



Team Name: SentiVue



Members: Aryan Gupta, Anant Bhardwaj



SentiVue

The Problem We're Solving

! The Challenge

Modern businesses receive **thousands of user reviews** every day. Most platforms **only analyze sentiment** — they don't act on it.



Pain Points for Admins

- **Too Many Reviews, Too Little Time:** Manually replying to each is not scalable.
- **Language Barriers:** Users write reviews in multiple languages, admins can't interpret all.
- **Spam & Sarcasm Distortion:** Fake, sarcastic, or incentivized reviews mislead dashboards.
- **High Cost of Existing Tools:** Most solutions are overpriced and unaffordable for small startups.
- **Repetitive Complaints:** Duplicate feedback wastes admin time with repeated replies.



Opportunity

There's a **huge gap** in platforms that can **respond automatically, prioritize feedback, and translate intelligently** — *while preserving empathy and admin control.*

Our Creative Approach – Meet SentiVue

We're building **SentiVue**, an AI-powered system that doesn't just read feedback — it helps you act on it.

Here's how it works:

- It scans reviews and detects not just sentiment, but also emotion (like anger or joy), language, severity, key impactful keywords, spam score, and even sarcasm or irony.
- It suggests **smart replies using Gemini in user language**, so admins can edit or send them with one click.
- It **auto-translates** reviews into the admin's preferred language — and stores the reply in the user's original language.
- It flags **sarcasm**, **spam**, and even **duplicate reviews** — so admins can focus only on what matters.
- It gives **daily/weekly summaries** (using LLMs like Gemini) that explain key trends, shifts, and what to act on — in admin's English.
- And for high-priority feedback, admins can **escalate reviews to Jira or Trello** directly from the dashboard.

It's like giving your support team a smart assistant — one that saves time and keeps the human touch intact.

Why We're Unique + Our Tech Stack

Why We're Unique

- Delivers **AI-generated replies**, not just sentiment scores
- Translates both ways — admin sees in their language, users receive replies in theirs
- **Spam, sarcasm, and fake reviews** are detected with precision
- **Three-layer spam detection**: Not spam, flagged, and confirmed spam (with soft moderation)
- **Auto-response reuse** for similar complaints — saves time at scale
- **Predictive sentiment trends** help admins plan ahead
- **Retrains itself over time using admin feedback**, so accuracy keeps improving automatically
- Cost-effective for startups — most tools with these features are enterprise-only

Our Tech Stack

- **Backend**: Python (Flask), Node.js + ExpressJs, JWT
- **Frontend**: React + Vite, Framer Motion, Tailwind CSS, Recharts, Ant Design
- **Database**: MongoDB
- **Machine Learning**: BERT Models, VADER, Transformers, Gemini , NLTK
- **Language Detection**: fastText, langdetect
- **DevOps**: Git, npm/yarn, ESLint