# Documentation for Customer Feedback Processing Documentation

## Overview:

This document provides a detailed explanation of the steps involved in processing customer feedback. The process includes reading feedback data from a file, extracting specific keywords, generating a summary report, and saving the report to a file.

## Steps Involved

### Step 1: Reading the File

1. Purpose:
   To read the customer feedback entries from a specified file.

2. Process:
   Open the file in read mode.
   Read all lines from the file and store them in a list.
   Count the total number of feedback entries.

3. Outcome:
   The feedback data is loaded into the program and the total number of feedback entries is determined.

### Step 2: Extracting Keywords

1. Purpose:
   To identify and count occurrences of specific keywords within the feedback entries.

2. Keywords to Extract:
   good
   bad
   excellent
   poor

3. Process:
   Initialize a dictionary to store counts for each keyword.
   Iterate through each feedback entry.
   For each keyword, check if it is present in the feedback entry (case insensitive).
   If a keyword is found, increment its count in the dictionary.

4. Outcome:
   A dictionary containing the counts of each keyword in the feedback entries.

Step 3: Generating a Summary Report

1. Purpose:
   To create a summary report that provides an overview of the feedback data.

2. Contents of the Summary Report:
   Total number of feedback entries.
   The count of occurrences for each keyword.

3. Process:
   Construct a summary string that includes the total number of feedback entries.
   Append the keyword counts to the summary string.

4. Outcome:
   A summary report string that provides a concise overview of the feedback data.

Step 4: Saving the Report

1. Purpose:
   To save the generated summary report to a specified file location.

2. Process:
   Open the file in write mode.
   Write the summary report string to the file.

3. Outcome:
   The summary report is saved as a text file at the specified location.

## Summary

The process outlined above enables the systematic processing of customer feedback data. By following these steps, feedback entries can be read from a file, specific keywords can be extracted and counted, a summary report can be generated, and the report can be saved for future reference. This approach ensures that valuable insights from customer feedback are efficiently captured and documented.

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