

Sentimental Analysis on Webio Comments using Machine Learning

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Abstract: *Sentiment analysis is a powerful technique that allows us to automatically classify the sentiment of a text into positive, negative or neutral categories. In this study, we explore the application of sentiment analysis on Webio comments using machine learning algorithms. Webio is a popular online platform that enables users to interact with chatbots and customer service representatives. By analysing the sentiment of Webio comments, businesses can gain valuable insights into customer satisfaction and identify areas of improvement in their products or services. We used a dataset of Webio comments and employed various machine learning algorithms, including Support Vector Machines(SVM), Naive Bayes(NB), and Random Forest(RF), to classify the sentiment of the comments. We evaluated the performance of the algorithms using metrics such as accuracy, precision, recall, and F1-score. Our results show that the SVM algorithm outperformed the other algorithms, achieving an accuracy of 85% in classifying the sentiment of Webio comments. We also conducted feature selection experiments to identify the most important features in the classification task, and found that the presence of certain keywords and emoticons had a significant impact on sentiment classification. Overall, our study demonstrates the effectiveness of machine learning algorithms in analysing sentiment on Webio comments and provides insights into the features that are most indicative of sentiment in this context.*

Keywords: Webio comments

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