

Customer Feedback from Polytechnic Colleges

Response 1

Customer Name: Anil Kumar

Age: 23

College: Central Polytechnic College, Thiruvananthapuram

- **Overall Satisfaction:** 4
 - **Platform Usability:** 4
 - **Product Availability:** Yes
 - **Price Comparison:** Cheaper
 - **Quality of Materials:** 3
 - **Customer Support Experience:** 4
 - **Additional Features:** More options for mechanical engineering books.
 - **Pain Points:** Limited availability for specific course materials.
 - **Overall Improvement:** More variety in engineering subjects.
 - **Likelihood to Recommend:** 4
-

Response 2

Customer Name: Priya Rani

Age: 21

College: Government Women's Polytechnic College, Thiruvananthapuram

- **Overall Satisfaction:** 5
 - **Platform Usability:** 5
 - **Product Availability:** Yes
 - **Price Comparison:** Much cheaper
 - **Quality of Materials:** 5
 - **Customer Support Experience:** 5
 - **Additional Features:** Ability to review products and ratings.
 - **Pain Points:** None.
 - **Overall Improvement:** Keep up the great service.
 - **Likelihood to Recommend:** 5
-

Response 3

Customer Name: Arun Prakash

Age: 24

College: Government Polytechnic College, Neyyattinkara

- **Overall Satisfaction:** 3
 - **Platform Usability:** 3
 - **Product Availability:** Yes
 - **Price Comparison:** Slightly more expensive
 - **Quality of Materials:** 3
 - **Customer Support Experience:** 3
 - **Additional Features:** Faster delivery options.
 - **Pain Points:** Slow response time from customer support.
 - **Overall Improvement:** Quicker customer service response.
 - **Likelihood to Recommend:** 3
-

Response 4

Customer Name: Deepa Suresh

Age: 22

College: Government Polytechnic College, Attingal

- **Overall Satisfaction:** 4
 - **Platform Usability:** 4
 - **Product Availability:** Yes
 - **Price Comparison:** Comparable
 - **Quality of Materials:** 4
 - **Customer Support Experience:** 4
 - **Additional Features:** Discounts for students.
 - **Pain Points:** Sometimes, books are out of stock.
 - **Overall Improvement:** More stock of popular textbooks.
 - **Likelihood to Recommend:** 4
-

Response 5

Customer Name: Vijay Menon

Age: 25

College: Government Polytechnic College, Nedumangad

- **Overall Satisfaction:** 3
- **Platform Usability:** 3
- **Product Availability:** Limited
- **Price Comparison:** Somewhat cheaper
- **Quality of Materials:** 4
- **Customer Support Experience:** 3
- **Additional Features:** More specialized content.
- **Pain Points:** Delivery took too long.
- **Overall Improvement:** Improve shipping times.
- **Likelihood to Recommend:** 3

Response 6

Customer Name: Suma Nair

Age: 21

College: Government Polytechnic College, Punalur

- **Overall Satisfaction:** 5
- **Platform Usability:** 5
- **Product Availability:** Yes
- **Price Comparison:** Much cheaper
- **Quality of Materials:** 5
- **Customer Support Experience:** 5
- **Additional Features:** Bulk purchase options for study materials.
- **Pain Points:** None at all.
- **Overall Improvement:** Continue the great service.
- **Likelihood to Recommend:** 5

Response 7

Customer Name: Rajesh Kumar

Age: 28

College: Government Polytechnic College, Ezhukone

- **Overall Satisfaction:** 4
- **Platform Usability:** 4
- **Product Availability:** Yes
- **Price Comparison:** Slightly cheaper
- **Quality of Materials:** 4
- **Customer Support Experience:** 4
- **Additional Features:** Search filter for used books.
- **Pain Points:** More textbooks required for advanced subjects.
- **Overall Improvement:** Expand inventory of higher-level materials.
- **Likelihood to Recommend:** 4

Response 8

Customer Name: Sneha Iyer

Age: 23

College: Government Polytechnic College, Vennikulam

- **Overall Satisfaction:** 3
- **Platform Usability:** 3
- **Product Availability:** No

- **Price Comparison:** More expensive
 - **Quality of Materials:** 2
 - **Customer Support Experience:** 3
 - **Additional Features:** A tracking feature for textbooks.
 - **Pain Points:** Difficult to find specific courses.
 - **Overall Improvement:** Improve product categorization.
 - **Likelihood to Recommend:** 3
-

Response 9

Customer Name: Tony Sebastian

Age: 25

College: Government Polytechnic College, Adoor

- **Overall Satisfaction:** 4
 - **Platform Usability:** 4
 - **Product Availability:** Yes
 - **Price Comparison:** Cheaper
 - **Quality of Materials:** 4
 - **Customer Support Experience:** 5
 - **Additional Features:** Add tutorials and videos related to textbooks.
 - **Pain Points:** Sometimes, the website feels slow.
 - **Overall Improvement:** Increase website speed.
 - **Likelihood to Recommend:** 4
-

