

Feedback Sentiment Classification Using Machine Learning

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Abstract: In recent years e-commerce and trend towards the online purchasing is increased, people often purchase the most of products from e-commerce shopping websites, customers rely on the number of reviews and stars of products to choose the right product for them. Fraud companies also pay fraudsters to increase the rating of a product, this tends to mislead the people and people end up with the product that they are not satisfied with. This can be stopped to some extent by using machine learning algorithms. The proposed method uses Machine Learning Algorithms like Naive Bayes, CNN, Support Vector Machine, Logistic regression Classifier which helps the people to differentiate disappointed feedback and satisfied reviews.

Keywords: Amazon Dataset, Naive Bayes, Support Vector Classifier, Convolutional Neural Network, Logistic regression Classifier, Feedbacks Classification, Supervised Machine Learning, Flask, etc.

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