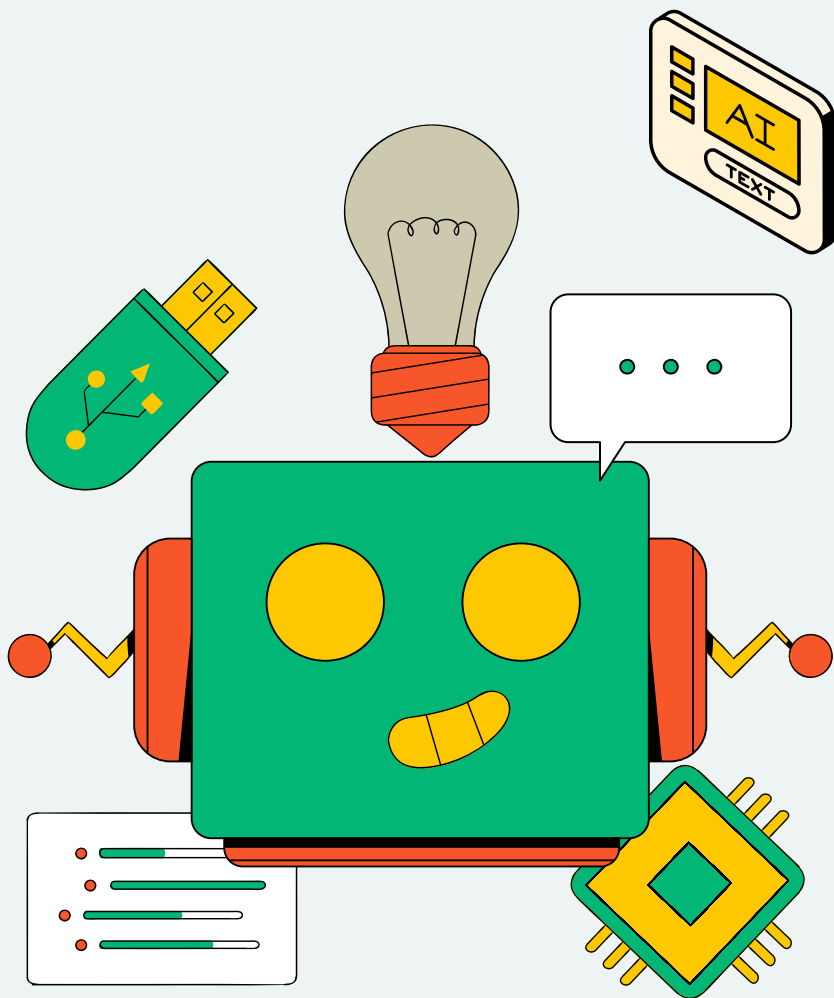


THYNK UNLIMITED
WE LEARN FOR THE FUTURE



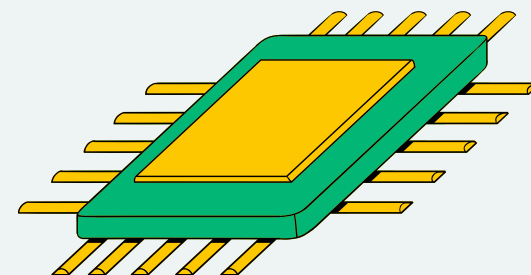
SURVEY ANALYTICS.

PRESENTATION

PRESENTED BY:

ស៊ីឡុយ វិណ័យ 6610422023

កុមារា វណ្ណឌី 6610422026



OBJECTIVE

Develop a sentiment analysis model for Thai guest comments using additional tools.

Analyze guest comments to understand guest sentiment and its potential impact on satisfaction scores.



TOOLS AND MODEL



Sentiment Analysis Model

distilbert/distilbert-base-uncased-finetuned-sst-2-english

Translation Model

Helsinki-NLP/opus-mt-th-en

Visualization Tools



STEP PROCESSING.



DASH &
VISUALIZATION



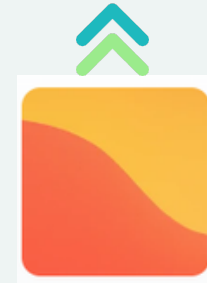
OUTPUT
DATA



MODEL



TRANSLATION
MODEL



SENTIMENT
ANALYSIS MODEL

INPUT
DATA



COMMENT ANALYSIS

APPLICATION

DATA

COMMENT

WORDS

— Analyze how comment sentiment correlates with satisfaction scores. Gain a richer understanding of customer experience and identify areas for improvement.

