



# **Lonía** - AI-powered Customer Feedback Sentiment Analysis

Analyse customer feedback using NLP techniques and Generative AI

[lonia.dicksonageyi.repl.co](https://lonia.dicksonageyi.repl.co)



# **Problem Statement**

Many businesses struggle to effectively analyze large volumes of customer feedback data to understand customer sentiment. Manual analysis is time-consuming and subjective.



# **Solution Overview**

Lonja leverages state-of-the-art NLP techniques and generative AI to automatically analyze customer feedback at scale and provide an objective sentiment score from 1 to 5 for each feedback

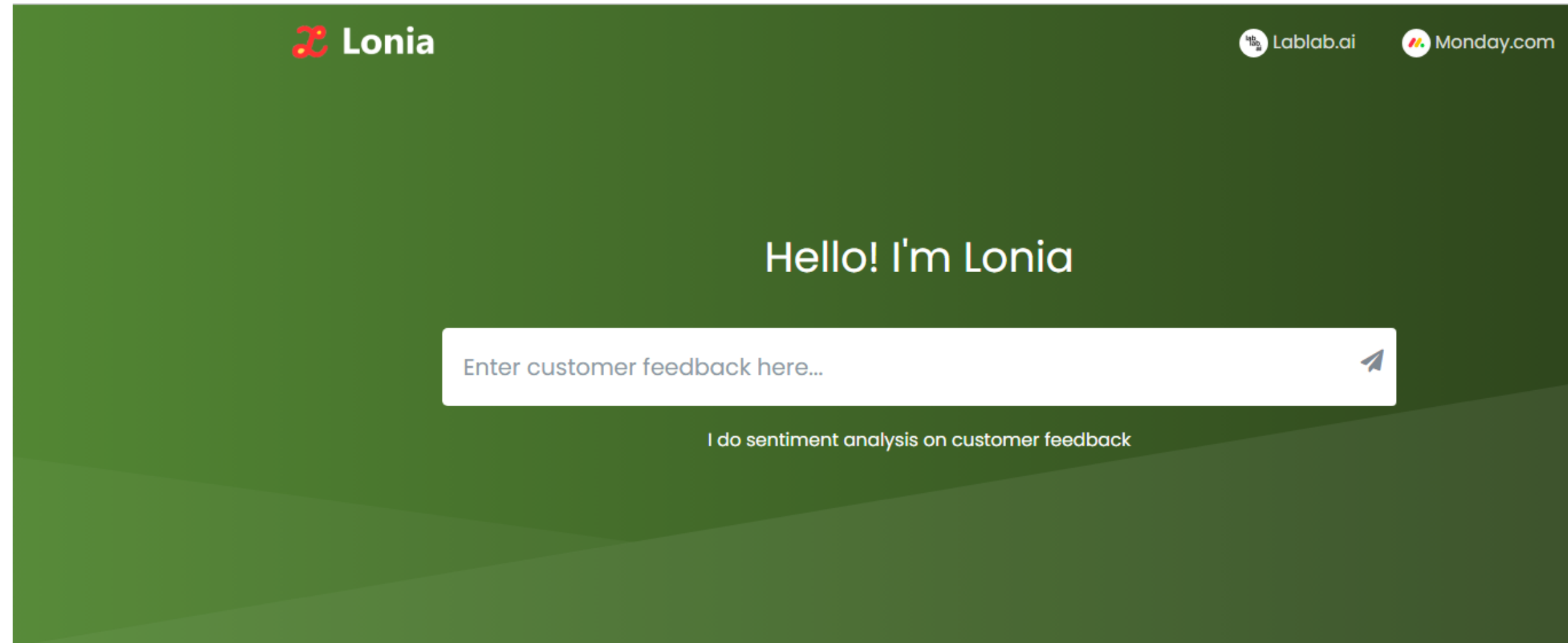
# How it works

01. Gather customer feedback data (reviews, comments, emails, etc.)
02. Feed data into Lonia to understand semantics and context
03. Lonia analyzes each feedback and detect sentiment and outputs a sentiment score from 1 to 5 for each feedback (1 = Very Bad, 5 = Very Good)

## Example:

Feedback: "Good drink. I like it"

Sentiment score: 4



# Benefits of Lonia

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- **Saves time**
  - **Scalable: Can handle large data volumes**
  - **Actionable insights: Track sentiment over time**
  - **Consistent and unbiased: AI-based scoring**

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# That's a wrap!

Thanks for your time.



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