Perform sentiment analysis on the amazon alexa reviews

In [1]:

```
import pandas as pd
import numpy as np
import warnings
warnings.filterwarnings('ignore')
```

In [2]:

```
import nltk
nltk.download('punkt') #for word tokenization
nltk.download('stopwords') #for removing or getting list of stopwords
nltk.download('wordnet') #for lemmatization
```

Out[2]:

True

In [3]:

```
from nltk.tokenize import word_tokenize
from nltk.corpus import stopwords
from nltk.stem import WordNetLemmatizer
import matplotlib.pyplot as plt
from wordcloud import WordCloud
```

In [4]:

```
df = pd.read_csv("alexa_reviews.csv")
```

In [5]:

df

Out[5]:

	Unnamed: 0	verified_reviews	feedback
0	0	Love my Echo!	1
1	1	Loved it!	1
2	2	Sometimes while playing a game, you can answer	1
3	3	I have had a lot of fun with this thing. My 4 \dots	1
4	4	Music	1
3145	3145	Perfect for kids, adults and everyone in betwe	1
3146	3146	Listening to music, searching locations, check	1
3147	3147	I do love these things, i have them running my	1
3148	3148	Only complaint I have is that the sound qualit	1
3149	3149	Good	1

3150 rows × 3 columns

In [6]:

df.drop(["Unnamed: 0"],axis=1,inplace=True)

In [7]:

df

Out[7]:

verified_reviews	feedback
Love my Echo!	1
Loved it!	1
Sometimes while playing a game, you can answer	1
I have had a lot of fun with this thing. My 4 \dots	1
Music	1
Perfect for kids, adults and everyone in betwe	1
Listening to music, searching locations, check	1
I do love these things, i have them running my	1
Only complaint I have is that the sound qualit	1
Good	1
	Love my Echo! Loved it! Sometimes while playing a game, you can answer I have had a lot of fun with this thing. My 4 Music Perfect for kids, adults and everyone in betwe Listening to music, searching locations, check I do love these things, i have them running my Only complaint I have is that the sound qualit

3150 rows × 2 columns

In [8]:

```
df.info()
```

```
<class 'pandas.core.frame.DataFrame'>
RangeIndex: 3150 entries, 0 to 3149
Data columns (total 2 columns):
 #
    Column
                      Non-Null Count Dtype
                      -----
    verified_reviews 3150 non-null
 0
                                      object
 1
    feedback
                      3150 non-null
                                      int64
dtypes: int64(1), object(1)
memory usage: 49.3+ KB
```

In [9]:

```
wc = WordCloud(width=800, height=800, background_color="white", min_font_size=10)
wc.generate("".join(df[df['feedback']==0]['verified_reviews']))

plt.figure(figsize=(6,6))
plt.imshow(wc)
plt.axis("off")
plt.show()
```



In [10]:

```
wc = WordCloud(width=800, height=800, background_color="white", min_font_size=10)
wc.generate("".join(df[df['feedback']==1]['verified_reviews']))

plt.figure(figsize=(6,6))
plt.imshow(wc)
plt.axis("off")
plt.show()
```



In [11]:

```
stop = stopwords.words("english")
def clean_text(text):
    tokens = word_tokenize(text.lower())
# Filter only alphabets
word_tokens = [t for t in tokens if t.isalpha()]
clean_tokens = [t for t in word_tokens if t not in stop]
lemma = WordNetLemmatizer()
lemma_tokens = [lemma.lemmatize(t) for t in clean_tokens]
return " ".join(lemma_tokens)
```

In [12]:

```
df['verified_reviews'] = df['verified_reviews'].apply(clean_text)
```

```
In [13]:
```

In [15]:

```
from sklearn.model_selection import train_test_split
x_train, x_test, y_train, y_test = train_test_split(x, y, test_size=0.3)
```

In [16]:

```
sent_len = []
for t in df['verified_reviews']:
    sent_len.append(len(word_tokenize(t)))
df['sent_len'] = sent_len
df.head()
```

Out[16]:

	verified_reviews	feedback	sent_len
0	love echo	1	2
1	loved	1	1
2	sometimes playing game answer question correct	1	17
3	lot fun thing yr old learns dinosaur control I	1	18
4	music	1	1

In [17]:

```
max(sent_len)
```

Out[17]:

245

```
In [18]:
np.quantile(sent_len, 0.95)

Out[18]:
40.0
In [19]:
max_len = 40
```

In [20]:

```
from tensorflow.keras.models import Sequential
from tensorflow.keras.layers import Dense
from tensorflow.keras.preprocessing.text import Tokenizer
# Creates dictionary and every unique word is given number key
from tensorflow.keras.preprocessing import sequence
# To perform the padding of the documents with zero's to make the Length of the
# document common
from tensorflow.keras.layers import (LSTM, Dropout, Embedding, SimpleRNN, GRU)
# ALL the index numbers are converted to vectors using Embedding
# SimpleRNN allows to implement the RNN architecture - activation function -tanh
# Dropout - manage overfitting of model
```

