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# Feedback Assessment System Using Sentiment Analysis

## Group Members:-

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- Atik K. Nageshwar (1901046)
- Ankit Kumar (1901031)



# Purpose

Our system aims to provide an alternative way to derive insights from the feedbacks, received from the users of the services.

# Why?

It is inefficient and expensive to analyse the textual feedbacks in large amounts whereas, star based rating systems are information deficient.



# Existing Systems

4 ★ Good choice

Best Samsung phone in this price range. Good battery back up. Decent Display. Fast fingerprint sensor. Rear camera quality is good. front camera is not up to the mark. 90 Hz refresh rate is good. Good user interface. updated to one ui 3.1. there are some pre installed apps which can only be disabled. sound quality is low comparing with other smartphones in same price segment. using in low screen brightness noticed screen flickering. There is no screen protector or case in the box. Takes 160 minutes for full...

[READ MORE](#)



Flipkart Customer Certified Buyer, Kasargod 11 months ago

2894 687

4 ★ Good choice

Amazing smartphone.

Camera , battery back up , display , are awesome 🙌.

It has a little bit heating problem but not at all .

Amazing smartphone for students becoz I'm using as a student . 😊😊.

It is heavy also , this is a bad point for this smartphone.

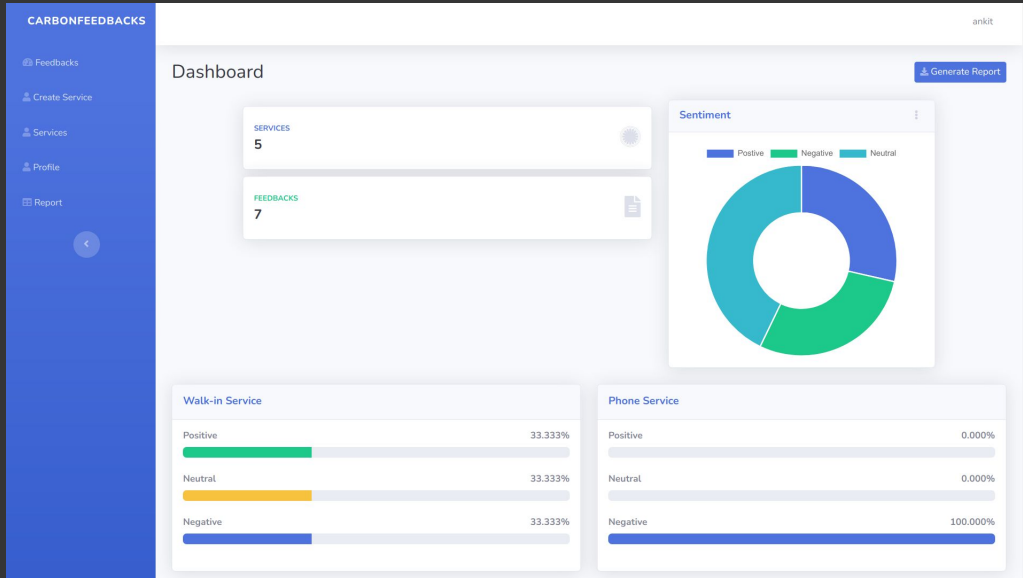
But all good . ND I'm satisfied .

Delivery was also good 🙌.

Thanks flipkart. 😊

Existing system includes star based / textual feedbacks systems. The textual feedbacks provide a rich insight but is very time-consuming to process in large amounts. In retrospect, star based systems are information deficient and do not provide any useful insight.