Response 10

Customer Name: Leela Devi

Age: 20

College: Government Polytechnic College, Vechoochira

- **Overall Satisfaction:** 5
- **Platform Usability:** 5
- **Product Availability:** Yes
- **Price Comparison:** Much cheaper
- **Quality of Materials:** 5
- **Customer Support Experience:** 5
- **Additional Features:** Support for digital textbooks.
- **Pain Points:** No challenges, everything works well.
- **Overall Improvement:** Nothing to improve.
- **Likelihood to Recommend:** 5

Response 11

Customer Name: Shyam Sundar

Age: 24

College: Government Polytechnic College, Cherthala

- **Overall Satisfaction:** 4
 - **Platform Usability:** 4
 - **Product Availability:** Yes
 - **Price Comparison:** Comparable
 - **Quality of Materials:** 4
 - **Customer Support Experience:** 5
 - **Additional Features:** Discounts on bulk purchases.
 - **Pain Points:** Navigation can be improved.
 - **Overall Improvement:** A better search filter for specific categories.
 - **Likelihood to Recommend:** 4
-

Response 12

Customer Name: Aishwarya Suresh

Age: 22

College: Government Women's Polytechnic College, Kayamkulam

- **Overall Satisfaction:** 5
 - **Platform Usability:** 5
 - **Product Availability:** Yes
 - **Price Comparison:** Cheaper
 - **Quality of Materials:** 5
 - **Customer Support Experience:** 5
 - **Additional Features:** Digital resources for students.
 - **Pain Points:** None.
 - **Overall Improvement:** Keep adding new and relevant books.
 - **Likelihood to Recommend:** 5
-

Response 13

Customer Name: Rajesh Kumar

Age: 23

College: Government Polytechnic College, Kottayam

- **Overall Satisfaction:** 4
- **Platform Usability:** 4
- **Product Availability:** Yes
- **Price Comparison:** Slightly cheaper
- **Quality of Materials:** 4
- **Customer Support Experience:** 3
- **Additional Features:** Instant notifications for sales or new arrivals.

- **Pain Points:** Slow delivery times.
 - **Overall Improvement:** Faster delivery service.
 - **Likelihood to Recommend:** 4
-

Response 14

Customer Name: Neha Sharma

Age: 21

College: Government Polytechnic College, Pala

- **Overall Satisfaction:** 3
 - **Platform Usability:** 3
 - **Product Availability:** No
 - **Price Comparison:** Comparable
 - **Quality of Materials:** 3
 - **Customer Support Experience:** 2
 - **Additional Features:** Online forums or discussions for students.
 - **Pain Points:** Poor customer support response.
 - **Overall Improvement:** Improve support team response time.
 - **Likelihood to Recommend:** 2
-

Response 15

Customer Name: Sumit Kumar

Age: 25

College: Government Polytechnic College, Kaduthuruthy

- **Overall Satisfaction:** 5
 - **Platform Usability:** 5
 - **Product Availability:** Yes
 - **Price Comparison:** Cheaper
 - **Quality of Materials:** 5
 - **Customer Support Experience:** 5
 - **Additional Features:** Feature to see textbooks in digital form.
 - **Pain Points:** None.
 - **Overall Improvement:** No improvement needed, keep it up.
 - **Likelihood to Recommend:** 5
-

Response 16

Customer Name: Manish Varma

Age: 26

College: Government Polytechnic College, Muttom

- **Overall Satisfaction:** 3
 - **Platform Usability:** 3
 - **Product Availability:** Limited
 - **Price Comparison:** More expensive
 - **Quality of Materials:** 4
 - **Customer Support Experience:** 3
 - **Additional Features:** Availability of second-hand books.
 - **Pain Points:** Availability is an issue.
 - **Overall Improvement:** Broaden the selection of books.
 - **Likelihood to Recommend:** 3
-

Response 17

Customer Name: Bindu R

Age: 22

College: Government Polytechnic College, Vandiperiyar

- **Overall Satisfaction:** 5
 - **Platform Usability:** 5
 - **Product Availability:** Yes
 - **Price Comparison:** Much cheaper
 - **Quality of Materials:** 5
 - **Customer Support Experience:** 5
 - **Additional Features:** Mobile app for easier browsing.
 - **Pain Points:** None.
 - **Overall Improvement:** Keep adding new and updated books.
 - **Likelihood to Recommend:** 5
-

Response 18

Customer Name: Gopal Nair

Age: 24

College: Government Polytechnic College, Nedumkandam

- **Overall Satisfaction:** 4
- **Platform Usability:** 4
- **Product Availability:** Yes
- **Price Comparison:** Cheaper
- **Quality of Materials:** 4
- **Customer Support Experience:** 4
- **Additional Features:** Free shipping for certain areas.
- **Pain Points:** Website speed needs improvement.
- **Overall Improvement:** Improve website performance and loading time.
- **Likelihood to Recommend:** 4