In [21]:

```
# Tokenization
tok = Tokenizer(char_level=False, split=" ")
tok.fit_on_texts(x_train)
```

In [22]:

```
tok.index_word
```

```
Out[22]:
{1: 'love',
2: 'echo',
3: 'great',
4: 'alexa',
5: 'music',
6: 'work',
7: 'like',
8: 'use',
9: 'sound',
10: 'device',
11: 'one',
12: 'dot',
13: 'easy',
 14: 'speaker',
 15: 'set',
16: 'good',
 17: 'get',
 18: 'thing'.
```

```
In [23]:
```

```
vocab_len = len(tok.index_word)
vocab_len
```

Out[23]:

2987

In [24]:

```
seq_train = tok.texts_to_sequences(x_train)
seq_train
 [1, 118, 121, 208, 30],
 [1784,
  458,
  171,
  1243,
  162,
  39,
  1785,
  119,
  575,
  837,
  14,
  105,
  114,
  535,
  37,
  9,
  213,
  16,
  126,
```

In [25]:

```
seq_padded_train = sequence.pad_sequences(seq_train, maxlen=max_len)
seq_padded_train
```

Out[25]:

```
0, ...,
                                      1, 54],
array([[
          0,
                0,
                               0,
                     0, ...,
                               22, 237, 1780],
          0,
                0,
      26, 836, 1783],
      0, ...,
          0,
          0,
                     0, ...,
                              0,
                                      0,
                                          90],
                0,
                     0, ...,
                               0, 1639, 134],
          0,
          0,
                0,
                    0, ...,
                               26, 4,
                                          107]])
```

In [26]:

```
model = Sequential()
# vectorization
model.add(Embedding(vocab_len+1,40, input_length=max_len, mask_zero=True))
# RNN Layer
model.add(SimpleRNN(32, activation="tanh"))
# ANN's hidden Layer
model.add(Dense(32, activation="relu"))
# To check on overfitting
model.add(Dropout(0.2))
# output Layer
model.add(Dense(1, activation="sigmoid"))
```

In [27]:

model.summary()

Model: "sequential"

Layer (type)	Output Shape	Param #
embedding (Embedding)	(None, 40, 40)	119520
simple_rnn (SimpleRNN)	(None, 32)	2336
dense (Dense)	(None, 32)	1056
dropout (Dropout)	(None, 32)	0
dense_1 (Dense)	(None, 1)	33

Total params: 122,945 Trainable params: 122,945 Non-trainable params: 0

In [28]:

```
model.compile(loss="binary_crossentropy", optimizer="adam")
```

In [29]:

model.fit(seq_padded_train, y_train, batch_size=50, epochs=50)

```
Epoch 1/50
Epoch 2/50
Epoch 3/50
Epoch 4/50
45/45 [================== ] - 0s 10ms/step - loss: 0.1135
Epoch 5/50
Epoch 6/50
45/45 [============== ] - Øs 11ms/step - loss: 0.0324
Epoch 7/50
Epoch 8/50
Epoch 9/50
45/45 [============== ] - 0s 9ms/step - loss: 0.0165
Epoch 10/50
Epoch 11/50
Epoch 12/50
Epoch 13/50
Epoch 14/50
Epoch 15/50
Epoch 16/50
45/45 [============= ] - 0s 9ms/step - loss: 0.0124
Epoch 17/50
45/45 [=================== ] - 0s 9ms/step - loss: 0.0137
Epoch 18/50
45/45 [================= ] - 0s 11ms/step - loss: 0.0149
Epoch 19/50
45/45 [================ ] - 0s 9ms/step - loss: 0.0127
Epoch 20/50
Epoch 21/50
45/45 [=============== ] - 0s 10ms/step - loss: 0.0144
Epoch 22/50
45/45 [============== ] - 0s 10ms/step - loss: 0.0148
Epoch 23/50
Epoch 24/50
Epoch 25/50
Epoch 26/50
45/45 [===================] - 0s 10ms/step - loss: 0.0119
Epoch 27/50
Epoch 28/50
45/45 [============== ] - 0s 9ms/step - loss: 0.0136
```

```
Epoch 29/50
Epoch 30/50
Epoch 31/50
45/45 [================== ] - 0s 10ms/step - loss: 0.0148
Epoch 32/50
45/45 [=============== ] - 0s 9ms/step - loss: 0.0114
Epoch 33/50
45/45 [============= ] - 0s 9ms/step - loss: 0.0161
Epoch 34/50
Epoch 35/50
45/45 [============= ] - 0s 9ms/step - loss: 0.0131
Epoch 36/50
Epoch 37/50
45/45 [============== ] - 0s 9ms/step - loss: 0.0107
Epoch 38/50
45/45 [============= ] - 0s 9ms/step - loss: 0.0128
Epoch 39/50
45/45 [============= ] - 0s 9ms/step - loss: 0.0063
Epoch 40/50
45/45 [============== ] - 0s 9ms/step - loss: 0.0134
Epoch 41/50
45/45 [============= ] - 0s 9ms/step - loss: 0.0140
Epoch 42/50
45/45 [============= ] - 0s 9ms/step - loss: 0.0116
Epoch 43/50
Epoch 44/50
Epoch 45/50
Epoch 46/50
Epoch 47/50
45/45 [=============== ] - 0s 9ms/step - loss: 0.0100
Epoch 48/50
45/45 [============== ] - 0s 10ms/step - loss: 0.0118
Epoch 49/50
45/45 [================ ] - 0s 10ms/step - loss: 0.0131
Epoch 50/50
45/45 [============= ] - 0s 9ms/step - loss: 0.0103
```

