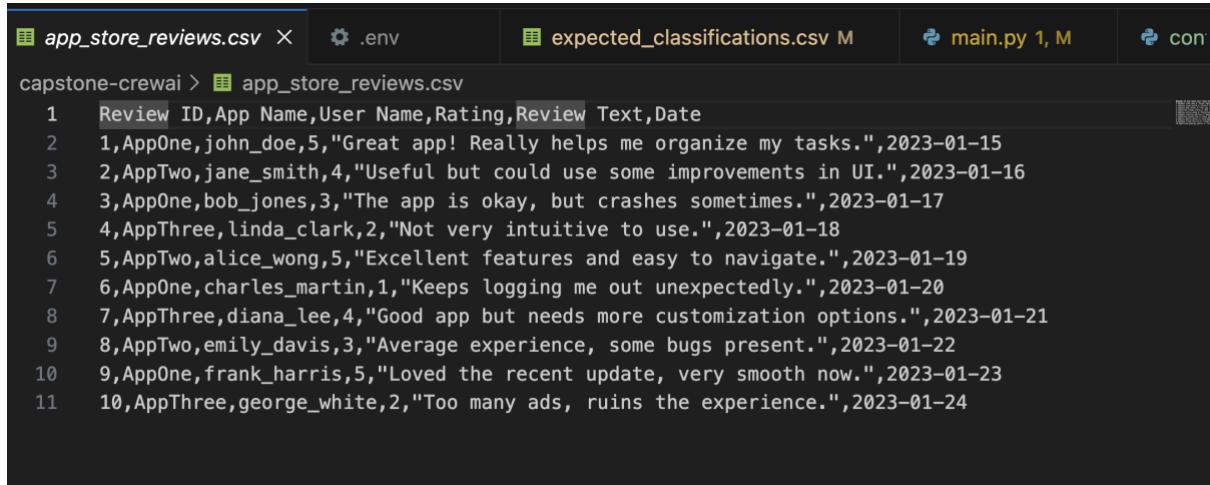# Capstone Project

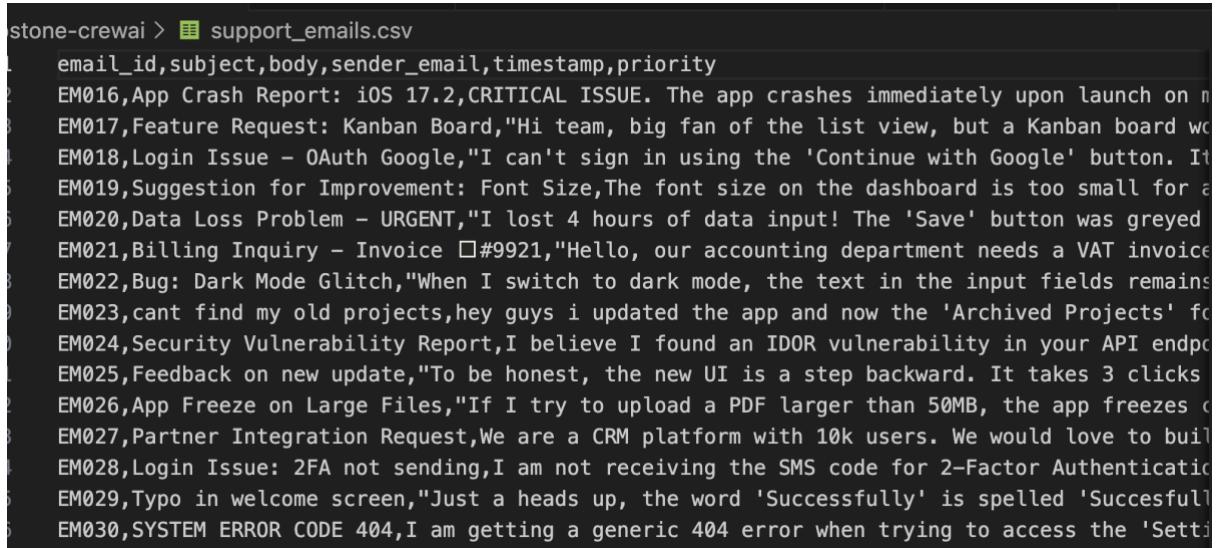Name – Chandraprakash Sarathe   Email – cp.sarathe@gmail.com