Response 19

Customer Name: Shilpa S

Age: 21

College: Government Polytechnic College, Purappuzha

- **Overall Satisfaction:** 4
- **Platform Usability:** 5
- **Product Availability:** Yes
- **Price Comparison:** Cheaper
- **Quality of Materials:** 4
- **Customer Support Experience:** 4
- **Additional Features:** Student discount for all products.
- **Pain Points:** No significant issues.
- **Overall Improvement:** Add a wider range of books for computer science.
- **Likelihood to Recommend:** 4

Response 20

Customer Name: Vinod Kumar

Age: 27

College: Government Polytechnic College, Kalamassery

- **Overall Satisfaction:** 3
- **Platform Usability:** 3
- **Product Availability:** Yes
- **Price Comparison:** Slightly cheaper
- **Quality of Materials:** 3
- **Customer Support Experience:** 2
- **Additional Features:** Online chat feature for instant support.
- **Pain Points:** Poor customer service.
- **Overall Improvement:** Improve customer service response time.
- **Likelihood to Recommend:** 3

Response 21

Customer Name: Arun Vijay

Age: 23

College: Government Polytechnic College, Kothamangalam

- **Overall Satisfaction:** 4
- **Platform Usability:** 4
- **Product Availability:** Yes
- **Price Comparison:** Comparable
- **Quality of Materials:** 4

- **Customer Support Experience:** 5
 - **Additional Features:** Quick checkout process.
 - **Pain Points:** Limited payment options.
 - **Overall Improvement:** Add more payment methods like UPI.
 - **Likelihood to Recommend:** 4
-

Response 22

Customer Name: Priya Nair

Age: 22

College: Government Polytechnic College, Perumbavoor

- **Overall Satisfaction:** 5
 - **Platform Usability:** 5
 - **Product Availability:** Yes
 - **Price Comparison:** Cheaper
 - **Quality of Materials:** 5
 - **Customer Support Experience:** 5
 - **Additional Features:** Easy return policy.
 - **Pain Points:** None.
 - **Overall Improvement:** Keep adding more product categories.
 - **Likelihood to Recommend:** 5
-

Response 23

Customer Name: Akhil R

Age: 25

College: Maharaja's Technological Institute, Thrissur

- **Overall Satisfaction:** 3
 - **Platform Usability:** 3
 - **Product Availability:** Limited
 - **Price Comparison:** Slightly cheaper
 - **Quality of Materials:** 3
 - **Customer Support Experience:** 3
 - **Additional Features:** Discounts on purchases over a certain amount.
 - **Pain Points:** Product availability issues.
 - **Overall Improvement:** Improve inventory and product availability.
 - **Likelihood to Recommend:** 3
-

Response 24

Customer Name: Anjali K

Age: 21

College: Sree Rama Government Polytechnic College, Thriprayar

- **Overall Satisfaction:** 4
 - **Platform Usability:** 5
 - **Product Availability:** Yes
 - **Price Comparison:** Cheaper
 - **Quality of Materials:** 4
 - **Customer Support Experience:** 4
 - **Additional Features:** Product recommendation system.
 - **Pain Points:** Shipping delays.
 - **Overall Improvement:** Improve the shipping process to ensure timely delivery.
 - **Likelihood to Recommend:** 4
-

Response 25

Customer Name: Rahul S

Age: 23

College: Government Polytechnic College, Koratty

- **Overall Satisfaction:** 4
 - **Platform Usability:** 4
 - **Product Availability:** Yes
 - **Price Comparison:** Comparable
 - **Quality of Materials:** 5
 - **Customer Support Experience:** 4
 - **Additional Features:** Mobile application.
 - **Pain Points:** App crashes occasionally.
 - **Overall Improvement:** Fix app issues for smoother use.
 - **Likelihood to Recommend:** 4
-

Response 26

Customer Name: Devika Menon

Age: 22

College: Government Polytechnic College, Kunnankulam

- **Overall Satisfaction:** 5
- **Platform Usability:** 5
- **Product Availability:** Yes
- **Price Comparison:** Cheaper
- **Quality of Materials:** 5
- **Customer Support Experience:** 5
- **Additional Features:** Subscription model for regular purchases.

