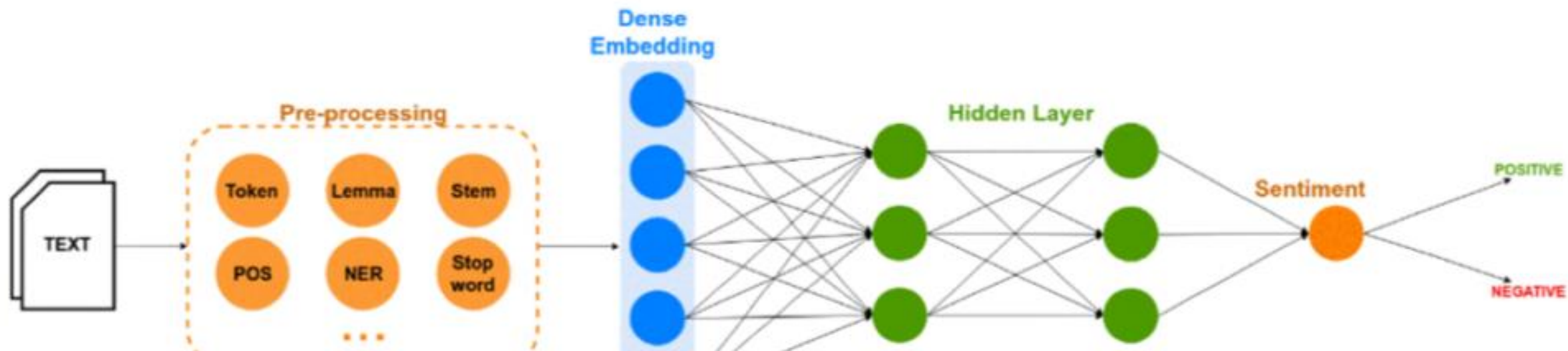
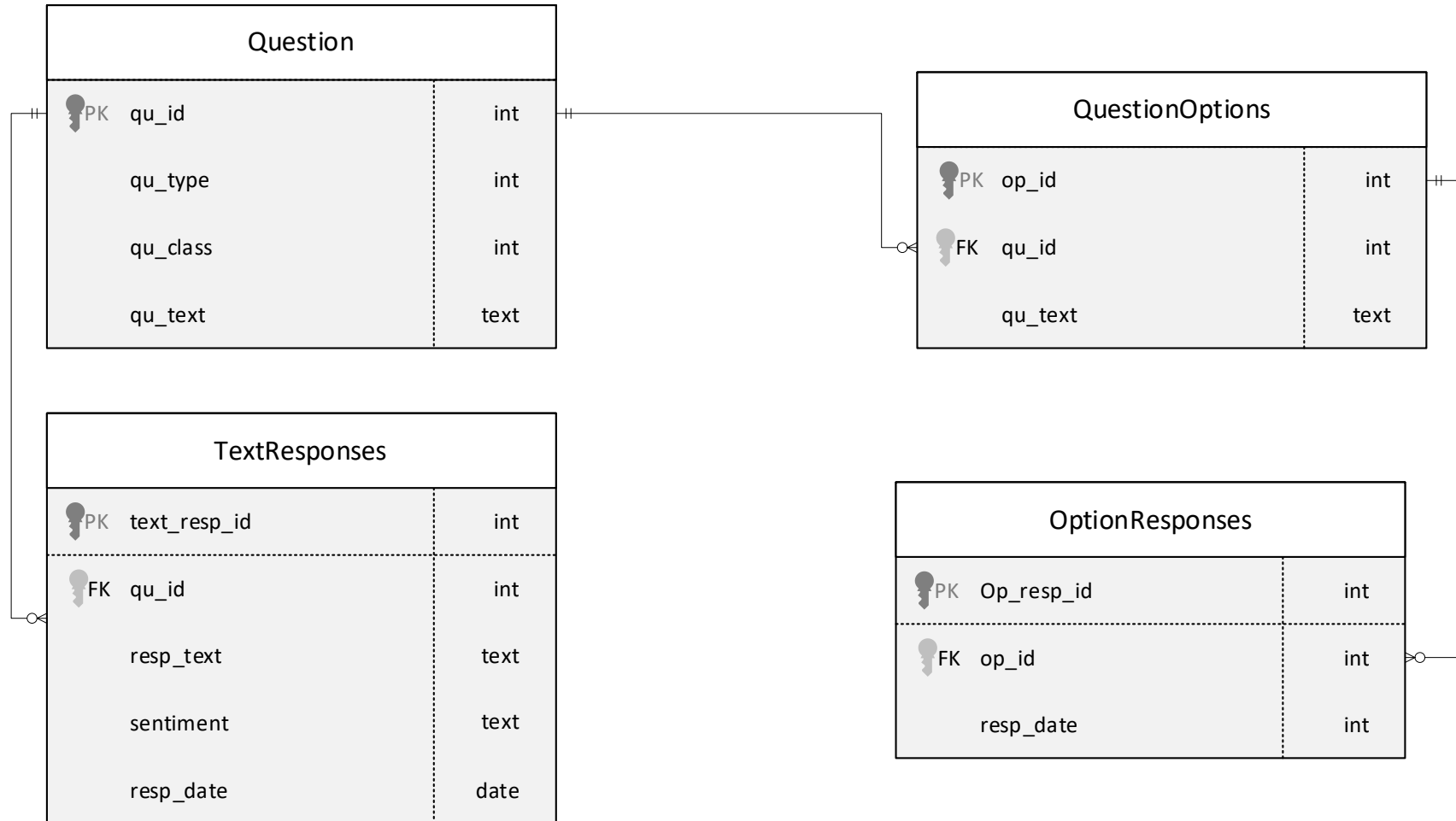


Machine Learning



Deep Learning





Feedback form

(The customer feedback before checkout)

Website Feedback

- How was your overall experience with our website?

Amazing, This is the best online shopping website I have ever used

- Are you satisfied with the experience on our website?
 - Satisfied
 - Unsatisfied

Chatbot Feedback

- How was your overall experience with our chatbot?

Bad, It was not easy to have a conversation with your chatbot

- The chatbot was easy to use
 - Strongly agree
 - Neither agree nor disagree
 - Strongly disagree

Database

Questions

qu_id	qu_type	qu_class	Qu_text
1	1	1	How was your overall experience with our website?
2	2	1	Are you satisfied with the experience on our website?
3	1	2	How was your overall experience with our chatbot?
4	2	2	The chatbot was easy to use

qu_class (1:website, 2:chatbot) **qu_type** (1:open,2:closed)

TextResponses

Text_res p_id	qu_id	resp_text	sentiment	resp_date
1	1	Amazing, The is the best online shopping website I have ever used	Positive	14-2-2022
2	3	Bad, It was not easy to have a conversation with your chatbot	Negative	14-2-2022

QuestionOptions

op_id	Qu_id	Op_text
1	2	Satisfied
2	2	Unsatisfied
3	4	Strongly agree
4	4	Neither agree nor disagree
5	4	Strongly disagree

OptionResponses

op_res p_id	op_id	resp_date
1	1	14-2-2022
2	4	14-2-2022