1. app_store_reviews.csv

```
app_store_reviews.csv ✕    ⚙ .env        ▦ expected_classifications.csv M    🐍 main.py 1, M    🐍 con

capstone-crewai > ▦ app_store_reviews.csv
1    Review ID,App Name,User Name,Rating,Review Text,Date
2    1,AppOne,john_doe,5,"Great app! Really helps me organize my tasks.",2023-01-15
3    2,AppTwo,jane_smith,4,"Useful but could use some improvements in UI.",2023-01-16
4    3,AppOne,bob_jones,3,"The app is okay, but crashes sometimes.",2023-01-17
5    4,AppThree,linda_clark,2,"Not very intuitive to use.",2023-01-18
6    5,AppTwo,alice_wong,5,"Excellent features and easy to navigate.",2023-01-19
7    6,AppOne,charles_martin,1,"Keeps logging me out unexpectedly.",2023-01-20
8    7,AppThree,diana_lee,4,"Good app but needs more customization options.",2023-01-21
9    8,AppTwo,emily_davis,3,"Average experience, some bugs present.",2023-01-22
10   9,AppOne,frank_harris,5,"Loved the recent update, very smooth now.",2023-01-23
11   10,AppThree,george_white,2,"Too many ads, ruins the experience.",2023-01-24
```

2. support_emails.csv

```
stone-crewai > ▦ support_emails.csv
    email_id,subject,body,sender_email,timestamp,priority
    EM016,App Crash Report: iOS 17.2,CRITICAL ISSUE. The app crashes immediately upon launch on n
    EM017,Feature Request: Kanban Board,"Hi team, big fan of the list view, but a Kanban board wo
    EM018,Login Issue – OAuth Google,"I can't sign in using the 'Continue with Google' button. It
    EM019,Suggestion for Improvement: Font Size,The font size on the dashboard is too small for a
    EM020,Data Loss Problem – URGENT,"I lost 4 hours of data input! The 'Save' button was greyed
    EM021,Billing Inquiry – Invoice □#9921,"Hello, our accounting department needs a VAT invoice
    EM022,Bug: Dark Mode Glitch,"When I switch to dark mode, the text in the input fields remains
    EM023,cant find my old projects,hey guys i updated the app and now the 'Archived Projects' fo
    EM024,Security Vulnerability Report,I believe I found an IDOR vulnerability in your API endpo
    EM025,Feedback on new update,"To be honest, the new UI is a step backward. It takes 3 clicks
    EM026,App Freeze on Large Files,"If I try to upload a PDF larger than 50MB, the app freezes o
    EM027,Partner Integration Request,We are a CRM platform with 10k users. We would love to buil
    EM028,Login Issue: 2FA not sending,I am not receiving the SMS code for 2-Factor Authenticatio
    EM029,Typo in welcome screen,"Just a heads up, the word 'Successfully' is spelled 'Succesfull
    EM030,SYSTEM ERROR CODE 404,I am getting a generic 404 error when trying to access the 'Setti
```

Browser window — localhost:8503

Configuration Panel

Classification confidence threshold
0.69

Default priority
Medium

Category → Priority

Bug
High

Feature Request
Medium

Complaint
High

Praise
Low

Other
Low

Save configuration

Stop

Intelligent User Feedback Analysis System

Dashboard   Manual Override   Analytics

Manual Override

Run processing

This calls your agent runner (src.main.main). If your crew writes its own CSVs, keep that logic there; UI will still manage the three required output files.

Start Processing

⟳ Running agents...

