

**DEPARTMENT OF COMPUTER SCIENCE AND ENGINEERING**

**COLLEGE OF ENGINEERING GUINDY, ANNA UNIVERSITY**

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| Summarization of user reviews on e-commerce websites |

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| By  Pradeep T - 2012103570  Sai Shibi M R - 2012103056  Manikandan P - 2012103048  Project Guide : **Dr. Arockia Xavier Annie**, Assistant Professor |

**ABSTRACT:**

E-commerce is a rapidly growing industry at present, with the number of regular users of these sites increasing day by day. A recent survey suggests that more than 80% of users read the user-review forums of a product before they buy it. But the problem with these reviews is that they are not organised. Some users write about the product, while some people write about the service (like delivery, packaging etc.) and for popular products these reviews are big making it hard to read. These product reviews can further be categorized into positive, negative or both. Our aim is to organize the product reviews from all popular e-commerce websites and summarize those reviews, so that users can get a clear idea about the product.

Dr. Arockia Xavier Annie

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