Out[29]:

<tensorflow.python.keras.callbacks.History at 0x1bd9979a5b0>

```
In [30]:
```

```
seq_test = tok.texts_to_sequences(x_test)
seq_test
Out[30]:
[[129, 4, 26, 149, 4, 2, 219, 7, 92, 44, 26],
 [1, 2, 13, 615, 537, 48, 450, 8, 716, 21, 153, 677, 944, 4, 1074],
 [43, 79, 21, 17, 72, 64, 205, 258, 22, 1049, 101, 60, 87, 29],
 [28, 1, 2, 12, 17, 101, 2762, 171, 313, 21, 5, 87],
 [1111, 91],
 [531,
  29,
  70,
  402,
  59,
  46,
  70,
  714,
  275,
  1539,
  900,
  30,
  268.
In [31]:
seq_padded_test = sequence.pad_sequences(seq_test, maxlen=max_len)
seq_padded_test
```

Out[31]:

```
array([[
           0,
                 0,
                       0, ...,
                                92,
                                        44,
                                              26],
                       0, ...,
                                        4, 1074],
           0,
                 0,
                                 944,
       0,
                 0,
                       0, ...,
                                 60,
                                        87,
                                              29],
                                      8, 1158],
           0,
                 0,
                       0, ...,
                                500,
                                       0, 152],
                       0, ...,
           0,
                 0,
                                 0,
                 0,
                       0, ...,
                                124,
                                      169, 1096]])
           0,
```

In [32]:

```
y_hat = model.predict(seq_padded_test)
```

In [33]:

```
# y_hat contains probability
y_hat = np.where(y_hat>=0.5, 1, 0)
```

In [34]:

from sklearn.metrics import classification_report
print(classification_report(y_test, y_hat))

	precision	recall	f1-score	support
0 1	0.44 0.93	0.29 0.96	0.35 0.95	83 862
1	0.95	0.90	0.95	002
accuracy			0.90	945
macro avg	0.69	0.63	0.65	945
weighted avg	0.89	0.90	0.90	945

In [35]:

```
model = Sequential()
# vectorization
model.add(Embedding(vocab_len+1,40, input_length=max_len, mask_zero=True))
# RNN Layer
# model.add(SimpleRNN(32, activation="tanh"))
model.add(LSTM(32, activation="tanh"))
# ANN's hidden Layer
model.add(Dense(32, activation="relu"))
# To check on overfitting
model.add(Dropout(0.2))
# output Layer
model.add(Dense(1, activation="sigmoid"))
model.compile(loss="binary_crossentropy", optimizer="adam")
model.fit(seq_padded_train, y_train, batch_size=50, epochs=50)
```

```
Epoch 1/50
Epoch 2/50
Epoch 3/50
45/45 [============== ] - 1s 17ms/step - loss: 0.1870
Epoch 4/50
Epoch 5/50
Epoch 6/50
Epoch 7/50
Epoch 8/50
loss: 0.021
Epoch 9/50
Epoch 10/50
Epoch 11/50
45/45 [================== ] - 1s 22ms/step - loss: 0.0167
Epoch 12/50
Epoch 13/50
Epoch 14/50
45/45 [================== ] - 1s 20ms/step - loss: 0.0129
Epoch 15/50
45/45 [============== ] - 1s 20ms/step - loss: 0.0166
Epoch 16/50
Epoch 17/50
45/45 [============== ] - 1s 17ms/step - loss: 0.0127
Epoch 18/50
Epoch 19/50
Epoch 20/50
Epoch 21/50
```

```
Epoch 22/50
Epoch 23/50
Epoch 24/50
Epoch 25/50
Epoch 26/50
45/45 [============== ] - 1s 16ms/step - loss: 0.0127
Epoch 27/50
45/45 [================ ] - 1s 16ms/step - loss: 0.0173
Epoch 28/50
45/45 [=============== ] - 1s 16ms/step - loss: 0.0145
Epoch 29/50
45/45 [============== ] - 1s 16ms/step - loss: 0.0140
Epoch 30/50
- loss
Epoch 31/50
45/45 [============== ] - 1s 20ms/step - loss: 0.0138
Epoch 32/50
Epoch 33/50
Epoch 34/50
Epoch 35/50
Epoch 36/50
Epoch 37/50
Epoch 38/50
Epoch 39/50
45/45 [=================== ] - 1s 16ms/step - loss: 0.0104
Epoch 40/50
10
Epoch 41/50
Epoch 42/50
los
Epoch 43/50
45/45 [============== ] - 1s 17ms/step - loss: 0.0099
Epoch 44/50
45/45 [============== ] - 1s 17ms/step - loss: 0.0130
Epoch 45/50
Epoch 46/50
Epoch 47/50
Epoch 48/50
Epoch 49/50
```

