Ideation Phase
Empathize & Discover
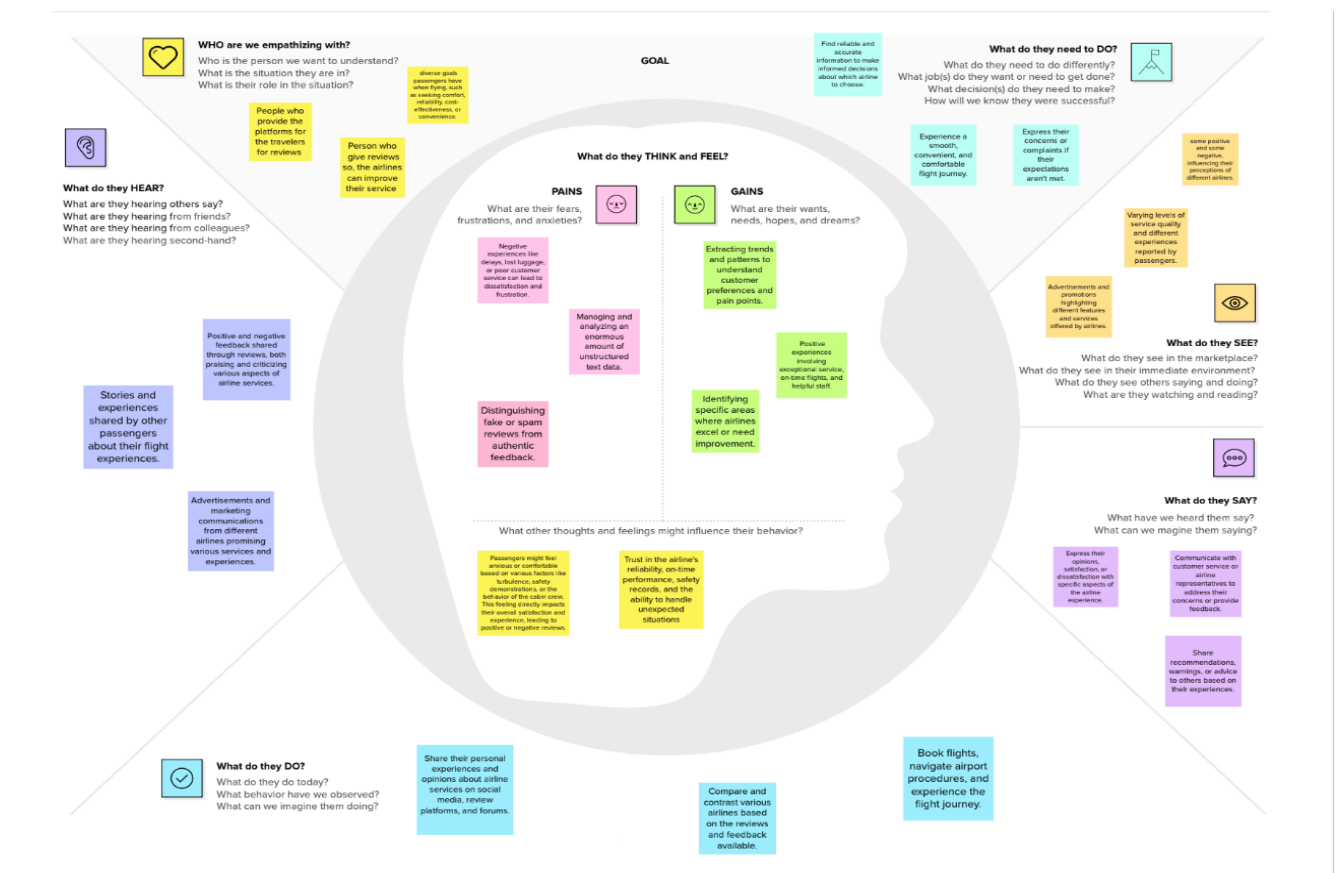
Date	30 October 2023
Team ID	Team-592109
Project Name	Airline Review Classification Using Machine Learning
Maximum Marks	4 Marks

Empathy Map Canvas:

Airline Review Classification Using Machine Learning
Our project aims to develop an airline review classification system utilizing machine learning models like Decision Tree, Random Forest, and XGBoost. With the vast user-generated content on social media and travel websites, our goal is to extract valuable insights from unstructured text data. This system will aid airlines in refining their services to enhance passenger satisfaction.

Empathy Map:

Empathy Map Link:

https://app.mural.co/t/aimlproject7769/m/aimlproject7769/1698665631581/2d65a4e5418c3b02974454ca0ba70b1dbdd22eec?sender=ue357c6ce8bb20f83088c6439

Or

https://drive.google.com/file/d/1BuAT3XINowPUliX3VXLztPu8h3_jpg3k/view?usp=sharing