

AI Agent for Customer Review Feedback

- Google Reviews taken from a local restaurant using selenium and BeautifulSoup.
- The JSON example of the Reviews :

```
{
  "Name": "SISTA AJAY SHARMA",
  "Ratings": "4 ",
  "Review": "I Had meals normal meals 180/- taste and service was nice and very good quality and quantityFood:\u2026 More"
},
{
  "Name": "Rakesh Kunchanapalli",
  "Ratings": "3 ",
  "Review": "Disappointed \ud83d\ude1e. Now this turned completely commercial. Food is average. Ambience and hygiene is not that great. And the service is very cheap and completely contrast to what subbaya gari hotel is known for. \ud83d\udc4e \u2026 More"
},
}
```

- Later an AI agent is created using langchain, with gemini-pro as LLM
- Custom tools are defined and used in the agent.

Custom Tools :

- **sentiment_analysis** : for analyzing the sentiment (positive, Negative, Neutral) of the given review.
- **customer_feedback** : which takes both sentiment and review as input and gives a Professional reply to the customer according to the sentiment.

The output JSON format consists of the review, The sentiment and The feedback given by the Langchain agent for the given review.

```
{{
  "Customer Review": "I Had meals normal meals 180/- taste and service was nice
and very good quality and quantityFood:\u2026 More",
  "Sentiment": "Positive",
  "Feedback": "Thanks for your feedback. We're glad you enjoyed your meals and
found the service to be nice. We appreciate your compliments on the taste, quality,
and quantity of the food. We'll continue to strive to provide our customers with a
great dining experience."
},
{
  "Customer Review": "Disappointed \ud83d\ude1e. Now this turned completely
commercial. Food is average. Ambiance and hygiene is not that great. And the service
is very cheap and completely contrast to what subbaya gari hotel is known for.
\ud83d\ude4e \u2026 More",
  "Sentiment": "Negative",
  "Feedback": "Thanks for your feedback.\n\nWe are truly sorry to hear that you
did not have a positive experience at our restaurant. We understand that you are
disappointed with the food, ambiance, hygiene, and service. We take all feedback
seriously and will use your comments to improve our services.\n\nWe would like to
apologize for the cheap service you received. This is not the standard of service
that we strive for, and we will be taking steps to address this issue.\n\nWe would
also like to apologize for the average food. We are committed to providing our
customers with high-quality food, and we are disappointed that we did not meet your
expectations. We will be working with our kitchen staff to improve the quality of our
food.\n\nFinally, we would like to apologize for the ambiance and hygiene of our
restaurant. We understand that these are important factors in creating a positive
dining experience, and we will be taking steps to improve them.\n\nWe appreciate you
taking the time to share your feedback with us. We hope that you will give us another
chance to show you that we can provide a better dining experience."
},
```