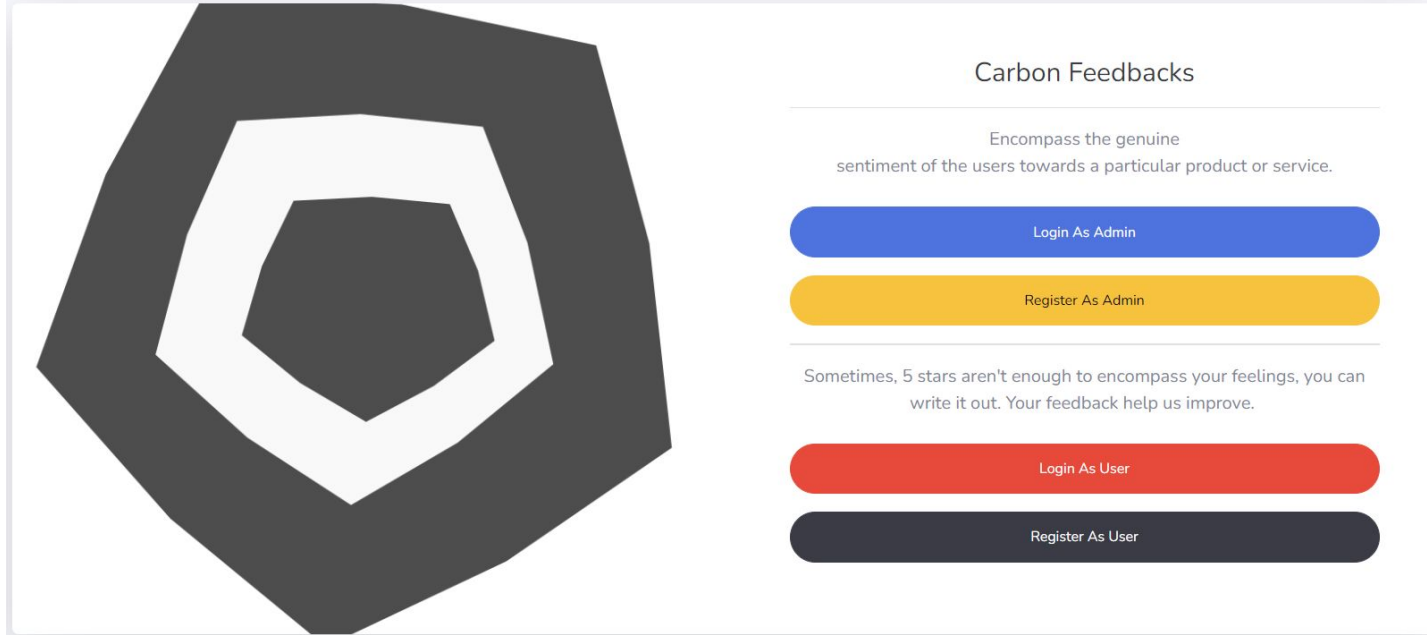
# Proposed Systems



Our sentiment analysis based system aims to provide insightful and actionable data. Manual analysis of textual feedbacks is time-consuming and costly process. Our system aims to overcome this limitation by using machine learning techniques.

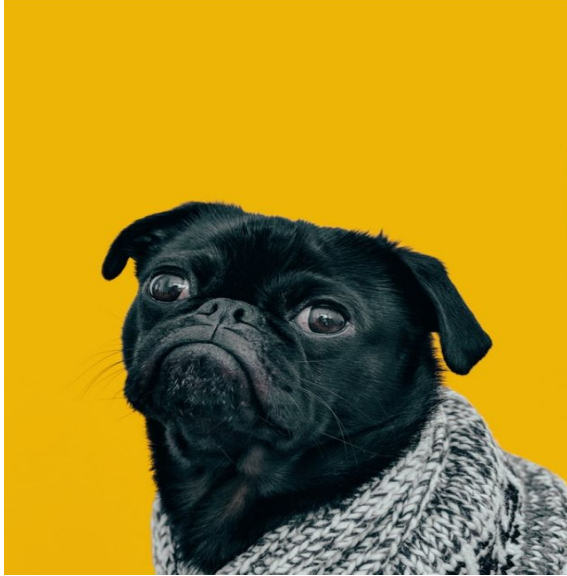
# App Flow

# Home Page



An individual can provide feedbacks by registering and logging-in as an user. One can collect feedback for their services by registering as an admin.

# Registration



Create an Account!

Register Account

[Already have an account? Login!](#)

[Return Home](#)

For registration, an individual will have to provide their username, e-mail address and password.

