VET RANKER SYSTEM

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Abstract

In the traditional government sector customers are not able to give their feedback in a meaningful manner. And customer complaints are considered as an important source of information. Since complaint management vital for customer satisfaction, any measure of complaint behaviour should consider the degree and quality of the underlying customer satisfaction. Therefore, analyzing customer complaints is part of the process of a business. Therefore, this project would be analyzing customer complaints, in order to improve customer experience. However, a prompt, reasonable and efficient response to a complaint can win you a loyal customer and develop your business's reputation for top quality service. In addition, giving targets to government veterinary surgeons will be helpful to improve their efficiency. Sharing knowledge on doctors' experiences and solutions will help to others to gain their knowledge and to solve their problems according to the solutions they have received. Then recording all the treatments done for the pets will be a resulting of a paperless world

Subject descriptors: Artificial intelligence, Natural language processing, Information extraction, Sentiment analysis

Key Words: Natural Language Processing, Machine Learning, Sentiment Analysis