Feedback Analyzer 2.0: AI-Powered Interactive Feedback Management System

Vaishiga R[1], Dr. Mary Louis[2]
[1]*Undergraduate Student, BSc Data Science, Kumaraguru College of Liberal Arts and Science, Coimbatore, India*
[2]*Professor, Department of Mathematics, Kumaraguru College of Liberal Arts and Science, Coimbatore, Tamil Nadu, India*
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Abstract - The AI-Powered Feedback Analysis System is specifically developed to make the process of collecting, analysing, and interpreting feedback information from different file formats such as CSV, Excel, Word, PDF, Text, etc., more efficient. Within various organizations and learning centres, feedback is often evaluated manually, which is both time-consuming and may provide subjective analysis. This initiative overcomes this process by utilizing advanced text analysis and sentiment detection within a dynamic and interactive web-based interface developed via React and Vite with modern visualization libraries. This system can retrieve both structured and unstructured data, analyse ratings and comments, determine trends, and provide valuable insights to decision-makers. Furthermore, it recognizes positive, neutral, and negative sentiment trends and provides authenticity indicators to make it more reliable. The interface is built with a user-friendly file upload feature and also allows for the visualization of insights in the form of interactive charts and summaries. The combination of natural language processing and interactive data visualization creates a powerful tool for converting feedback into intelligence. The e-learning project represents the potential of AI-driven analytics solutions in supporting the evaluation process, increasing transparency, and leading to improvements in services, training programs, and overall business efficiency.

Keywords: Feedback Analysis, Sentiment Detection, Data Visualization, AI Analytics, Natural Language Processing, React Dashboard, File Processing, Trend Analysis, Survey Analytics, Decision Support

1.INTRODUCTION

Getting feedback is essential for assessing progress and assessing employee satisfaction and identifying areas for improvement. Feedback serves as the measurement tool through which companies assess their performance across educational institutions and professional development programs and customer support environments. The process of examining extensive feedback requires manual review which creates difficulties and results in biased assessment outcomes. Most organizations continue to rely on spreadsheets and basic reports which fail to capture the valuable content that exists within the writing of their users. The increasing volume of received feedback requires us to establish a systematic approach which enables us to efficiently process and interpret incoming data. The purpose of this project is to develop an AI-based application which extracts valuable information from various document formats and presents it in an understandable way. The objective of this process is to minimize manual tasks while achieving precise and reliable feedback assessment. Most people concentrate on numerical assessment results when they evaluate feedback instead of examining what testers wrote. The written comments which people submit contain valuable information about their actual experiences and their expected outcomes and their recommended solutions. To detect emotional states in text people, need to use advanced technology because basic calculations won't suffice. AI and language processing advancements enable us to analyse extensive text data at high speed. The project introduces that technology through an accessible dashboard which supports multiple document formats. The system provides complete visibility of operational performance and customer sentiment through its combination of sentiment analysis and structured data examination. The system provides administrators with a consolidated view of performance metrics and user feedback which is accessible through a single dashboard. The front end of our application uses modern web technologies which include React and Vite for development.

II. BACKGROUND

2.1 Evolution of Feedback Systems

The process we use to receive feedback has undergone major transformation since its inception. The system began with paper-based surveys but has expanded to include multiple digital methods and online platforms for data collection. Companies used paper forms in the past because they needed employees to manually process each document which contained information that needed to be counted. Spreadsheets introduced faster processing times but users still needed to interpret results through their own understanding. Online survey tools made information collection simpler for users but required them to read every single comment because it had no automated system. Artificial intelligence has created a complete transformation in how humans handle textual information and numerical data. The current systems employ advanced algorithms to detect patterns while interpreting user comments that appear in various types of unstructured text. Our project takes existing research further by integrating digital data collection methods with automatic data extraction and artificial intelligence analysis into a single operational system.

