Comprehensive Analysis Method for Text Data such as Customer Feedback

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We have developed a neural network that automatically classifies "customer feedback" into 22 categories such as insufficient cooling and excessive broadcasting. We conducted recognition experiments with the voices of about 6000 customers, and automatic classification can be performed with a correct answer rate of more than 90%. Furthermore, we have developed a tool that utilizes various data such as vehicle information recording device data and outside temperature. Using this tool, we get useful findings such as the relationship with "customer feedback".