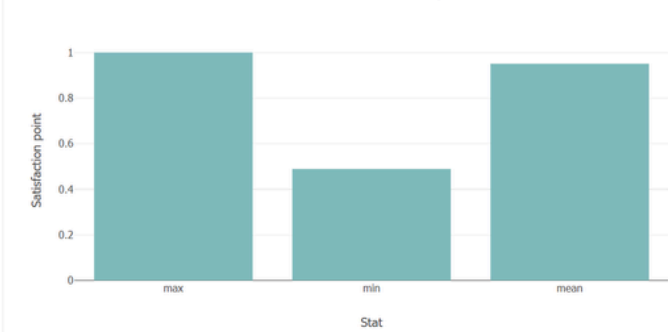
ABOUT DATA

354

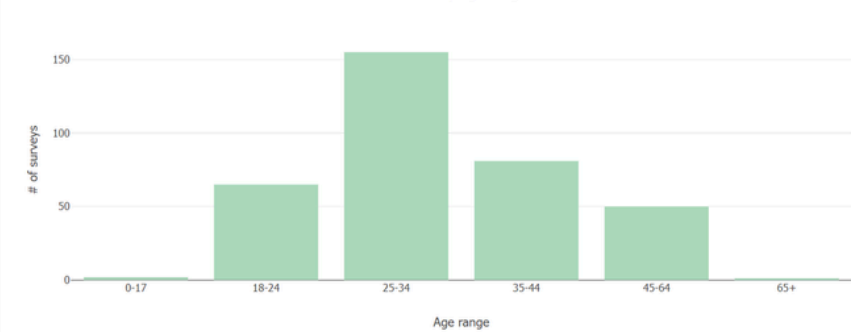
number of surveys
— This information stems from customer satisfaction surveys conducted among individuals utilizing our company's services.



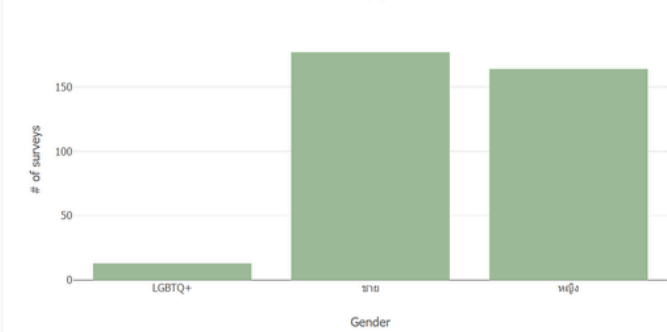
Statistics on satisfaction point



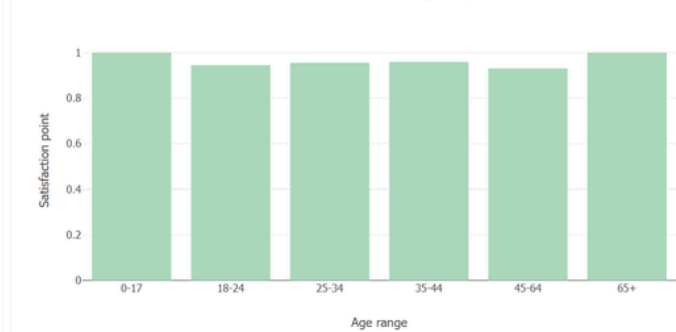
Count by age range



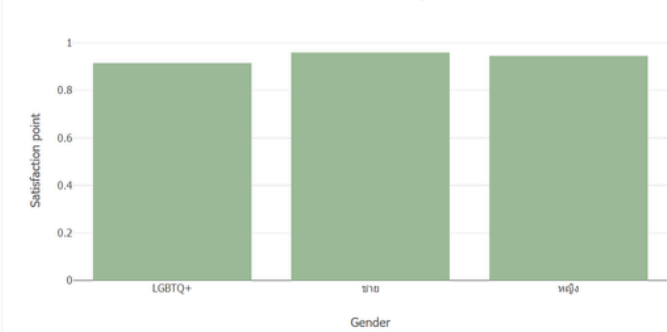
Count by gender



Satisfaction point by age range



Satisfaction point by gender



COMMENT PAGE.



COMMENT ANALYSIS

APPLICATION

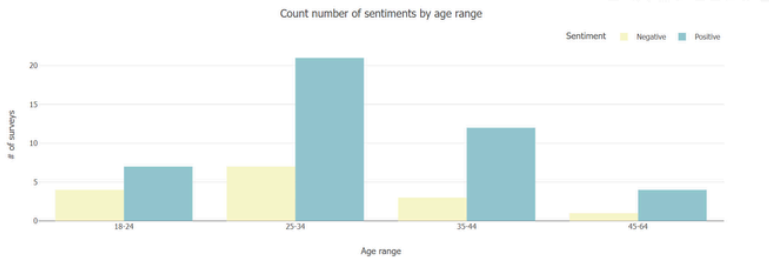
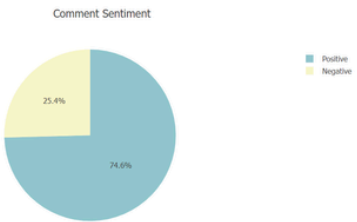
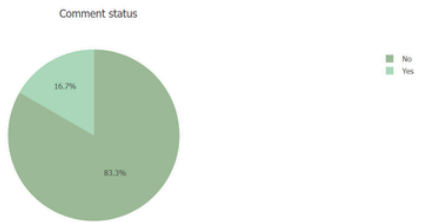
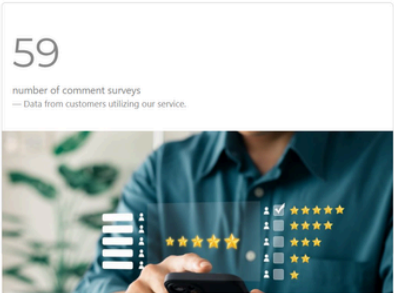
DATA

