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(57) Abstract :
The present invention discloses a system (100) for the analysis and classification of diverse user feedback. The system (100) encompasses a server (106), a processor (102), and memory (104) housing a set of instructions that orchestrate its operations. By establishing secure communication channels with multiple computing devices (110), the server (106) ensures data integrity. The processor (102) executes instructions to receive a plurality of user feedback from one or more users (112) through one or more computing devices (112), pre-process it, and extract essential features. The extracted features are then cross-referenced with predefined criteria stored in a database (216), allowing for comprehensive feedback analysis and classification. Upon classification, the system (100) generates alerts and insights tailored to the classified feedback, transmitting them to the corresponding one or more computing devices (110). The system (100) unveils an advanced framework for harnessing user feedback, enabling swift responses to emerging trends.

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