Aurora Echo – Audio-visual Service Feedback System

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Abstract

Service feedback systems are widely used in daily life, but the traditional text feedback system is not vivid and direct enough. Users will only give its rate and sometimes write a few words, or be required to fill in a blank with staggering amount of questions, which is not enough for the resource provider to improve its service. In this paper, we propose a new feedback system, named **Aurora Echo**, which provides audio-visual feedback for the resource provider. Through numerous artificial intelligence, such as LLM, we can make the system more friendly to not only user but also the resource provider.

*The article is written during the summer camp held by Shanghai Jiao Tong University, which provides us a stage to crate innoative applications with artificial intelligence. Ethan Goh's Chinese Pinyin name: Wu Chengyu. Ethan Goh designed the project and the architecture of the system, and takes the responsibility of the development.

†Wu develops some extensions for the system, and takes the responsibility of the testing.

‡Wang makes the presentation for the project, and participate in the development.

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1 Introduction

In daily life, resource provider may want users to provide the feedback of the resource[4], but in text form, it is hard to capture the direct response, including the facial emotion, the sense of speaking. In text form, we sometimes rate it as 5 stars, but in fact we are not satisfied with the service, since we just want to get the reward, or we are too lazy to write the feedback. It is also boring to type comments, especially facing the "50 words at least" and similar requirement.

Is there a way to provide feedback in a more vivid and direct way? Associating the video conference, we adapted the form and integrate artificial intelligence algorithms to provide a more vivid and direct feedback system.

The **Aurora Echo** system, as we named, is a system that provides audio-visual feedback for the resource provider. It mainly uses `transformers`[25] provided by HuggingFace, `PyTorch`[20] provided by Meta, and `MediaPipe`[15] provided by Google, to recognize the facial emotion, the sense of speaking, and the content of the speech. Then we can use Large Language Models (LLMs), such as Llama-3, to summarize and analyze the feedback, giving effective response to the resource provider and the feedback giver.

The innovative parts of the project are:

- The system uses the audio-visual way (inspired by video conference) to fetch the feedback, which is more vivid and direct.
- The system introduces Large Language Models (LLMs) to summarize and analyze the feedback. We can use LLMs to generate the response to the IS-friendly format, to statistic the feedback, and help the resource provider to improve its service.
- Privacy is considered in the system. We apply mosaic to the video feedback, and we do not store the video feedback, only the audio feedback and the analysis.
- The interface for frontend. We provide a web interface for not only the resource provider to check the feedback and the analysis, but also the feedback giver to feedback the response and track the feedback.

2 Background

The traditional feedback system experienced a long history. From the users, the feedback is the most direct way for resource providers to know how the users feel about the resource.[11]

First, people use suggestion boxes to collect feedback. It can be regarded as the first step of the feedback system. Users are required to write down their feedback on a piece of paper and put it into the suggestion box, which takes a long time to collect and analyze the feedback.

Then, companies may contact customers to have a survey or an interview. It makes the process of feedback more direct, but it still requires a lot of time and human resources. With the proliferation of cell phones, companies may employ the SMS or email to collect feedback, which is more efficient than the traditional way.

Nowadays, companies may ask users to rate the service in several seconds, or provide a form to fill in. It is friendlier to the automation system, but either user's time or the completeness of the feedback is not enough.

Above all, the traditional feedback system requires a lot of human resources, and the feedback is not vivid and direct enough. With the development of LLMs, people may use Large Language Model to analyze the text feedback, but still, the most immediate aspect cannot be represented.

3 Architecture

The figure 1 shows the basic architecture of the **Aurora Echo** system. The **Aurora Echo** system is mainly composed of three parts: the audio process system, the visual recognition system, and the feedback analysis system. Beside of the core system, we also provide a web interface for the resource provider to check the feedback and the analysis.

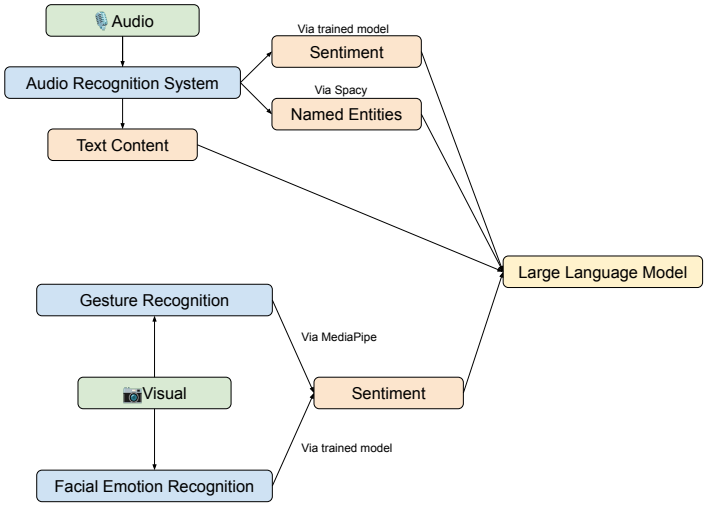

Figure 1: The basic architecture of the **Aurora Echo** system.

