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AI Engineer Assignment Report : Hindi Conversation Analysis

GitHub Repository Link : https://github.com/siddharth-1210/Predixion.AI-Task

Conversation Summary

The recovery agent contacts Mr. Kumar to discuss the missed EMI payment. Mr. Kumar explains that he has lost his job and is currently seeking new employment. The recovery agent emphasizes the importance of timely payments and negotiates a plan where Mr. Kumar agrees to make a partial payment the following week and the remaining amount by the 15th of the next month.

Key Actions:

• Mr. Kumar to make a partial EMI payment next week.

• Mr. Kumar to pay the remaining EMI by the 15th of the next month.

• Recovery agent to send payment details via SMS.

• Mr. Kumar to follow the payment plan.

Sentiment Analysis:

Recovery Agent Sentiment: Neutral

• The recovery agent maintains a professional and understanding tone throughout the conversation.

Borrower Sentiment: Neutral

• Mr. Kumar expresses his difficulties and negotiates a feasible payment plan without showing extreme emotions.

Assumptions:

• The conversation is in Hindi, indicating that the analysis methods used should support the Hindi language for accurate sentiment analysis and translation.
• The "**SentimentIntensityAnalyzer**" from the NLTK library is employed to determine the sentiments of the participants in the conversation.
• The notebook seems to involve steps for manual summarization and translation of the conversation before performing sentiment analysis.

Conclusion:

The conversation between the recovery agent and Mr. Kumar was professionally handled, resulting in a mutually agreeable payment plan. Both parties maintained a neutral tone, reflecting a constructive and empathetic interaction. Implementing the recommendations can further enhance customer relations and ensure timely payments. and This assignment was completed with detailed Hindi Conversation.