Sentiment Analysis

Overview

JioCloud Sentiment Analysis Service helps you detect and interpret emotion, positive, negative, or neutral—in both English and Indian languages, including code-mixed or informal text. It's designed for teams who need clarity at scale, whether they are reviewing feedback, triaging support tickets, or monitoring public sentiment. What makes it unique is its ability to handle real-world language: colloquial phrasing, transliterated text, and nuanced emotions hidden within lengthy responses. You can test it live, integrate through REST APIs, and manage usage independently—with no setup delays or billing surprises. Sentiment analysis is designed to understand India's true voice.

Key Features

- **Multilingual sentiment detection**
  Supports Hindi, Tamil, Telugu, Bengali, Marathi, Kannada, Malayalam, Assamese, Oriya, and English - including informal and code-mixed inputs.

- **Handles mixed-language and informal content**
  Detects emotion in transliterated or colloquial expressions (e.g., "yeh service badi achhi hai").

- **Granular sentiment analysis**
  Analyzes at both sentence and paragraph level - with confidence scores and tone detection.

- **Live testing playground**
  Paste sample content and validate sentiment output before going live.

- **API-based integration**
  Secure REST APIs allow embedding into chat apps, dashboards, review systems, and feedback tools.

- **Self-service dashboard**
  Manage provisioning, credits, and service usage without external support.

- **Flexible, usage-based billing**
  Transparent pricing based on number of requests processed - with full visibility and control.

Benefits

- Detect customer sentiment across English and Indian languages.

- Analyse informal and code-mixed text accurately at scale.

- Automate triage of support tickets, feedback, and complaints.

- Improve user experience with tone-aware insights across products.

- Preview outputs before deployment using a live Playground.

- Scale usage flexibly with API access and transparent billing.
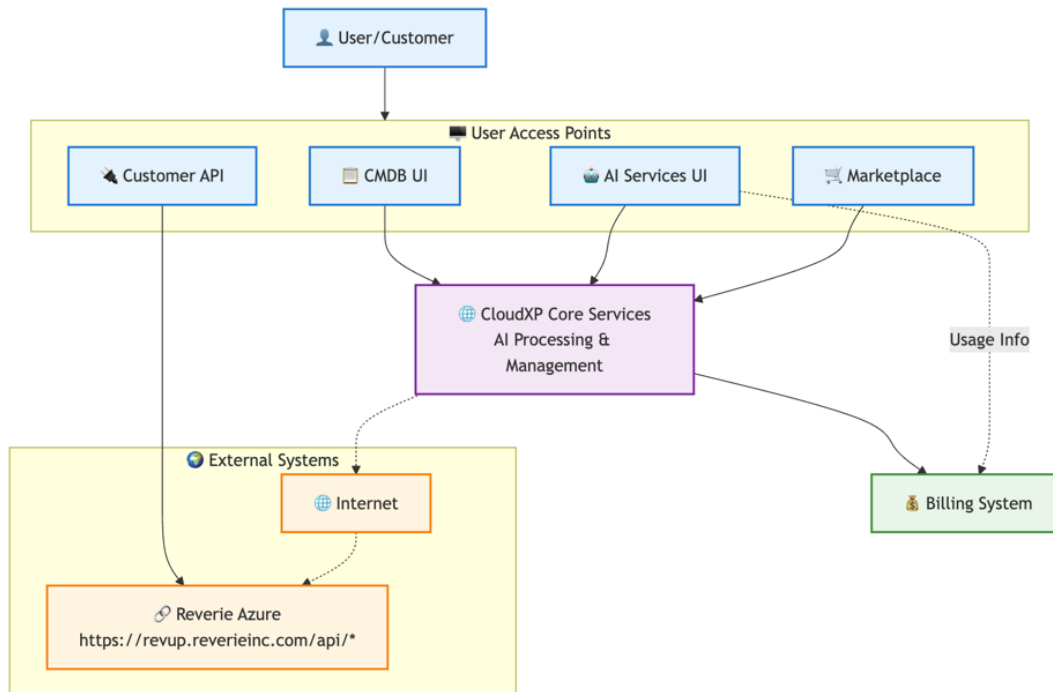
Supported Language

Language	Support Type
Hindi	Full
Bengali	Full
Tamil	Full
Telugu	Full
Kannada	Full
Malayalam	Full

Language	Support Type
Marathi	Full
Gujarati	Full
Punjabi	Full
Odia	Full
Assamese	Full
English	Full

Technical Specifications

Category	Details
Analysis Type	Sentiment Polarity (Positive, Neutral, Negative)
Input Format	UTF-8 encoded plain text
Output Format	JSON with sentiment class and confidence score
Access Protocol	REST API over HTTPS
Authentication	Bearer Token
Average Latency	2707.5 ms
Rate Limiting	Tier-based; adjustable per customer
Web Playground	Browser-based interface for testing
Deployment Model	Fully managed SaaS
Billing Model	Per-character usage-based pricing
Security	HTTPS, zero input/output storage

Architecture Diagram

Use Cases

- **E-commerce product feedback optimization**
  Analyse large volumes of product reviews written in mixed-language formats. Identify which part of a review reflects dissatisfaction - enabling focused improvements and automated moderation.

- **Customer support ticket triage and prioritization**
  Detect urgent sentiment hidden inside polite messages. Sentence-level emotion tagging helps escalate issues quickly and improve SLA response times.

- **Social media listening and brand monitoring**
  Track public opinion across Indian languages, detect shifts in tone, and understand campaign impact in real time - even in slang, sarcasm, or short informal posts.