2.2 Importance of Sentiment Analysis

The process of understanding people's true intentions behind their written feedback requires multiple steps because it relies heavily on sentiment analysis. The star ratings provide numerical values, but actual comments from people show their emotional state and personal opinions. The system uses sentiment analysis to classify comments into three emotional categories which are happy, meh, and unhappy. Companies can promptly assess their customer satisfaction levels because they do not need to analyze each individual customer response. The system allows you to identify both the most common complaints and the most popular features. Sentiment analysis provides more accurate understanding of feedback because it goes beyond basic average measurements. The system enables users to examine customer feedback in a manner that delivers both extensive and reliable analysis.

2.3 Multi-Format Data Handling

People give feedback through various document formats which include spreadsheets and plain text files and Word documents and PDF files during their regular activities. The attempt to handle multiple file formats in a single location creates significant technical difficulties. Each file type requires a distinct method of reading because it presents information in a different format. The project aims to solve that problem by developing a system which extracts crucial information from any file format. The system can integrate into various business operations because it supports multiple document formats. The system becomes more accessible for users because it eliminates the need for manual file conversion.

2.4 Role of Data Visualization

Data visualization functions as a vital tool for displaying analytical results. Graphical representation is necessary to help people understand raw numbers together with their textual summaries. Users can identify trends and make comparisons through the use of charts and visual dashboards. The processed data becomes visual elements through visualization tools which create bar charts and pie charts and trend graphs to display important information. The project implements visual elements through a system that adapts to different screen sizes. The system enables users to understand insights easily and use visual information to make accurate decisions.

2.5 Web-Based Analytical Systems

Web apps are really easy to access. They can be scaled up very easily compared to regular software. We are building this using React and the latest web technology. The web apps will work on almost any device. People can simply open it up in their browser. Start using the web apps without having to download anything, which is a lot more convenient and easier to use. The web apps are also very easy to update and fix, which is a plus, for the web apps. The way we've set it up also makes it simple to add more features later or connect with cloud services if we need to.

2.6. Automated Insight Generation

Beyond checking things carefully, it's important to create useful ideas. Automated systems need to do more than just sort information; they also have to make sense of the patterns they see. This project has features that create summaries, changing the results into important descriptions. For instance, it spots the

main feelings people have and shows where improvements are needed. Creating insights automatically lessens the need for human analysts. This helps keep reporting standards the same across various data sets.

III. RELATED WORKS

3.1 Survey Analytics Platforms

Current survey tools like Google Forms and SurveyMonkey come with their own analysis features for answers. But these platforms mainly deal with organized answers and have few ways to show data visually. When it comes to comments, they usually need to be checked by hand or with other software for more detailed understanding. This makes it harder and slower to work with big sets of data. The new system makes things better by adding automatic feelings analysis and detailed insights in one place.

3.2 Text Mining Research

Research in text mining has created different methods for finding useful patterns in written data. We often use machine learning programs and natural language processing tools to sort information. A lot of research aims to make sentiment prediction more accurate. Although academic models have good results, they tend to be complicated and are hard to use in systems that are easy for people. This project helps solve that problem by using simpler but effective analysis methods in a user-friendly dashboard.

3.3 Business Intelligence Dashboards

Business intelligence tools help you see and understand data in a clear way while also making reports. But these tools usually need someone with technical skills and well-organized databases to work properly. Smaller companies and schools might think these tools are too costly or too hard to use. The AI-Powered Feedback Analysis System is a simpler option designed just for looking at feedback. It brings together pictures of data and text analysis without needing a lot of setups.

3.4 Educational Feedback Analysis Systems

Many schools and colleges use online tools to check how well teachers perform. These tools often figure out average scores and show overall numbers. But they often do not look closely at the written feedback. Thinking about feelings in those comments is not usually included in school performance reports. This project improves how schools assess teaching by offering both score-based measurements and interpretations of comments in one system.

3.5 AI-Based Recommendation Systems

AI systems in different areas usually give suggestions based on how users behave. Many online shopping sites and streaming services use these suggestion tools. Taking a cue from these systems, this project adds recommendation-style advice based on feedback patterns. By looking at common problems or compliments, the system points out where to get better or what to keep doing well. This makes it more useful than just showing data plainly.

IV. SYSTEM ARCHITECTURE AND METHODOLOGY

4.1 Overall System Architecture

The AI-Powered Feedback Analysis System consists of several components. It has a user-friendly front end that people can see and use, a back end that manages everything behind the scenes, and an AI system that helps analyse information. The front end is made using React and Vite, making it simple to navigate and visually appealing. The back end is built with Flask. This is where files are uploaded and data is extracted. It also analyses people's feelings about the feedback. Additionally, the back end creates reports. The front end and back end communicate with each other through REST API endpoints. This is how they exchange information. The AI-Powered Feedback Analysis System relies on all these components to function. When a user uploads a file, the back end processes it and sends back organized analysis results in a JSON format. The system is modular, which means that each part, like file extraction, sentiment analysis, and report creation, works on its own but still works together. This modular design makes it easier to maintain and expand the application.

4.2 File Upload and Data Extraction Module

The file upload feature can accept many kinds of files such as CSV, Excel, Word, PDF, and text files. When you put a file into the system, it identifies

what kind of file it is and uses a tool to pull out the information. If you upload a CSV or Excel file, the system extracts the info from the rows and columns. If you upload a PDF or text file, the system checks each line to get the text out. The file upload feature removes any unnecessary rows and details to ensure the analysis is correct. This process is done within the file upload feature to ensure it works properly. A preview of the information that has been pulled out is shown to verify that it has been processed correctly. This automatic extraction process gets rid of the need for cleaning the data by hand.

4.3 Sentiment Analysis Methodology

Sentiment analysis works by checking what people say using negative language. The system tracks how often specific words appear and calculate what part of the feedback is positive, neutral, or negative. It also examines ratings that go from 1 to 5. It uses this information to make the sentiment scores more precise. When more people give ratings, the system believes the sentiment is even better. In this manner, what people say and the scores they provide help show how individuals truly feel about a topic. The summary of feelings is then added to the final report. This method combines being easy to understand with being useful.

Table 1. Text Cleaning Operations for Feedback Analysis

Operation	Description
Removing Stop Words	Eliminates commonly used words such as "and," 'the,' and 'is'
Converting to Lowercase	Converts all text data to lowercase to standardize the text
Punctuation Removal	Deletes punctuation marks from text to simplify analysis
Lemmatization & Stemming	Reduces words to their root form for consistent evaluation

Table 1. Text Cleaning Operations for Feedback Analysis.

4.4 AI Insight Generation

The system does more than just understand how people think about things. It also uses smart technology to make helpful summaries and recommendations. To get ready, the system creates a prompt that includes the key information it found along with examples of the responses it should produce. This prompt is then given to an intelligence model, which generates seven practical actions and one paragraph that sums it all up. Each of these insights indicates what the data does well, what it struggles with, or how it can improve. The system reviews the results to ensure they are thorough and easy to grasp. If the artificial intelligence makes a mistake, the system automatically generates insights to keep everything functioning smoothly. The main goal of the system is to ensure the artificial intelligence provides quality output and useful recommendations, like the insights and summary paragraph produced from the data. This keeps everything running smoothly, even when unexpected problems arise.

4.5 Data Visualization and Dashboard Presentation

The results are shown on a page that is easy to use and looks nice. This page has pictures like pie charts that show how people feel about things. It also has bar graphs that show answers to each question. You can see the number of responses how real they are and what is happening over time. The page is set up in a way that makes sense so you can easily look at the picture what the computer thinks and all the details. The page works well on any device like a phone or a computer. When you see the information, in pictures it is easier to understand. You can make decisions faster. The system takes the data and turns it into pictures that make sense like the sentiment distribution and question-wise statistics, which are shown on the dashboard using pie charts and bar graphs. Visualization plays a central role in transforming data into actionable insights.

4.6 Report Generation and Export Functionality

The system allows users to save their results in several different ways. You can receive them as PDF, Word, Excel, and CSV files. The backend modules create the reports. They take the results from the analysis and format them into easy-to-read documents. The PDF report includes several details. It has a summary for leaders, numbers, graphs showing people's opinions, insights from AI, and detailed breakdowns for each question. The Excel reports are laid out in different sheets. This makes it simpler to view and analyse the data. You can also save the results as CSV files. These files are straightforward and easy to distribute to others. The system offers all these options to help organizations use the results in the best way for them. They can pick the format they prefer. The export options are quite adaptable. This means users can obtain the results in the format they require. The system supports exports in PDF, Word, Excel, and CSV. Each of these formats serves a specific purpose. Being able to download reports enhances the practical use of the system.

4.7 AI-Based Feedback Form Generation

The module of AI-Based Feedback Form Generation has been created to allow users to generate structured forms of feedback. The users do not have to design forms individually. They can simply provide basic information about their requirements. The AI assistance helps to generate relevant questions. The questions are designed to be of two types: rating-based and descriptive. The feature helps users save time while preparing forms for evaluation. The module is also important as it helps to maintain consistency and logical flow while designing questions. The module is important for users who are non-technical as it helps them to design professional forms of surveys easily. The module works by sending a prompt to the AI model. The prompt is structured and contains context about the objective of generating the feedback. The AI model generates a set of questions that are well-structured and categorized. The users can edit the forms as required. The forms generated by AI are clear and unambiguous. The forms are designed to be efficient, which helps to improve the quality of feedback.

V. RESULTS AND ANALYSIS

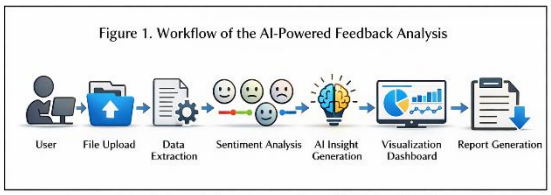

Figure 1. Workflow of the AI-Powered Feedback Analysis System.

5.1 Sentiment Distribution Patterns

The system efficiently sorts feedback into three groups: positive, neutral, and negative. In many of the test groups, the positive feelings stood out when the ratings were higher than usual and the comments mentioned words of thanks. Neutral feelings showed up when the answers were detailed but lacked strong emotions. Negative feelings were found when words connected to disappointment were used. This sorting helped to quickly spot patterns in customer satisfaction. Graphs helped make it simpler to see and compare the percentages of different feelings. In general, the sentiment part of the system showed reliable and clear results.

5.2 Question-Wise Performance Evaluation

The system looks at each question one at a time when it has organized data to work with. It figures out the good answers, finds out the average scores, and checks the feelings about each question. This helps organizations find out what they are really good at and where they need to get better instead of just looking at the overall scores. For instance, the quality of teaching could get a high score, while the facilities of the venue might only get an average score. This kind of detail helps focus on making specific improvements. Breaking it down by question adds more depth to the analysis. It changes general opinions into clear and useful information.

5.3 AI-Generated Insight Effectiveness

The insights created by the AI went deeper than just showing numbers. Rather than only giving percentages, the system talked about common ideas and offered ways to make things better. For instance, if a lot of feedback pointed out that there were not enough examples, the AI would suggest adding real-life demonstrations. This understanding made the analysis more valuable. The summaries that were created were clear and sounded professional. Users could easily apply these insights in meetings or reports where evaluations were discussed. This quality made the system much more helpful.

5.4 Authenticity Score Interpretation

An authenticity score was added to show how trustworthy the answers are. This score looks at how answers are given and if they match up well. When answers seem fair and believable, the score stays high. But if there is strange uniformity or irregular patterns, the score could drop a little. While it doesn't promise total accuracy, it offers another way to measure things. This score helps make feedback assessments clearer. Adding authenticity boosts trust in the analysis results.

5.5 Performance Efficiency

The system showed quick processing even with reasonably big datasets. Extracting files and figuring out sentiments happened in just a few seconds for regular survey files. Generating insights using AI took a little longer but was still within a good time frame. The user-friendly interface made the analysis process easy. There were no big slowdowns noticed while testing. Fast processing means the system can be used in real-time situations. This makes it a good choice for schools and businesses.

5.6 Usability and Interface Evaluation

User engagement with the dashboard was easy and user-friendly. The upload steps showed clear information about the files and how much progress was made. The outcomes were organized in a sensible way under sections like overview, insights, and downloads. The layout made it easier to read and kept users interested. People who are not tech-savvy could use the system without any trouble. This shows that the goals for making it easy to use were met. A simple interface increases the chances of people using it more.

VI. DISCUSSION

6.1 Strengths of the Proposed System

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6.2 Limitations Identified

Even though the system works pretty well, there are some drawbacks. The sentiment analysis uses a set list of keywords instead of using more advanced deep learning techniques. This could make it less accurate in more complicated language situations. It may not correctly understand sarcasm or indirect statements. Also, the authenticity score is based on rules rather than solid math. For big companies to use it, more adjustments will be necessary. Being aware of these limitations can help find ways to make it better in the future.

6.3 Comparison with Existing Systems

The new system offers more detailed insights and allows for different ways to export data when compared to regular survey tools. It is easy to use and not as cumbersome as traditional business intelligence software. It finds a good middle ground between being simple and having smart features. The use of AI suggestions sets it apart from regular dashboards. This feature makes it a better choice for schools and businesses. It successfully combines being complex and easy to understand.

6.4 Future Enhancement Possibilities

Future updates of the system could use better machine learning techniques to classify feelings more accurately. Adding cloud storage could help the system grow and allow teamwork. Instant feedback sharing might allow for ongoing checking. Supporting multiple languages would make it easier to use in different areas. Better detection of problems could enhance the trustworthiness score. These improvements would make the system work better and be more useful.

6.5 Practical Relevance

The project shows how artificial intelligence can make boring administrative jobs easier. Schools can use it to better check how their classes and workshops are doing. Businesses can use it to look at what customers are saying about their services. People who plan events can quickly find out how happy the attendees are. By cutting down on the amount of work people have to do and giving clear information, the system makes things run smoother. It is useful in many different areas.

VII.APPLICATION AND ETHICAL CONSIDERATIONS

7.1 Educational Institutions

The system allows colleges and universities to assess how well teachers perform and how effective their courses are. Using automated analysis lessens the amount of work administrators have to do by hand. Insights based on feelings show where teachers excel and where they can get better. This supports planning for academics that is based on real evidence. Students indirectly gain from higher-quality education. Making decisions based on data boosts the trustworthiness of the institution.

7.2 Corporate Training Programs

Groups that hold workshops and training for their workers can easily look at what participants think. Seeing where there are gaps in skills and understanding how satisfied people are helps to improve the training programs. Using automated reports helps in meetings for management review. The system cuts down the need for putting together information by hand. Fast response times boost how

much people can get done. This tool makes growth in one's career better.

7.3 Customer Service Evaluation

Companies can examine what customers say about their experiences and services by using this system. Figuring out feelings shows patterns of satisfaction. Repeated issues can be spotted quickly and solved. Visual displays allow managers to keep track of service quality. Automated reports help with ongoing upgrades. This leads to keeping customers happy and building a stronger brand.

7.4 Data Privacy Considerations

Taking care of feedback information needs careful management of data. The system must keep stored files safe and limit who can see them. Private details cannot be shared without permission. People should know how their information is used. Being open about this helps build trust. Dealing with data ethically is important for the trustworthiness of the system.

7.5 Bias and Fairness

Sentiment detection systems need to steer clear of unfair bias. Analysing keywords might accidentally misunderstand some expressions. Ongoing adjustments are important to make sure things are fair. Consistent testing with different sets of data can help lessen bias. Good ethical practices in AI should lead the way for creating these systems. Careful execution guarantees that evaluation results are fair.

7.6 Transparency in AI Insights

AI-created suggestions need to be clear and understandable. Users have to realize that the ideas come from a computer program. Being clear helps stop people from depending too much on computer-generated advice. People's own thinking should go hand in hand with what AI tells them. Being open about how things work helps make sure decisions are made ethically and with good information. This kind of balance makes the system more trustworthy.

7.7 Responsible Use of Automation

Automation ought to help people assess things instead of taking over. Even though the system makes analysis quicker, humans should still make the final calls. Relying too much on automated measurements might ignore important details. Merging what AI figures out with human judgment leads to better decisions. Using technology wisely makes it more useful. Being ethical in how we use it encourages lasting use.

VIII. FUTURE ENHANCEMENT

8.1 Direct Integration with Online Form Platforms

In the present version of the system, the AI system creates structured feedback questions and offers links to Google Forms and Microsoft Forms, where users can manually create their forms by entering the content generated by the system. However, as an extension of the system, the system can relate to the official APIs of these two services, which would allow the system to create forms automatically. This would prevent the need to manually copy content, which would also minimize the possibility of human errors during question entry. By adding authentication features, users would be able to log in through the dashboard and allow the system to generate forms for them. The system could also be extended to allow users to edit their forms through an in-built preview feature, which would make the form generation module of the system more advanced and efficient.

8.2 Advanced AI-Based Sentiment Classification

Now, the sentiment analysis module mostly relies on a set of rules and keywords to categorize the feedback as positive, negative, and neutral. This method has proven to be effective to a certain degree in analysing the feedback. However, it does not entirely account for the context of the feedback. In the future, the system can be improved by including advanced machine learning algorithms or a transformer-based model to help the system better understand the feedback. This would be very effective in improving the accuracy of the sentiment analysis. In addition, the system would be able to analyse feedback written in different languages by including the ability to recognize and read different languages. This would significantly enhance the reliability and research value of the system.

8.3 Real-Time Feedback Analytics and Predictive Insights

Currently, feedback analysis is done after the completion of the data collection process. In the future, the system can be improved by incorporating real-time analytics feature that can analyse the responses instantly as they are being filled out. This will enable the organizers/administrators to monitor the satisfaction levels in real-time. If negative trends are identified in the responses, corrective action can be taken immediately. In addition to that, the responses can be used to predict the general satisfaction levels using a predictive analytics

model. This will not only change the purpose of the system from a post-event analysis tool to a decision-support tool but will also add more strategic value to the system.

8.4 Cloud Deployment and Enhanced Data Security
Currently, it runs as a standalone system, but it can be deployed on secure cloud platforms in the future, which would be beneficial for its scalability and usability. Cloud hosting will allow the system to be accessed by many users at the same time without compromising its functionality. Advanced security features, such as secure storage, validation of files, and role-based access control, can be added to the system to protect the confidentiality of the sensitive feedback information collected. Moreover, automated anonymization techniques can be employed to remove personal identifiers before analysing the feedback. This will ensure that ethical standards and security requirements are met. The system will be able to transform into a more advanced and secure system that can be used by many enterprises and organizations.

IX. CONCLUSION

The AI-Powered Feedback Analysis System really demonstrates how smart technology can improve how we analyse feedback. It does this by combining different methods, like reviewing documents and understanding people's feelings, to get clearer insights and show results clearly. The AI-Powered Feedback Analysis System takes unorganized feedback and organizes it into a way that's easy to understand. This allows users to save effort while the system explores the data more thoroughly. The project is a collection of tools and features that are genuinely beneficial. It's designed to be flexible and easy to modify, which is very useful. The dashboard is user-friendly and performs well on various devices. When you check out the project, you can see public opinions and examine questions individually. You can also generate reports that you can use outside of the project. All these features work together to help you gain a clear understanding. The project also offers insights that come from smart technology, helping you grasp concepts better than just by looking at data alone. The helpful suggestions from the artificial intelligence are part of the project and assist you in interpreting what the data actually represents. In summary, the system offers a flexible and effective way for schools, training centres, and companies to manage feedback more intelligently. With future improvements in machine learning precision and ability to grow, it has a chance to develop into a strong analytical tool for large organizations.

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