# User Dashboard

CARBONFEEDBACKS

Feedbacks

Create Feedback

Profile

<

nikhil

Feedbacks

Feedback Information

Feedback Description	Service	Created At	
A fantastic organisation! Great support from beginning to end of the process. The team are really informed and go the extra mile at every stage. I would recommend them unreservedly.	Walk-in Service	2022-03-31 06:59:29	<div>Delete</div> <div>Update</div>
I chatted with support. He was very helpful and answered all my questions concerning my service. I believe he had my interest at heart and found the best coverage for me at a good price.	Live Chat Service	2022-03-31 07:52:10	<div>Delete</div> <div>Update</div>
Bad phone support service. It was very unfriendly experience.	Phone Service	2022-03-31 07:46:00	<div>Delete</div> <div>Update</div>
Feedback Description	Service	Created At	

The user can view logged feedbacks associated with respective services on their dashboard.



# Create Feedback

CARBONFEEDBACKS


Feedbacks

Create Feedback

Profile

<

nikhil



Create Feedback

Walk-in Service

I chatted with support. He was very helpful and answered all my questions concerning my service. I believe he had my interest at heart and found the best coverage for me at a good price.

→ Submit Feedback

The user can give feedbacks by clicking on the create feedback button listed in the sidebar menu.

# Admin Dashboard

CARBONFEEDBACKS

Feedbacks

Create Service

Services

Profile

Report

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ankit

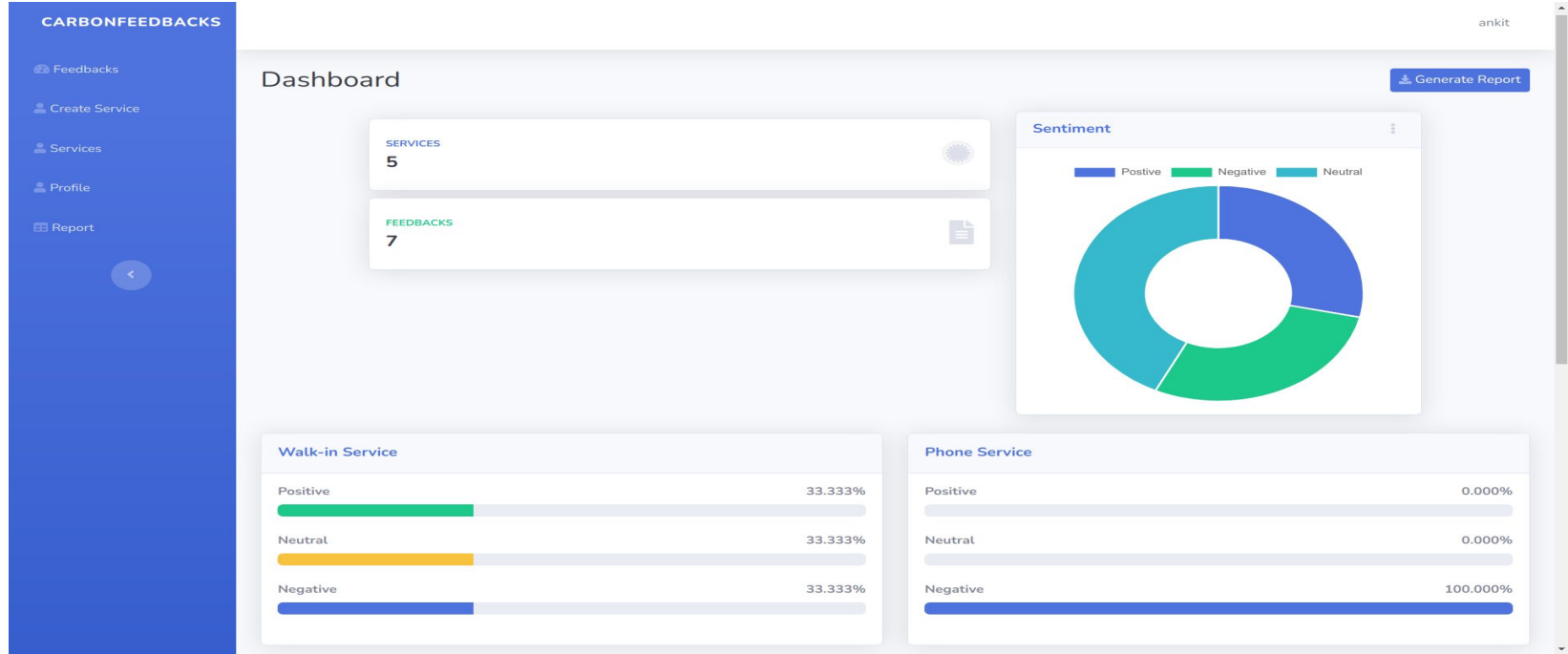
Feedbacks

Feedback Information

Name	Sentiment	Feedback Description	Service	Created At
nikhil	Positive	A fantastic organisation! Great support from beginning to end of the process. The team are really informed and go the extra mile at every stage. I would recommend them unreservedly.	Walk-in Service	2022-03-31 06:59:29
nikhil	Positive	I chatted with support. He was very helpful and answered all my questions concerning my service. I believe he had my interest at heart and found the best coverage for me at a good price.	Live Chat Service	2022-03-31 07:52:10
nikhil	Negative	Bad phone support service. It was very unfriendly experience.	Phone Service	2022-03-31 07:46:00
dushyant	Negative	I had a very bad experience with walk-in service. I had to wait for a long time to get my query resolved.	Walk-in Service	2022-03-31 06:59:29
dushyant	Neutral	The chatbot does not respond. Please improve this functionality.	Chatbot Service	2022-03-31 07:53:36
atik	Neutral	Did not benefit from email service. After multiple emails my problem remain unresolved. Very unsatisfactory.	Email Service	2022-03-31 07:49:49
atik	Neutral	Finally got my problem solved via walk-in.	Walk-in Service	2022-03-31 06:59:29
Name	Sentiment	Feedback Description	Service	Created At

The admin can view user feedbacks associated with their listed services.

# Service Report



The admin can view the sentiment analysis report associated with their listed services.

# Create Services

CARBONFEEDBACKS

Feedbacks

Create Service

Services

Profile

Report

<

ankit

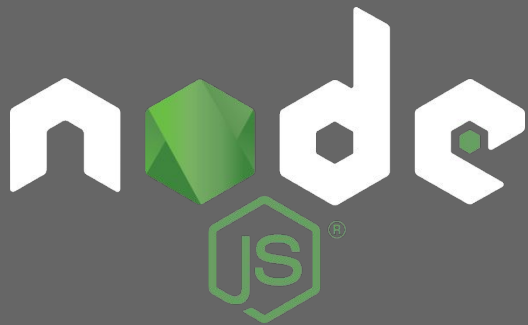
Services

Service Information

Name	Description	Created At	
Walk-in Service	Walk-in directly to our stores to resolve your problems.	2022-03-31 06:59:29	<div>Delete</div> <div>Update</div>
Phone Service	Get your problems resolved via phone service.	2022-03-31 07:46:00	<div>Delete</div> <div>Update</div>
Email Service	Email your queries to official support mail.	2022-03-31 07:49:49	<div>Delete</div> <div>Update</div>
Live Chat Service	We provide live chat with customer support to resolve your problems.	2022-03-31 07:52:10	<div>Delete</div> <div>Update</div>
Chatbot Service	Our chatbot is available 24/7 to help you with your problems.	2022-03-31 07:53:36	<div>Delete</div> <div>Update</div>
Name	Description	Created At	

The admins can list a service by clicking the 'create service' button on the sidebar.

# Technologies Used



# Contributions

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# Nikhil Maurya

1. Designed and implemented frontend using Bootstrap Framework.
2. Implemented authentication routes using passport.js
3. Implemented CRUD routes using expressjs.
4. Implemented rendering logic using EJS.

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# Dushyant Rai

1. Created SQL tables using DB Browser.
2. Implemented methods to interact with SQLite tables using Knex (SQL query builder).



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# Atik K. Nageshwar

1. Implemented Sentiment Analysis API using Flask.
2. Deployed the API on heroku.
3. Deployed the web application.

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# Ankit Kumar

1. Implemented CRUD routes using expressjs.
2. Implemented rendering logic using EJS.
3. Integrated SQL methods with CRUD API routes.

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**Thank  
You!**