**Prompt title:**

Tasks:

1. **Problem Understanding**
   1. **What is the objective of this feature?**
      1. **Ans:** the objective is a feature a enble usres to archive the specific   
         \*achievable

\*relevant  
\*time bound

* 1. **Why is it impoatant for the e – commerce platform ?**

**Ans:**

* + 1. The e-com platform is important for now a days because of the c-commerce platform is help for the people to shop easily and safely online.
    2. It builds a trust the by protecting the customer datas and providing a shopping experience
    3. In e-commerce **users:**
       1. **Customer**
       2. **Seller or vendors**
       3. **Admin or owner platform**
       4. Delivery partners
       5. Supporting team
       6. Development team

1. **Design approach**
   1. **What is a input data ?**
      1. The input is a CSV file containing two main columns:
         1. review\_text data (actual customer review )
         2. category the label indicating the type of issue or feedback (delivery Issue, product quality, customer service )
   2. **what is a output?**
      1. The output is predicted the category label for a new customer reviews and this will help in classifting the reviews automatically to predefineing categories
   3. **High-level pipeline steps include data collection , preprocessing ,model training ,and prediction.**
      1. Data collections :
         1. Load the dataset from a csv file to the dataframe
      2. Preprocessing :
         1. Convert all data into text to lowercase
         2. Removing a punctuation, numbers, stopwords
      3. Model training :
         1. The train a text classification model such as Logistic Regression and multinomial naïve bayes using to the vectorized data and category labels
         2. Split the data into training and testing sets of evaluate performance.
      4. **Prediction:**
         1. The trained model takes a new customer review as input and predicts its most like category (e.g: Delivery Issue, Product Quality).
         2. This will help to the automatr review handling and business improvement
2. **Python code implementation**
   1. Git clone https://github.com/kavistark/TransAltus\_Test.git
3. **Final Reflections :**
   1. One challenge is that sometimes reviews are too short or confusing, so the model gives the wrong category.
   2. To improve this, we can use a better model like BERT that understands meaning better and supports more categories.