Review / edit / approve tickets

source_id	source_type	category	priority	technical_details	suggested_title
3	User Review	Bug	High	Platform Info: Not specified; Steps to Reproduce: Use the app normally until it crashes sor	AppOne intermittent crashes during normal usage
4	User Review	Complaint	High	Platform Info: Not specified; Steps to Reproduce: Use the app and notice the unintuitive i	AppThree interface is not intuitive for users
6	User Review	Bug	High	Platform Info: Not specified; Steps to Reproduce: Use the app and observe it logging out u	AppOne logs out users unexpectedly during usage
8	User Review	Bug	High	Platform Info: Not specified; Steps to Reproduce: Use the app and encounter some unspe	AppTwo experiences unspecified bugs affecting user experience
10	User Review	Complaint	High	Platform Info: Not specified; Steps to Reproduce: Use the app and experience frequent ad	AppThree user experience disrupted by excessive ads
-1	Feature Request	Feature Request	Medium	Feature Request: Improvements in UI for AppTwo; User Impact/Demand: Medium; Busines	Enhance UI for AppTwo to improve user satisfaction and retention
-2	Feature Request	Feature Request	Medium	Feature Request: More customization options for AppThree; User Impact/Demand: Mediur	Add more customization options to AppThree to improve engagement

VS Code — EXPLORER / TERMINAL

EXPLORER

∨ EDUREKA
∨ capstone-crewai
  ∨ src
    🐍 main.py   M
    ⚙ .env
    .gitignore
    app_store_reviews.csv
    🐍 app.py   A
    expected_classifications.csv M
    generated_tickets.csv A
    metrics.csv   A
    processing_log.csv M
    requirements.txt   M
    run.log   M
    support_emails.csv
    { } ui_config.json A
  > code
  ≡ open-ai-key
  ≡ welcome-file

OUTLINE

PROBLEMS   OUTPUT   TERMINAL   ···   Python - capstone-crewai

```
(.venv) → capstone-crewai git:(main) x streamlit run app.py

      Task Completed
      Name:
      Analyze feedback. Categorize as Bug/Feature/Spam. Add confidence scores.
      Agent:
      Feedback Triage Specialist


                    📋 Task Started
      Task Started
      Name: Analyze feedback. Categorize as Bug/Feature/Spam. Add confidence scores.
      ID: ab950163-47ba-40cb-9815-b6c4891c7da1


                    🤖 Agent Started

      Agent: Feedback Triage Specialist

      Task: Analyze feedback. Categorize as Bug/Feature/Spam. Add confidence scores.
```

```
    Format the analysis into Jira-style tickets: source_id, source_type, category,
    priority, technical_details, suggested_title
    Agent:
    Ticket Creator Agent
```

┌──────────────────── 📋 Task Started ────────────────────┐
│   │
│   **Task Started**   │
│   Name: Write CSV content to "expected_classifications.csv" │
│   ID: 75243707-8457-4d4e-b40f-531319c11b0c   │
│   │
└──┘

```
2026-02-14 22:07:18,192 INFO root run_id=3ce359ae msg=OpenAI: Successfully validated tool
 'save_tickets_to_file'
```

┌──────────────────── 🤖 Agent Started ────────────────────┐
│   │
│   Agent: **CSVWriter**   │
│   │
│   Task: Write CSV content to "expected_classifications.csv" │
│   │
└───┘

⊕   👥 Signed out   🔔

```
(.venv) → capstone-crewai git:(main) ✗ streamlit run app.py
```

┌──┐
│   **Task Completed**   │
│   Name: │
│   Write CSV content to "expected_classifications.csv"   │
│   Agent: │
│   CSVWriter   │
│   │
└──┘

┌──────────────────── 📋 Task Started ────────────────────┐
│   │
│   **Task Started**   │
│   Name: Reviews generated tickets for completeness and accuracy │
│   ID: 3f592857-11b5-4fd2-b7da-63907a3af5d9   │
│   │
└──┘

┌──────────────────── 🤖 Agent Started ────────────────────┐
│   │
│   Agent: **Quality Centric Agent**   │
│   │
│   Task: Reviews generated tickets for completeness and accuracy │
│   │
└───┘
```

```
nai.com/v1/chat/completions "HTTP/1.1 200 OK"
2026-02-14 22:07:38,449 INFO root run_id=3ce359ae msg=OpenAI API usage: {'prompt_tokens':
 439, 'completion_tokens': 739, 'total_tokens': 1178}
┌─────────────────── ✅ Agent Final Answer ───────────────────┐

   Agent: Quality Centric Agent

   Final Answer:
   Ticket Id: 3
   Title: AppOne crashes occasionally causing poor user experience
   Quality Check Score: 6/10
   Review Summary: The ticket identifies a high severity bug of app crashes affecting
   usability, which is important. However, it lacks explicit "Steps to Reproduce,"
   platform information, and detailed technical context which are critical for
   debugging. The description is somewhat vague and incomplete for immediate action by
   developers.

