

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

30



Ticket Channel

Chat



Customer Gender

Male



Date of Purchase

2023/06/01

Product Purchased

Lenovo Laptop Pro X

First Response Time

14:30



Ticket Type

Technical issue



Time to Resolution

19:00



Ticket Priority

High



Ticket Status

Closed



Ticket Subject

Device stopped working after update


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

	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