AIFA

AI Feedback Agents

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ABSTRACT

AI companies often struggle to collect and analyze customer feedback efficiently. Manual methods are slow, and unstructured, leading to missed opportunities for improvement. The AI Feedback Agents (AIFA) system uses a JADE-based multi-agent framework to automate feedback analysis. Each agent focuses on one performance area: speed, accuracy, or user experience. while a Decision Agent compiles their findings into a summarized report. This collaboration transforms raw opinions into clear, actionable insights that support data-driven decisions and higher customer satisfaction. AIFA helps AI service providers enhance their products faster and more effectively through intelligent, automated feedback analysis.

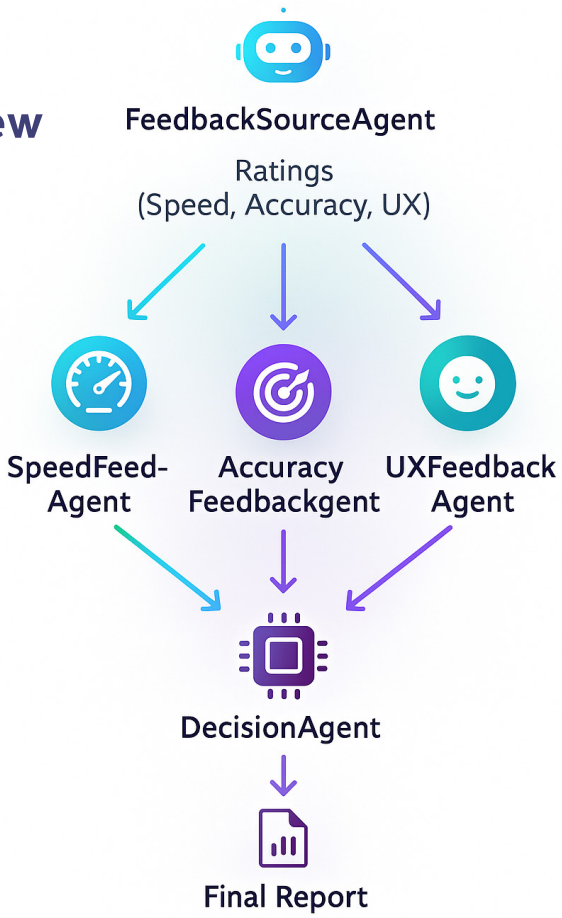
Problem & Motivation

- AI companies struggle to collect and organize customer feedback efficiently.
- Manual feedback methods are slow, unstructured, and difficult to analyze.
- AIFA solves this using intelligent JADE agents that automate collection and summarization.
- Designed to support entrepreneurship and innovation by turning feedback into actionable insights.

Agents

AGENT	ROLE	KEY ATTRIBUTES	KEY BEHAVIORS
FeedbackSource Agent	Simulates customer feedback.	OneShot Behaviour	Generates random ratings, then sends them to corresponding agents.
SpeedFeedback Agent	Handles feedback related to service speed.	Cyclic Behaviour	Receives ratings, and provides average speed when requested.
AccuracyFeedback Agent	Handles feedback related to accuracy.	Cyclic Behaviour	computes accuracy scores, replying to report requests.
UXFeedbackAgent	Handles feedback related to user experience.	Cyclic Behaviour	Collects UX ratings and calculates satisfaction averages.
DecisionAgent	Acts as the coordinator.	CyclicBehaviour OneShotBehavi-our	Requests summaries from all agents and prints the final report.

System Overview



Conclusion & Future Work

- AIFA automates customer feedback collection and analysis using multi-agent collaboration.
- Improves efficiency, accuracy, and decision-making for AI companies.
- Future work: add sentiment analysis, dashboards, and real data integration.