

Overview –

- The code reads conversations between a Recovery Agent and a Borrower and splits their messages.
- It makes a summary of the conversation, including payment issues, reasons for default, solutions, and agreements.
- It finds important actions like making partial payments or checking SMS for details.
- It analyzes the tone of the messages (positive or negative) and puts everything into a simple report.

Github - <https://github.com/bhavyachopra99/PredixionAiSubmission>

Output -

Summary

A recovery agent contacted the borrower regarding missed EMI payment. The borrower explained job loss as the reason for default. A partial payment plan was proposed. Both parties agreed on a revised payment schedule.

Key Actions

- Check SMS for payment details
- Make partial EMI payment next week
- Clear remaining balance by 15th of next month

Sentiment Analysis

- RA Analysis:
 - Total messages: 8
 - Positive indicators: 5
 - Negative indicators: 2
 - Overall tone: generally positive
- B Analysis:
 - Total messages: 8
 - Positive indicators: 4
 - Negative indicators: 3
 - Overall tone: generally positive