(t)
```

In [ ]:

Converting To Dependent And Independent Data

In [8]:
```python
X=data
y=df['feedback']
print(type(X))
print(type(y))
```

```
<class 'list'>
<class 'pandas.core.series.Series'>
```

In [ ]:

Splitting Data Into Training Data And Testing Data

In [9]:
```python
X_train,X_test,y_train,y_test = train_test_split(X,y,test_size=0.20,random_state=100)
print(len(X_train))
print(len(X_test))
print(y_train.shape)
print(y_test.shape)
```

```
2520
630
(2520,)
(630,)
```

In [ ]:

Text Transforming Using CountVectorizer

In [10]:
```python
cv=CountVectorizer(max_features = 1000)
cv.fit(X_train)
X_train_cv = cv.transform(X_train)
X_test_cv = cv.transform(X_test)
print(X_train_cv.shape)
print(X_test_cv.shape)
```

```
(2520, 1000)
(630, 1000)
```

In [ ]:

Model Building

In [ ]:

1) Using Multinomial Naïve Bayes Classification

In [11]:
```python
mnb = MultinomialNB()
mnb.fit(X_train_cv , y_train)
```

Out[11]:
```
MultinomialNB()
```

In [12]:
```python
print('Train Score', mnb.score(X_train_cv , y_train))
print('Test Score', mnb.score(X_test_cv , y_test))
```

```
Train Score 0.9543650793650794
Test Score 0.9174603174603174
```

In [ ]:

Predicted the feedback for test data

In [13]:
```python
y_pred_MNBC = mnb.predict(X_test_cv)
y_pred_MNBC
```

Out[13]:
```
array([1, 1, 1, 1, 1, 1, 0, 1, 1, 1, 1, 1, 1, 0, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 0, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 0, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 0,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 0, 1, 1, 1, 1, 1, 0,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 0, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 0, 1, 1, 1, 1, 1, 1, 1, 1, 0,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 0, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 0, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 0, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 0, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 0, 1, 1, 1, 1, 1, 1, 1,
       0, 0, 1, 1, 1, 0, 1, 1, 1, 0, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 0, 1, 1, 1, 1, 1, 1, 0, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 0, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 0, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       0, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 0, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 0, 1, 1, 1, 1, 1, 0, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 0, 1, 1, 1, 0, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 0,
       1, 1, 1, 1, 1, 1, 0, 1, 1, 1, 1, 0, 1, 1, 1, 1, 1, 1, 1, 1, 0, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1], dtype=int64)
```

In [ ]:

Finding Confusion Matrix And Classification Report

In [14]:
```python
cm = confusion_matrix(y_test , y_pred_MNBC)
print(cm)
```

```
[[ 18  37]
 [ 15 560]]
```

In [15]:
```python
cr = classification_report(y_test , y_pred_MNBC)
print(cr)
```

```
              precision    recall  f1-score   support

           0       0.55      0.33      0.41        55
           1       0.94      0.97      0.96       575

    accuracy                           0.92       630
   macro avg       0.74      0.65      0.68       630
weighted avg       0.90      0.92      0.91       630
```

In [ ]:

2) Using Logistic Regression

In [16]:
```python
lr = LogisticRegression()
lr.fit(X_train_cv , y_train)
```

Out[16]:
```
LogisticRegression()
```

In [17]:
```python
print("Train Score = ",lr.score(X_train_cv , y_train))
print("Test Score = ",lr.score(X_test_cv , y_test))
```

```
Train Score =  0.9738095238095238
Test Score =  0.926984126984127
```

In [ ]:

Predicted the feedback for test data

In [18]:
```python
y_pred_lr = lr.predict(X_test_cv)
y_pred_lr
```

Out[18]:
```
array([1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 0, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 0, 1, 1,
       1, 1, 0, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 0, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 0,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 0, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 0, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 0, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 0, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       0, 1, 1, 1, 1, 0, 1, 1, 1, 0, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 0, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 0, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 0, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 0, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 0, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 0, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 0, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1], dtype=int64)
```

In [ ]:

Finding Confusion Matrix And Classification Report

In [19]:
```python
cm = confusion_matrix(y_test , y_pred_lr)
print(cm)
```

```
[[ 14  41]
 [  5 570]]
```

In [20]:
```python
cr = classification_report(y_test , y_pred_lr)
print(cr)
```

```
              precision    recall  f1-score   support

           0       0.74      0.25      0.38        55
           1       0.93      0.99      0.96       575

    accuracy                           0.93       630
   macro avg       0.83      0.62      0.67       630
weighted avg       0.92      0.93      0.91       630
```

In [ ]:

3) Using KNN Classification

In [21]:
```python
KNN = KNeighborsClassifier(n_neighbors = 21)
KNN.fit(X_train_cv , y_train)
```

Out[21]:
```
KNeighborsClassifier(n_neighbors=21)
```

In [22]:
```python
print('Train Score = ',KNN.score(X_train_cv , y_train))
print('Test Score = ',KNN.score(X_test_cv , y_test))
```

```
Train Score =  0.9198412698412698
Test Score =  0.9126984126984127
```

In [ ]:

Predicted the feedback for test data

In [23]:
```python
y_pred_knn = KNN.predict(X_test_cv)
y_pred_knn
```

Out[23]:
```
array([1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
       1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1], dtype=int64)
```

In [ ]:

Finding Confusion Matrix And Classification Report

In [24]:
```python
cm = confusion_matrix(y_test , y_pred_knn)
print(cm)
```

```
[[  0  55]
 [  0 575]]
```

In [25]:
```python
cr = classification_report(y_test , y_pred_knn)
print(cr)
```

```
              precision    recall  f1-score   support

           0       0.00      0.00      0.00        55
           1       0.91      1.00      0.95       575

    accuracy                           0.91       630
   macro avg       0.46      0.50      0.48       630
weighted avg       0.83      0.91      0.87       630
```

```
D:\Software\Anaconda\lib\site-packages\sklearn\metrics\_classification.py:1221: UndefinedMetricWarning: Precision and F-score are ill-defined and b
eing set to 0.0 in labels with no predicted samples. Use `zero_division` parameter to control this behavior.
  _warn_prf(average, modifier, msg_start, len(result))
```

In [ ]:

Result

Accuracy Using Multinomial Naïve Bayes Classification = 92%

Accuracy Using Logistic Regression = 93%

Accuracy Using KNN Classification = 91%

=> Model With Best Accuracy is "Logistic Regression" with 93% accuracy.

In [ ]: