



# Sentiment Analysis

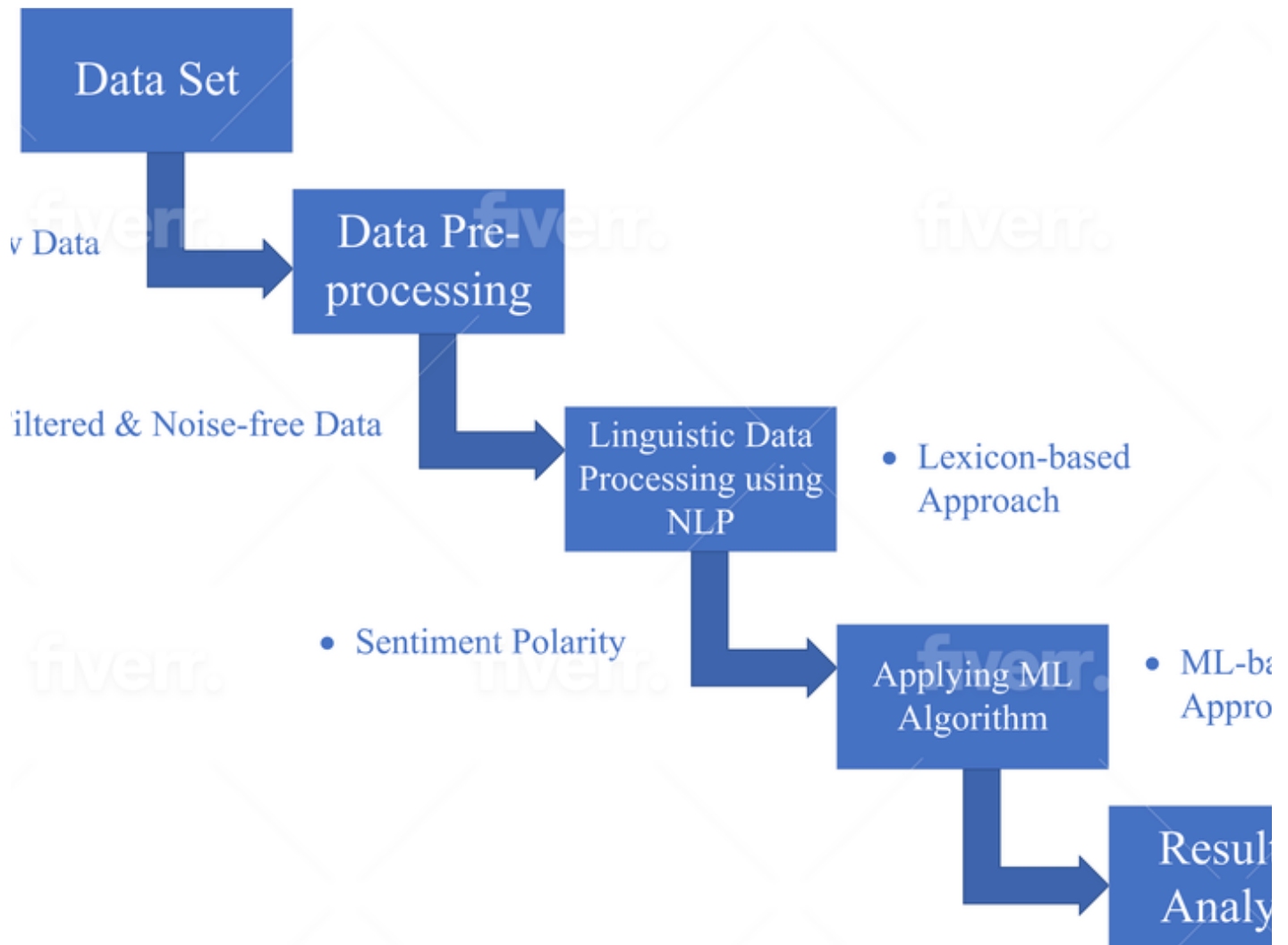


