Abstract

Zero-Shot Learning (ZSL) is a transformative approach in machine learning that enables models to classify and understand data without prior examples. This report explores its application in analyzing customer feedback. ZSL leverages natural language understanding to categorize feedback into actionable insights, improving operational efficiency and customer satisfaction. By using pre-trained language models and leveraging external knowledge bases, ZSL provides a cost-effective and scalable solution for businesses.

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Shashwat Bhamare

229309157

Saurabh Verma

229309133

Saksham Srivastava

2293019136

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