3.1 Audio Process System

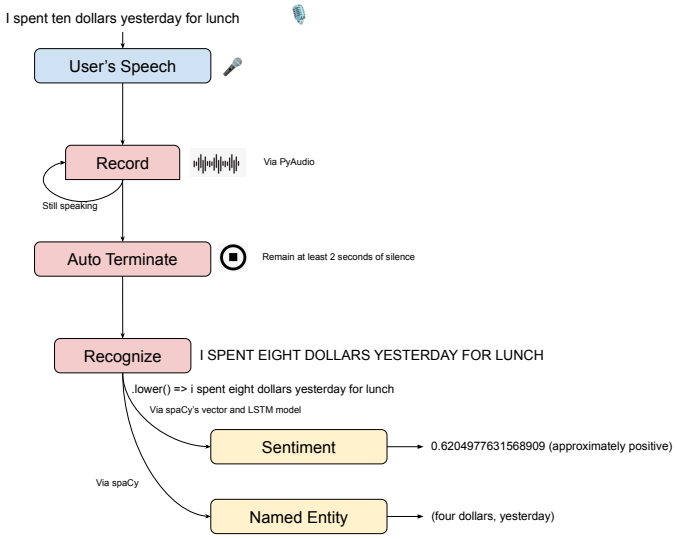

Figure 2: The audio process system of **Aurora Echo**.

The Audio Process System of **Aurora Echo** is responsible for recording the audio feedback and converting it into text. We also require the system to initially recognize the named entity and the sentiment of the speech.

3.1.1 Audio Recording

Through `PyAudio`[24] library, we can record the audio feedback, and stop recording after 2 s of silence.

According to the formula of calculating RMS level of the signal in dB (formula 1), we can calculate the RMS level of the audio feedback.

$$\text{RMS} = 20 \times \log_{10} \left(\frac{1}{N} \sum_{i=1}^{N} x_i^2 \right) \tag{1}$$

The algorithm of the stop recording is, when the RMS level of the audio feedback is less than 30 dB, we stop recording.

3.1.2 Audio Recognition

Then we use the `wav2vec` model [6], we can convert the audio into text. According to the configuration of the pilot test environment, we selected the `wav2vec2-large-960h` model, which is a pre-trained model provided by HuggingFace and Facebook.

The result of the audio recognition is a text with all capital letters, and we used `spaCy`[12, 13] library to load the sentence.

3.1.3 Sentiment Analysis

The sentiment analysis is a logistic regression model trained on the `IMDb`[19, 16] dataset. We use the LSTM[21] model to train the sentiment analysis model.

3.1.4 Named Entity Recognition

We directly use the `spaCy` library to recognize the named entity in the text.

3.2 Visual Recognition System

The visual recognition system involves the `MediaPipe` library to recognize the face position and the gesture, and a fine-tuned ResNet-34 [10] for the facial emotion recognition.

The figure 3 shows the visual recognition system of **Aurora Echo**.

3.2.1 Facial Emotion Recognition

Through the `MediaPipe` library, we can recognize the face position and the facial emotion of the feedback giver.

We normalized the image with following steps:

1. Recognize the face via `MediaPipe`.
2. Crop the face region.
3. Resize the face region to 256×256.
4. Automatically adjust the brightness, contrast, and saturation, and automatically rotate and flip the image.
5. Normalize the image.

Then, we adjust the `fc` layer of the fine-tuned ResNet-34 model to recognize the facial emotion.

The datasets are collected from `Kaggle`[22, 14], and artificially collected them into angry, disgust, fear, happy, neutral, sad, and surprise.

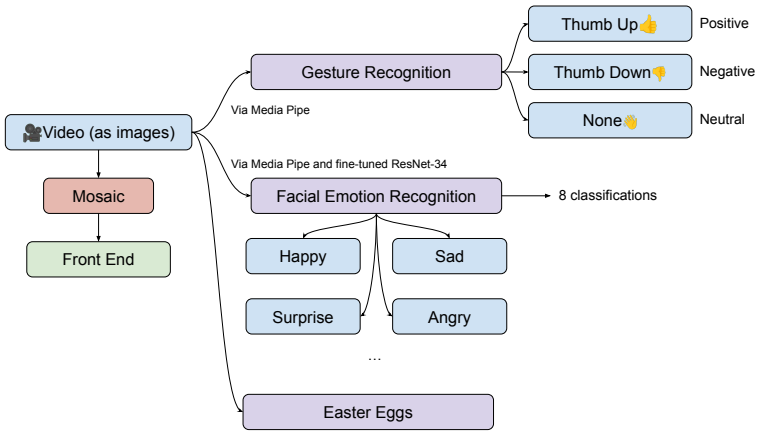

Figure 3: The visual recognition system of **Aurora Echo**.

3.2.2 Gesture Recognition

The gesture recognition is an accessibility function that helps the model knows the feedback giver's reaction more. We do not apply the ML model to the gesture recognition, but we use the `MediaPipe` library to recognize the gesture. Then we classified the gesture into 3 categories: thumbs up, thumbs down, and others.

3.3 Large Language Model Integration

The Large Language Model (LLM) is the core of the feedback analysis system.

Considering the environment, we selected `Llama-3-8B-Instruct`[3], or `Qwen2-1.5B-Instruct`[2] as the offline LLM, or `gpt-3.5-turbo`[18] or `Llama-3-70B-Instruct` (provided by Baidu)[17] as the online LLM.

The LLM is responsible for summarizing the feedback, analyzing the feedback, and generating the response.

The invocation prompt is attached in the appendix.

4 Conclusion

The **Aurora Echo** system is a new feedback system that provides audio-visual feedback for the resource provider. Through its 3 parts, the audio process system, the visual recognition system, and the feedback analysis system, we can provide a more vivid and direct feedback system for the resource provider. The system is also privacy-friendly, and we provide a web interface for the resource provider to check the feedback and the analysis.

The code of the system is available at `https://https://github.com/zzteam-rccup/aurora-echo.git`.

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