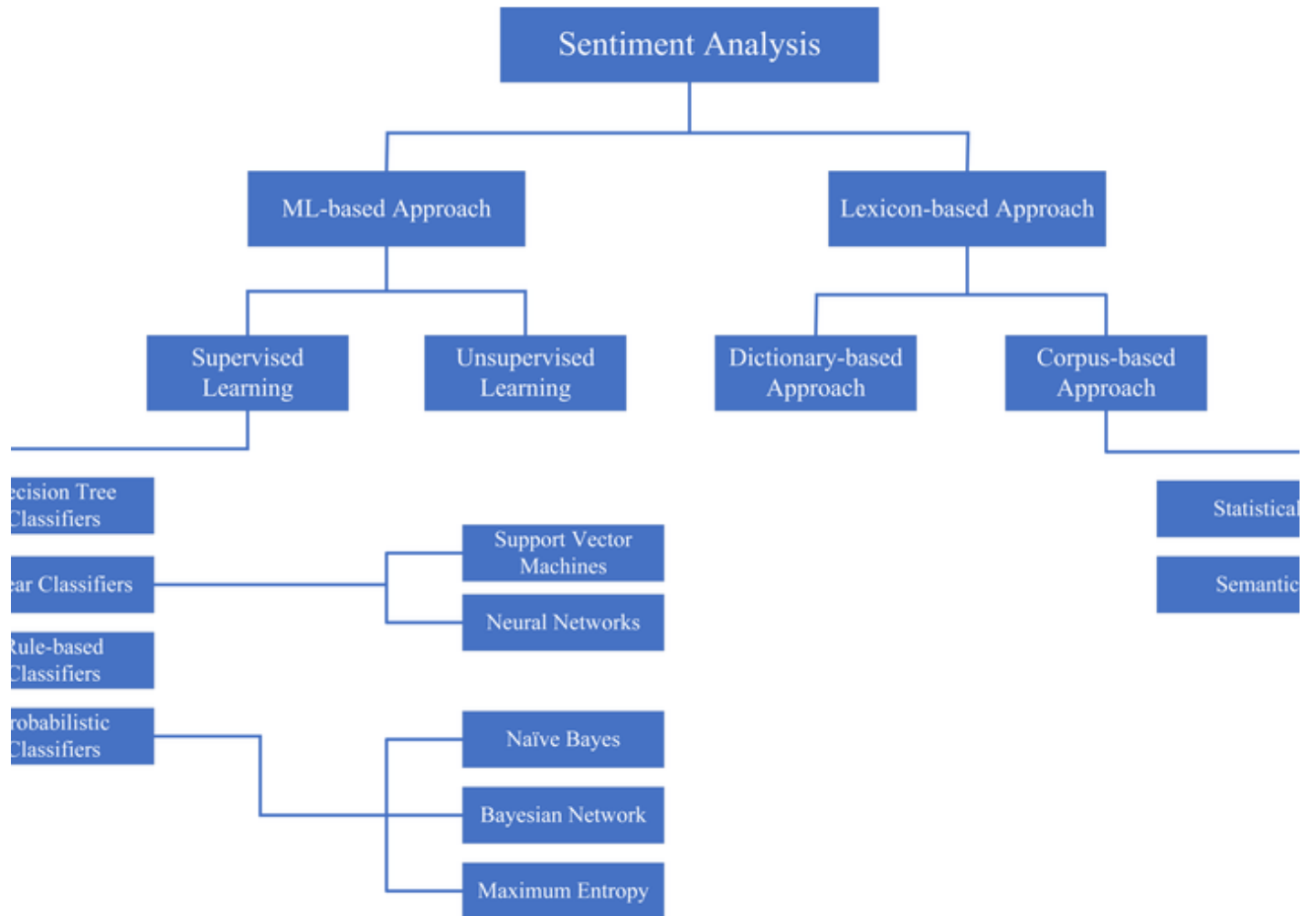
Jennifer Morales (C)  
Contingent Worker

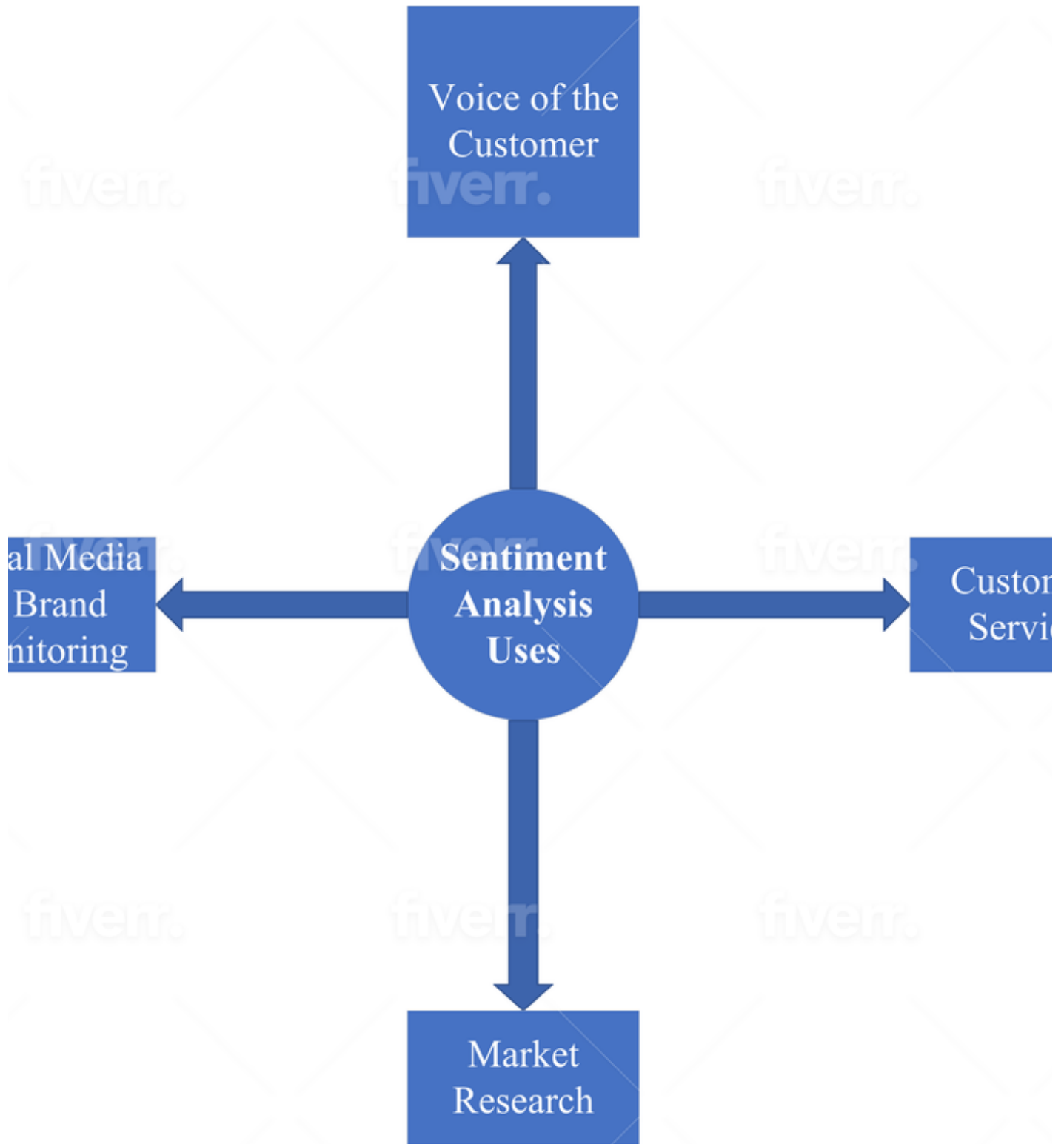


**Sentiment analysis** (also known as **opinion mining** or **emotion AI**) is the use of [natural language processing](#), [text analysis](#), [computational linguistics](#), and [biometrics](#) to systematically identify, extract, quantify, and study affective states and subjective information. Sentiment analysis is widely applied to [voice of the customer](#) materials such as reviews and survey responses, online and social media, and healthcare materials for applications that range from [marketing](#) to [customer service](#) to clinical medicine. With the

rise of deep language models, such as RoBERTa, also more difficult data domains can be analyzed, e.g., news texts where authors typically express their opinion/sentiment less explicitly.







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