SYSTEM AND METHOD FOR RECOGNIZING SENTIMENT OF USER'S FEEDBACK

ABSTRACT

According to various embodiments, a system for recognizing a sentiment of a user's feedback is provided. The system comprises: an encoder configured to receive an input text for the user's feedback, break up the input text into text tokens, and encode each text token; and a decoder connected to the encoder and configured to output a sentiment score for the input text, wherein the encoder is further configured to read the encoded text token in a bidirectional manner to obtain a forward node value and a backward node value, and concatenate the forward node value and the backward node value together to obtain a vector representing semantic meaning of the input text, and the decoder is configured to receive the vector from the encoder, obtain a probability of each sentiment score by mapping the vector into each sentiment score, and determine the sentiment score for the input text based on the probability.

FIG. 3