

⌚ Customer Satisfaction Prediction App

This app uses a fine-tuned **XGBoost model** to predict customer satisfaction based on support ticket details.

📝 Enter Ticket Details

Customer Age

 - +

Ticket Channel

Customer Gender

Date of Purchase

Product Purchased

First Response Time

Ticket Type

Time to Resolution

Ticket Priority

Ticket Status

Ticket Subject

Ticket Description

I reported a system crash after a software update but support took hours to respond and issue was not fixed.

Resolution (if any)

None

 Predict Satisfaction

Processing input and generating prediction...

 Predicted Customer Satisfaction: **UnSatisfied 😞** (Confidence: 0.63) View Processed Input Data

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	Customer Age	Customer Gender	Product Purchased	Date of Purchase	Ticket Type	T
0	30	Male	Lenovo Laptop Pro X	2023-06-01 00:00:00	Technical issue	D