COMMENT

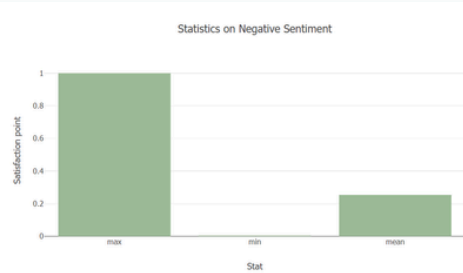
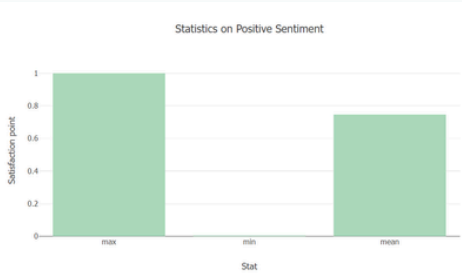
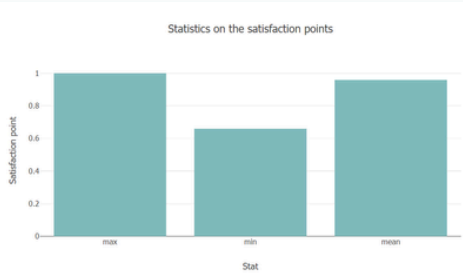
WORDS

— Analyze how comment sentiment correlates with satisfaction scores. Gain a richer understanding of customer experience and identify areas for improvement.

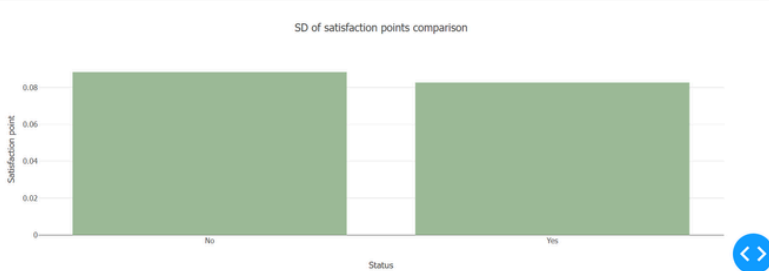
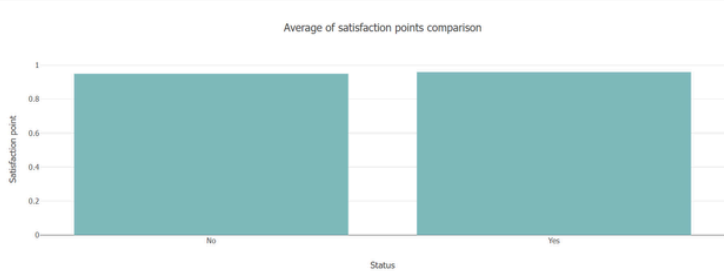
CUSTOMERS COMMENTS



STATISTICS ON SATISFACTION POINTS OF CUSTOMERS WHO HAVE PROVIDED COMMENTS



COMPARISON FOR WHO HAVE AND HAVE NO PROVIDED COMMENTS



WORDS PAGE.



COMMENT ANALYSIS

APPLICATION

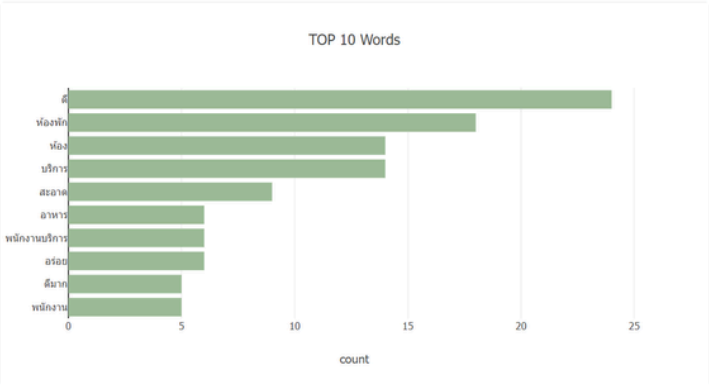
DATA

COMMENT

WORDS

— Analyze how comment sentiment correlates with satisfaction scores. Gain a richer understanding of customer experience and identify areas for improvement.

WORDS FREQUENCY



THANK YOU.

ស័ង្កត្ត វិណត្តិ 6610422023

កព្វក្សា ច័ន្ទធាន ៦៦១០៤២២០២៦