Out[35]:

<tensorflow.python.keras.callbacks.History at 0x1bd9b24db20>

In [36]:

```
y_hat = model.predict(seq_padded_test)
y_hat = np.where(y_hat>=0.5, 1, 0)
print(classification_report(y_test, y_hat))
```

	precision	recall	f1-score	support
0	0.65	0.34	0.44	83
1	0.94	0.98	0.96	862
accuracy			0.93	945
macro avg	0.80	0.66	0.70	945
weighted avg	0.91	0.93	0.92	945

```
In [37]:
model = Sequential()
# vectorization
model.add(Embedding(vocab_len+1,40, input_length=max_len, mask_zero=True))
# RNN Layer
model.add(GRU(32, activation="tanh"))
# ANN's hidden Layer
model.add(Dense(32, activation="relu"))
# To check on overfitting
model.add(Dropout(0.2))
# output layer
model.add(Dense(1, activation="sigmoid"))
model.compile(loss="binary_crossentropy", optimizer="adam")
model.fit(seq_padded_train, y_train, batch_size=50, epochs=50)
Epoch 1/50
Epoch 2/50
Epoch 3/50
Epoch 4/50
Epoch 5/50
Epoch 6/50
Epoch 7/50
Epoch 8/50
Epoch 9/50
Epoch 10/50
Epoch 11/50
Epoch 12/50
45/45 [================== ] - 1s 15ms/step - loss: 0.0156
Epoch 13/50
Epoch 14/50
Epoch 15/50
45/45 [=============== ] - 1s 17ms/step - loss: 0.0146
Epoch 16/50
45/45 [=============== ] - 1s 16ms/step - loss: 0.0137
```

Epoch 17/50

Epoch 18/50

Epoch 19/50

Epoch 20/50

Epoch 21/50

Epoch 22/50

```
Epoch 23/50
Epoch 24/50
Epoch 25/50
Epoch 26/50
- 1
Epoch 27/50
Epoch 28/50
45/45 [================= ] - 1s 16ms/step - loss: 0.0129
Epoch 29/50
45/45 [=============== ] - 1s 15ms/step - loss: 0.0107
Epoch 30/50
45/45 [============== ] - 1s 15ms/step - loss: 0.0130
Epoch 31/50
Epoch 32/50
oss: 0.0
Epoch 33/50
Epoch 34/50
45/45 [============== ] - 1s 20ms/step - loss: 0.0124
Epoch 35/50
45/45 [================ ] - 1s 17ms/step - loss: 0.0120: 0s -
Epoch 36/50
Epoch 37/50
Epoch 38/50
Epoch 39/50
Epoch 40/50
Epoch 41/50
45/45 [================= ] - 1s 19ms/step - loss: 0.0111
Epoch 42/50
45/45 [================== ] - 1s 19ms/step - loss: 0.0137
Epoch 43/50
Epoch 44/50
45/45 [============== ] - 1s 17ms/step - loss: 0.0104
Epoch 45/50
Epoch 46/50
45/45 [============== ] - 1s 17ms/step - loss: 0.0097
Epoch 47/50
Epoch 48/50
Epoch 49/50
Epoch 50/50
```

Out[37]:

<tensorflow.python.keras.callbacks.History at 0x1bda88e0d30>



In [38]:

```
y_hat = model.predict(seq_padded_test)
y_hat = np.where(y_hat>=0.5, 1, 0)
print(classification_report(y_test, y_hat))
```

	precision	recall	f1-score	support
0 1	0.63 0.94	0.39 0.98	0.48 0.96	83 862
accuracy			0.93	945
macro avg	0.79	0.68	0.72	945
weighted avg	0.92	0.93	0.92	945

In []: