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Patent Search

Invention Title	ARTIFICIAL INTELLIGENCE BASED CUSTOMER REVIEW ASSESSMENT IN E-COMMERCE INDUSTRY
Publication Number	22/2024
Publication Date	31/05/2024
Publication Type	INA
Application Number	202441040599
Application Filing Date	24/05/2024
Priority Number	
Priority Country	
Priority Date	
Field Of Invention	COMPUTER SCIENCE
Classification (IPC)	G06Q0030020000, G06N0020000000, G06F0040300000, G06Q0030060000, G06F0040205000

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Abstract:

ABSTRACT Artificial intelligence based customer review assessment in e-Commerce industry Artificial intelligence (AI) has become an integral part of the eCommerce revolutionizing the way businesses interact with their customers. One area where AI is making a significant impact is in the assessment of customer reviews. Tradition businesses had to manually sift through numerous customer reviews to understand their customers' sentiments and make informed decisions based on that informa However, with the power of AI, this process has become automated and more efficient. AI-based customer review assessment uses natural language processing (NLP machine learning algorithms to analyze and interpret customer reviews. NLP allows the AI system to understand the context and sentiment of the text, while machine algorithms help it to learn and improve its accuracy over time. This not only saves time and resources for businesses, but it also provides them with more accurate an insights. The benefits of AI-based customer review assessment are numerous. It enables businesses to identify patterns and trends in customer feedback, helping the deeper understanding of their customers' needs and preferences. This allows businesses to tailor their products and services to meet those needs, improving overall satisfaction and retention. Additionally, AI can also identify and flag potential issues or negative reviews, alerting businesses to proactively address them before they bigger problems. This helps companies to maintain a positive reputation and build trust with their customers. In summary, AI-based customer review assessment is t the way businesses in the eCommerce industry gather and analyze customer feedback. It allows businesses to gain valuable insights, improve customer satisfaction, a competitive edge in the ever-evolving world of eCommerce. With the continuous advancements in AI technology, the potential for this tool to enhance the custome and drive business growth is limitless.

<u>Complete Specification</u>

Description:FORM 2
THE PATENTS ACT,1970
(39 of 1970)
&
THE PATENT RULES, 2003
Complete Specification
(See section10 and rule13)
1. Title of the Invention: Artificial intelligence based customer review assessment in e-Commerce industry

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