

Overview

Product Ratings based on User Reviews

There are many users who purchase products through E-commerce websites. Through online shopping many E-commerce enterprises were unable to know whether the customers are satisfied by the services provided by the firm. This boosts us to develop a system where various customers give reviews about the product and online shopping services, which in turn help the E-commerce enterprises and manufacturers to get customer opinion to improve service and merchandise through mining customer reviews. An algorithm could be used to track and manage customer reviews, through mining topics and sentiment orientation from online customer reviews. Certain keywords mentioned in the customer review will be mined and will be matched with the keywords which are already exist in the database based on the comparison, system will rate the product and services provided by the enterprise. This system will use text mining algorithm in order to mine keywords. **The System takes review of various users, based on the review, system will specify whether the products and services provided by the E-commerce enterprise is good, bad, or worst and rank them category wise within a price range.**

We use a database of sentiment based keywords along with positivity or negativity weight in database and then based on these sentiment keywords mined in user review is ranked. This system is a web application where user will view various products and purchase products online and can give review about the merchandise and online shopping services. This system will help many E-commerce enterprises to improve or maintain their services based on the customer review as well as to improve the merchandise based on the customer review.

Advantages

This system will be useful for those users who often purchase products online.

This system will help the E-commerce enterprise to know about their services and merchandise.

Since system ranks the feedback based on the weight age of the keywords in the database, so the result is appropriate.

Group Members

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|--------------------|---|---------|--------------|
| 1. Dessitti Sagar | - | Roll 5 | (Back-end) |
| 2. Shyam Ji Mishra | - | Roll 31 | (Front End) |
| 3. Bikram Biswas | - | Roll 1 | (Mean Stack) |
| 4. Ejaz Hasnain | - | Roll 13 | (Front End) |
| 5. Priyanshu karn | - | Roll 34 | (Back End) |