- **Pain Points:** None.
 - **Overall Improvement:** Keep offering great deals for students.
 - **Likelihood to Recommend:** 5
-

Response 27

Customer Name: Ramesh Kumar

Age: 24

College: Government Women's Polytechnic College, Thrissur

- **Overall Satisfaction:** 3
 - **Platform Usability:** 3
 - **Product Availability:** Limited
 - **Price Comparison:** Slightly more expensive
 - **Quality of Materials:** 3
 - **Customer Support Experience:** 3
 - **Additional Features:** No additional features.
 - **Pain Points:** Lack of product availability.
 - **Overall Improvement:** Increase product range and availability.
 - **Likelihood to Recommend:** 3
-

Response 28

Customer Name: Amrita S

Age: 21

College: Government Polytechnic College, Chelakkara

- **Overall Satisfaction:** 5
 - **Platform Usability:** 5
 - **Product Availability:** Yes
 - **Price Comparison:** Cheaper
 - **Quality of Materials:** 5
 - **Customer Support Experience:** 5
 - **Additional Features:** Option to buy e-books.
 - **Pain Points:** None.
 - **Overall Improvement:** Expand the digital product offerings.
 - **Likelihood to Recommend:** 5
-

Response 29

Customer Name: Sreejith T

Age: 23

College: Government Polytechnic College, Palakkad

- **Overall Satisfaction:** 4
 - **Platform Usability:** 4
 - **Product Availability:** Yes
 - **Price Comparison:** Comparable
 - **Quality of Materials:** 4
 - **Customer Support Experience:** 4
 - **Additional Features:** Quick browsing options.
 - **Pain Points:** Slow loading on some pages.
 - **Overall Improvement:** Improve page load speed.
 - **Likelihood to Recommend:** 4
-

Response 30

Customer Name: Rekha S

Age: 22

College: IPT & GPTC, Shoranur

- **Overall Satisfaction:** 5
- **Platform Usability:** 5
- **Product Availability:** Yes
- **Price Comparison:** Much cheaper
- **Quality of Materials:** 5
- **Customer Support Experience:** 5
- **Additional Features:** Discounts for first-time users.
- **Pain Points:** None.
- **Overall Improvement:** Continue offering great prices and deals.
- **Likelihood to Recommend:** 5

Response 31

Customer Name: Vishnu P

Age: 24

College: Government Polytechnic College, Perinthalmanna

- **Overall Satisfaction:** 4
 - **Platform Usability:** 4
 - **Product Availability:** Yes
 - **Price Comparison:** Cheaper
 - **Quality of Materials:** 4
 - **Customer Support Experience:** 4
 - **Additional Features:** Regular discounts for students.
 - **Pain Points:** Slow order processing.
 - **Overall Improvement:** Speed up the order and shipping process.
 - **Likelihood to Recommend:** 4
-

Response 32

Customer Name: Anju B

Age: 22

College: Government Polytechnic College, Thirurangadi

- **Overall Satisfaction:** 5
 - **Platform Usability:** 5
 - **Product Availability:** Yes
 - **Price Comparison:** Comparable
 - **Quality of Materials:** 5
 - **Customer Support Experience:** 5
 - **Additional Features:** Gift wrapping option.
 - **Pain Points:** None.
 - **Overall Improvement:** No changes needed.
 - **Likelihood to Recommend:** 5
-

Response 33

Customer Name: Akhil M

Age: 23

College: Government Women's Polytechnic College, Kottakkal

- **Overall Satisfaction:** 3
 - **Platform Usability:** 3
 - **Product Availability:** Limited
 - **Price Comparison:** More expensive
 - **Quality of Materials:** 3
 - **Customer Support Experience:** 2
 - **Additional Features:** Product categorization.
 - **Pain Points:** Slow website and high prices.
 - **Overall Improvement:** Improve website speed and pricing.
 - **Likelihood to Recommend:** 3
-

Response 34

Customer Name: Viji K

Age: 21

College: Government Polytechnic College, Manjeri

- **Overall Satisfaction:** 4
- **Platform Usability:** 4
- **Product Availability:** Yes
- **Price Comparison:** Cheaper
- **Quality of Materials:** 5

- **Customer Support Experience:** 4
 - **Additional Features:** Offers on bulk orders.
 - **Pain Points:** None.
 - **Overall Improvement:** Add more bulk discounts.
 - **Likelihood to Recommend:** 4
-

Response 35

Customer Name: Sandeep R

Age: 25

College: Kerala Government Polytechnic College, Kozhikode

- **Overall Satisfaction:** 3
 - **Platform Usability:** 3
 - **Product Availability:** Limited
 - **Price Comparison:** Slightly more expensive
 - **Quality of Materials:** 4
 - **Customer Support Experience:** 3
 - **Additional Features:** Price comparison feature.
 - **Pain Points:** Limited stock of items.
 - **Overall Improvement:** Ensure better stock management.
 - **Likelihood to Recommend:** 3
-

Response 36

Customer Name: Meera R

Age: 23

College: Government Polytechnic College, Kannur

- **Overall Satisfaction:** 5
 - **Platform Usability:** 5
 - **Product Availability:** Yes
 - **Price Comparison:** Much cheaper
 - **Quality of Materials:** 5
 - **Customer Support Experience:** 5
 - **Additional Features:** Easy navigation.
 - **Pain Points:** None.
 - **Overall Improvement:** Keep the site as user-friendly.
 - **Likelihood to Recommend:** 5
-

Response 37

Customer Name: Ravi K

Age: 24

College: Government Polytechnic College, Mattannur

- **Overall Satisfaction:** 4
 - **Platform Usability:** 4
 - **Product Availability:** Yes
 - **Price Comparison:** Comparable
 - **Quality of Materials:** 4
 - **Customer Support Experience:** 4
 - **Additional Features:** Easy registration.
 - **Pain Points:** Occasionally long delivery times.
 - **Overall Improvement:** Ensure faster delivery.
 - **Likelihood to Recommend:** 4
-

Response 38

Customer Name: Nisha G

Age: 22

College: Government Residential Women's Polytechnic College, Payyannur

- **Overall Satisfaction:** 5
 - **Platform Usability:** 5
 - **Product Availability:** Yes
 - **Price Comparison:** Much cheaper
 - **Quality of Materials:** 5
 - **Customer Support Experience:** 5
 - **Additional Features:** Easy tracking of orders.
 - **Pain Points:** None.
 - **Overall Improvement:** Maintain the quality of services.
 - **Likelihood to Recommend:** 5
-

Response 39

Customer Name: Subash T

Age: 23

College: Government Polytechnic College, Naduvil, Kannur

- **Overall Satisfaction:** 3
- **Platform Usability:** 3
- **Product Availability:** Limited
- **Price Comparison:** More expensive
- **Quality of Materials:** 3
- **Customer Support Experience:** 3
- **Additional Features:** Occasional sales.

- **Pain Points:** Limited variety and high prices.
 - **Overall Improvement:** Lower prices and expand product range.
 - **Likelihood to Recommend:** 3
-

Response 40

Customer Name: Ganga M

Age: 21

College: Government Polytechnic College, Meenangadi

- **Overall Satisfaction:** 5
- **Platform Usability:** 5
- **Product Availability:** Yes
- **Price Comparison:** Cheaper
- **Quality of Materials:** 5
- **Customer Support Experience:** 5
- **Additional Features:** Timely delivery.
- **Pain Points:** None.
- **Overall Improvement:** Keep offering good prices and services.
- **Likelihood to Recommend:** 5

Response 41

Customer Name: Ajeesh P

Age: 24

College: Government Polytechnic College, Meppadi

- **Overall Satisfaction:** 4
 - **Platform Usability:** 4
 - **Product Availability:** Yes
 - **Price Comparison:** Comparable
 - **Quality of Materials:** 4
 - **Customer Support Experience:** 3
 - **Additional Features:** Wish list feature.
 - **Pain Points:** Long wait times for customer support responses.
 - **Overall Improvement:** Faster support response times.
 - **Likelihood to Recommend:** 4
-

Response 42

Customer Name: Liza S

Age: 22

College: Government Polytechnic College, Mananthavady

- **Overall Satisfaction:** 5

- **Platform Usability:** 5
 - **Product Availability:** Yes
 - **Price Comparison:** Much cheaper
 - **Quality of Materials:** 5
 - **Customer Support Experience:** 5
 - **Additional Features:** Great payment options.
 - **Pain Points:** None.
 - **Overall Improvement:** No changes needed.
 - **Likelihood to Recommend:** 5
-

Response 43

Customer Name: Rishikesh V

Age: 23

College: Government Polytechnic College, Kasaragod

- **Overall Satisfaction:** 3
 - **Platform Usability:** 3
 - **Product Availability:** Limited
 - **Price Comparison:** More expensive
 - **Quality of Materials:** 3
 - **Customer Support Experience:** 2
 - **Additional Features:** Discount offers during festivals.
 - **Pain Points:** Poor customer service and limited stock.
 - **Overall Improvement:** Improve customer service and inventory management.
 - **Likelihood to Recommend:** 2
-

Response 44

Customer Name: Nirmal T

Age: 24

College: Government Polytechnic College, Thrikkariapur

- **Overall Satisfaction:** 4
 - **Platform Usability:** 5
 - **Product Availability:** Yes
 - **Price Comparison:** Comparable
 - **Quality of Materials:** 4
 - **Customer Support Experience:** 4
 - **Additional Features:** Regular product updates.
 - **Pain Points:** Some products are out of stock frequently.
 - **Overall Improvement:** Ensure consistent stock availability.
 - **Likelihood to Recommend:** 4
-

Response 45

Customer Name: Dhanusha K

Age: 22

College: Government Polytechnic College, Thrissur

- **Overall Satisfaction:** 5
 - **Platform Usability:** 5
 - **Product Availability:** Yes
 - **Price Comparison:** Cheaper
 - **Quality of Materials:** 5
 - **Customer Support Experience:** 5
 - **Additional Features:** Product recommendations based on preferences.
 - **Pain Points:** None.
 - **Overall Improvement:** Keep the quality consistent.
 - **Likelihood to Recommend:** 5
-

Response 46

Customer Name: Gokul P

Age: 23

College: Government Polytechnic College, Kunnankulam

- **Overall Satisfaction:** 4
 - **Platform Usability:** 5
 - **Product Availability:** Yes
 - **Price Comparison:** More expensive
 - **Quality of Materials:** 4
 - **Customer Support Experience:** 4
 - **Additional Features:** Free delivery option for orders above a certain amount.
 - **Pain Points:** Prices can be improved.
 - **Overall Improvement:** Offer better price range for students.
 - **Likelihood to Recommend:** 4
-

Response 47

Customer Name: Shalini M

Age: 23

College: Government Polytechnic College, Ezhukone

- **Overall Satisfaction:** 4
- **Platform Usability:** 4
- **Product Availability:** Yes
- **Price Comparison:** Comparable
- **Quality of Materials:** 4

- **Customer Support Experience:** 4
 - **Additional Features:** Easy returns process.
 - **Pain Points:** Limited product categories.
 - **Overall Improvement:** Expand product variety.
 - **Likelihood to Recommend:** 4
-

Response 48

Customer Name: Ashwin V

Age: 22

College: Government Polytechnic College, Adoor

- **Overall Satisfaction:** 5
 - **Platform Usability:** 5
 - **Product Availability:** Yes
 - **Price Comparison:** Cheaper
 - **Quality of Materials:** 5
 - **Customer Support Experience:** 5
 - **Additional Features:** Detailed product descriptions.
 - **Pain Points:** None.
 - **Overall Improvement:** Continue maintaining quality and variety.
 - **Likelihood to Recommend:** 5
-

Response 49

Customer Name: Priya P

Age: 21

College: Government Polytechnic College, Kothamangalam

- **Overall Satisfaction:** 4
 - **Platform Usability:** 5
 - **Product Availability:** Yes
 - **Price Comparison:** Comparable
 - **Quality of Materials:** 4
 - **Customer Support Experience:** 3
 - **Additional Features:** Free shipping on large orders.
 - **Pain Points:** Lack of product reviews.
 - **Overall Improvement:** Add more user reviews for products.
 - **Likelihood to Recommend:** 4
-

Response 50

Customer Name: Ramesh K

Age: 23

College: Government Polytechnic College, Perumbavoor

- **Overall Satisfaction:** 4
- **Platform Usability:** 4
- **Product Availability:** Yes
- **Price Comparison:** Cheaper
- **Quality of Materials:** 4
- **Customer Support Experience:** 3
- **Additional Features:** Easy checkout process.
- **Pain Points:** Sometimes the website crashes during checkout.
- **Overall Improvement:** Improve website stability.
- **Likelihood to Recommend:** 4

Response 51

Customer Name: Sandeep R

Age: 23

College: Government Polytechnic College, Cherthala

- **Overall Satisfaction:** 4
 - **Platform Usability:** 4
 - **Product Availability:** Yes
 - **Price Comparison:** Comparable
 - **Quality of Materials:** 4
 - **Customer Support Experience:** 3
 - **Additional Features:** Regular promotional offers.
 - **Pain Points:** Slow response from support team.
 - **Overall Improvement:** Quicker support response times.
 - **Likelihood to Recommend:** 4
-

Response 52

Customer Name: Divya K

Age: 22

College: Government Polytechnic College, Palakkad

- **Overall Satisfaction:** 5
- **Platform Usability:** 5
- **Product Availability:** Yes
- **Price Comparison:** Cheaper
- **Quality of Materials:** 5
- **Customer Support Experience:** 5
- **Additional Features:** Easy-to-navigate platform.
- **Pain Points:** None.
- **Overall Improvement:** Keep up the great work!

- **Likelihood to Recommend: 5**
-

Response 53

Customer Name: Nikhil S

Age: 24

College: Maharaja's Technological Institute, Thrissur

- **Overall Satisfaction:** 4
 - **Platform Usability:** 5
 - **Product Availability:** Yes
 - **Price Comparison:** Comparable
 - **Quality of Materials:** 4
 - **Customer Support Experience:** 4
 - **Additional Features:** Discounts for students.
 - **Pain Points:** Limited stock during peak periods.
 - **Overall Improvement:** Improve stock management.
 - **Likelihood to Recommend:** 4
-

Response 54

Customer Name: Ananya T

Age: 22

College: Government Polytechnic College, Koratty

- **Overall Satisfaction:** 3
 - **Platform Usability:** 3
 - **Product Availability:** Yes
 - **Price Comparison:** More expensive
 - **Quality of Materials:** 3
 - **Customer Support Experience:** 3
 - **Additional Features:** Bulk purchase options.
 - **Pain Points:** High prices for most products.
 - **Overall Improvement:** More affordable pricing for students.
 - **Likelihood to Recommend:** 3
-

Response 55

Customer Name: Ravi R

Age: 24

College: Government Polytechnic College, Vechoochira

- **Overall Satisfaction:** 5
- **Platform Usability:** 5

- **Product Availability:** Yes
 - **Price Comparison:** Cheaper
 - **Quality of Materials:** 5
 - **Customer Support Experience:** 5
 - **Additional Features:** Fast delivery service.
 - **Pain Points:** None.
 - **Overall Improvement:** Keep the service consistent.
 - **Likelihood to Recommend:** 5
-

Response 56

Customer Name: Rohit A

Age: 23

College: Government Polytechnic College, Kalamassery

- **Overall Satisfaction:** 4
 - **Platform Usability:** 4
 - **Product Availability:** Yes
 - **Price Comparison:** Comparable
 - **Quality of Materials:** 4
 - **Customer Support Experience:** 4
 - **Additional Features:** Product reviews.
 - **Pain Points:** Limited variety in textbooks.
 - **Overall Improvement:** Add more academic books and materials.
 - **Likelihood to Recommend:** 4
-

Response 57

Customer Name: Meera V

Age: 21

College: Government Women's Polytechnic College, Ernakulam

- **Overall Satisfaction:** 5
 - **Platform Usability:** 5
 - **Product Availability:** Yes
 - **Price Comparison:** Cheaper
 - **Quality of Materials:** 5
 - **Customer Support Experience:** 5
 - **Additional Features:** Special offers for women students.
 - **Pain Points:** None.
 - **Overall Improvement:** No changes needed.
 - **Likelihood to Recommend:** 5
-

Response 58

Customer Name: Ajay K

Age: 22

College: Government Polytechnic College, Kottayam

- **Overall Satisfaction:** 4
 - **Platform Usability:** 4
 - **Product Availability:** Yes
 - **Price Comparison:** Comparable
 - **Quality of Materials:** 4
 - **Customer Support Experience:** 4
 - **Additional Features:** Excellent filtering options.
 - **Pain Points:** Limited payment options.
 - **Overall Improvement:** Add more payment methods.
 - **Likelihood to Recommend:** 4
-

Response 59

Customer Name: Rekha P

Age: 22

College: Government Polytechnic College, Pala

- **Overall Satisfaction:** 5
 - **Platform Usability:** 5
 - **Product Availability:** Yes
 - **Price Comparison:** Cheaper
 - **Quality of Materials:** 5
 - **Customer Support Experience:** 5
 - **Additional Features:** Educational discounts.
 - **Pain Points:** None.
 - **Overall Improvement:** Keep the quality consistent.
 - **Likelihood to Recommend:** 5
-

Response 60

Customer Name: Vishnu N

Age: 24

College: Government Polytechnic College, Vennikulam

- **Overall Satisfaction:** 3
- **Platform Usability:** 3
- **Product Availability:** Yes
- **Price Comparison:** More expensive
- **Quality of Materials:** 3

- **Customer Support Experience:** 3
 - **Additional Features:** Frequent sales.
 - **Pain Points:** Too expensive for students.
 - **Overall Improvement:** Offer more affordable options.
 - **Likelihood to Recommend:** 3
-

Response 61

Customer Name: Neethu S

Age: 22

College: Government Polytechnic College, Attingal

- **Overall Satisfaction:** 5
 - **Platform Usability:** 5
 - **Product Availability:** Yes
 - **Price Comparison:** Comparable
 - **Quality of Materials:** 5
 - **Customer Support Experience:** 5
 - **Additional Features:** Excellent recommendations for students.
 - **Pain Points:** None.
 - **Overall Improvement:** Continue the great work!
 - **Likelihood to Recommend:** 5
-

Response 62

Customer Name: Anil M

Age: 23

College: Government Polytechnic College, Perinthalmanna

- **Overall Satisfaction:** 4
 - **Platform Usability:** 4
 - **Product Availability:** Yes
 - **Price Comparison:** Cheaper
 - **Quality of Materials:** 4
 - **Customer Support Experience:** 3
 - **Additional Features:** Easy-to-use interface.
 - **Pain Points:** Slow support responses.
 - **Overall Improvement:** Quicker customer support.
 - **Likelihood to Recommend:** 4
-

Response 63

Customer Name: Priyanka S

Age: 21

College: Government Polytechnic College, Manjeri

- **Overall Satisfaction:** 5
 - **Platform Usability:** 5
 - **Product Availability:** Yes
 - **Price Comparison:** Cheaper
 - **Quality of Materials:** 5
 - **Customer Support Experience:** 5
 - **Additional Features:** Student discounts.
 - **Pain Points:** None.
 - **Overall Improvement:** No improvements needed.
 - **Likelihood to Recommend:** 5
-

Response 64

Customer Name: Gokul V

Age: 22

College: Government Polytechnic College, Thirurangadi

- **Overall Satisfaction:** 4
 - **Platform Usability:** 4
 - **Product Availability:** Yes
 - **Price Comparison:** Comparable
 - **Quality of Materials:** 4
 - **Customer Support Experience:** 4
 - **Additional Features:** Payment flexibility.
 - **Pain Points:** Products sometimes take longer to ship.
 - **Overall Improvement:** Improve shipping speed.
 - **Likelihood to Recommend:** 4
-

Response 65

Customer Name: Jasmine K

Age: 23

College: Government Polytechnic College, Kunnamkulam

- **Overall Satisfaction:** 4
- **Platform Usability:** 4
- **Product Availability:** Yes
- **Price Comparison:** Comparable
- **Quality of Materials:** 4
- **Customer Support Experience:** 3
- **Additional Features:** Personalized recommendations.

- **Pain Points:** Limited variety in available brands.
 - **Overall Improvement:** Expand brand options.
 - **Likelihood to Recommend:** 4
-

Response 66

Customer Name: Vikram P

Age: 24

College: Government Polytechnic College, Vechoochira

- **Overall Satisfaction:** 5
 - **Platform Usability:** 5
 - **Product Availability:** Yes
 - **Price Comparison:** Cheaper
 - **Quality of Materials:** 5
 - **Customer Support Experience:** 5
 - **Additional Features:** Easy returns.
 - **Pain Points:** None.
 - **Overall Improvement:** Continue with great service.
 - **Likelihood to Recommend:** 5
-

Response 67

Customer Name: Charulatha S

Age: 22

College: Government Polytechnic College, Punalur

- **Overall Satisfaction:** 5
 - **Platform Usability:** 5
 - **Product Availability:** Yes
 - **Price Comparison:** Cheaper
 - **Quality of Materials:** 5
 - **Customer Support Experience:** 5
 - **Additional Features:** Student-friendly options.
 - **Pain Points:** None.
 - **Overall Improvement:** Keep it up!
 - **Likelihood to Recommend:** 5
-

Response 68

Customer Name: Arun A

Age: 23

College: Government Polytechnic College, Kayani

- **Overall Satisfaction:** 4
 - **Platform Usability:** 4
 - **Product Availability:** Yes
 - **Price Comparison:** Comparable
 - **Quality of Materials:** 4
 - **Customer Support Experience:** 3
 - **Additional Features:** Frequent student discounts.
 - **Pain Points:** Support team responses are slow.
 - **Overall Improvement:** Speed up customer support.
 - **Likelihood to Recommend:** 4
-

Response 69

Customer Name: Neelima V

Age: 21

College: Government Polytechnic College, Kottarakkara

- **Overall Satisfaction:** 5
 - **Platform Usability:** 5
 - **Product Availability:** Yes
 - **Price Comparison:** Cheaper
 - **Quality of Materials:** 5
 - **Customer Support Experience:** 5
 - **Additional Features:** Excellent variety of products.
 - **Pain Points:** None.
 - **Overall Improvement:** Keep providing top-notch service.
 - **Likelihood to Recommend:** 5
-

Response 70

Customer Name: Nithin T

Age: 24

College: Government Polytechnic College, Nattakom

- **Overall Satisfaction:** 4
- **Platform Usability:** 4
- **Product Availability:** Yes
- **Price Comparison:** Comparable
- **Quality of Materials:** 4
- **Customer Support Experience:** 4
- **Additional Features:** Special discounts for loyal customers.
- **Pain Points:** Limited payment methods.
- **Overall Improvement:** Expand payment options.
- **Likelihood to Recommend:** 4

Response 71

Customer Name: Arun K

Age: 22

College: Government Polytechnic College, Kottayam

- **Overall Satisfaction:** 5
 - **Platform Usability:** 5
 - **Product Availability:** Yes
 - **Price Comparison:** Comparable
 - **Quality of Materials:** 5
 - **Customer Support Experience:** 5
 - **Additional Features:** Regular updates on new products.
 - **Pain Points:** None.
 - **Overall Improvement:** Keep providing high-quality service.
 - **Likelihood to Recommend:** 5
-

Response 72

Customer Name: Malini R

Age: 23

College: Government Polytechnic College, Attingal

- **Overall Satisfaction:** 4
 - **Platform Usability:** 4
 - **Product Availability:** Yes
 - **Price Comparison:** Cheaper
 - **Quality of Materials:** 4
 - **Customer Support Experience:** 4
 - **Additional Features:** Customizable product options.
 - **Pain Points:** Slow shipping during peak periods.
 - **Overall Improvement:** Faster delivery times.
 - **Likelihood to Recommend:** 4
-

Response 73

Customer Name: Ravi K

Age: 21

College: Government Polytechnic College, Alappuzha

- **Overall Satisfaction:** 3
- **Platform Usability:** 3
- **Product Availability:** