

# USER MANUAL FOR SentACast

The SentACast system is a web-based sentiment analysis application designed to analyze e-commerce customer reviews, identify sentiment trends, and support human validation. This user manual provides guidance on how to access and use the system effectively.

## System Access

SentACast is deployed using Streamlit and accessed through a web browser. Users do not need to install Python or any additional software.

To access the system:

1. Open a web browser (Chrome, Firefox, or Edge).
2. Enter the provided SentACast link. ([Enter link](#))
3. The dashboard loads automatically

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## Uploading Data

1. Click on the Upload Dataset button on the dashboard.
2. Select a CSV file containing customer reviews.
3. Ensure the dataset follows the required format (e.g., review text column).
4. Once uploaded, the system automatically validates the file.

## **Running Sentiment Analysis**

After uploading the dataset, click Analyze Sentiment. The system preprocesses the data and performs automated sentiment analysis. Reviews are classified as positive, negative, or neutral. Low-confidence predictions are flagged for review.

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## **Human Review**

Flagged reviews are displayed in the review panel. Users can: Accept or reject predictions individually. Corrections made by users are saved and reflected in the final results.

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## **Viewing Results**

Sentiment distribution charts show overall customer sentiment. Trend graphs display sentiment changes over time. Word clouds highlight frequently used terms in reviews.

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## **Generating Reports**

Users can export results in the following formats:

PDF, Word, Excel

Click the Export Report button and select the desired format.

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## **System Exit**

Users can safely exit the system by closing the browser window.