   Ticket Id: 4
   Title: AppThree UI not intuitive causing high user dissatisfaction
   Quality Check Score: 5/10
   Review Summary: This complaint highlights significant user dissatisfaction due to
   UI issues. It appropriately sets the severity as high but is missing detailed
   reproduction steps and platform specifics. The ticket description is high-level and
   lacks concrete examples or actionable points, limiting its usefulness.

   Ticket Id: 6
   Title: AppOne logs out users unexpectedly disrupting sessions
   Quality Check Score: 7/10
   Review Summary: This bug ticket provides a clearer issue (unexpected logout
```

Manual Override

Run processing

This calls your agent runner (`src.main.main`). If your crew writes its own CSVs, keep that logic there; UI will still manage the three required output files.

Start Processing

Processing complete

Review / edit / approve tickets

source_id	source_type	category	priority	technical_details	suggested_title
3	User Review	Bug	High	Steps to Reproduce: Not provided explicitly. User experiences app crashes occasionally. Pla	AppOne crashes occasionally causing poor user experience
4	User Review	Complaint	High	Steps to Reproduce: Not specified. Platform Info: Not specified. Severity: High indicating sig	AppThree UI not intuitive causing high user dissatisfaction
6	User Review	Bug	High	Steps to Reproduce: Issue involves unexpected logout behavior repeatedly. Platform Info: N	AppOne logs out users unexpectedly disrupting sessions
8	User Review	Bug	High	Steps to Reproduce: Not specified. User reports some bugs affecting experience. Platform I	AppTwo has unspecified bugs causing average user experience
10	User Review	Complaint	High	Steps to Reproduce: Not provided. User reports excessive ads negatively impacting experie	AppThree excessive ads degrade user experience significantly
2	User Review	Feature Request	Medium	User requests UI improvements to enhance usability and satisfaction. No technical reprodu	Feature request: UI improvements for AppTwo
7	User Review	Feature Request	Medium	User requests more customization options to tailor app appearance or behavior. No technic	Feature request: Add more customization options in AppThree

Save changes   Approved all New tickets

Configuration Panel

Classification confidence threshold
0.69

Default priority

| Medium | ⌄ |

Category → Priority

Bug

| High | ⌄ |

Feature Request

| Medium | ⌄ |

Complaint

| High | ⌄ |

Praise

| Low | ⌄ |

Other

| Low | ⌄ |

Save configuration

Intelligent User Feedback Analysis System ∞

Dashboard   Manual Override   Analytics

Dashboard

Tickets	New	Approved	Rejected
1	1	0	0

Latest tickets

ticket_id	source	feedback_id	feedback_text	category	priority	status	assignee	created_at	updated_at
f55d93c0	demo	demo-1	The app crashes on login.	Bug	High	New	None	2026-02-08T17:27:22	2026-02-08T17:27:22

Recent processing log

timestamp	event	details
2026-02-08T17:27:22	seed	Seeded demo ticket because generated_tickets.csv was empty
2026-02-14T21:34:30	run_id	f6dd856e
2026-02-14T21:34:30	processing_start	User started processing
2026-02-14T21:34:32	processing_error	Traceback (most recent call last): File "/Users/chandraprakashsarathe/Documents/cp/learning/agentic-ai/edureka/capstone-crew
2026-02-14T21:35:29	run_id	e0ddd791
2026-02-14T21:35:29	processing_start	User started processing
2026-02-14T21:35:30	processing_error	Traceback (most recent call last): File "/Users/chandraprakashsarathe/Documents/cp/learning/agentic-ai/edureka/capstone-crew
2026-02-14T21:35:46	run_id	cce6442b
2026-02-14T21:35:46	processing_start	User started processing
2026-02-14T21:36:45	processing_done	Agents finished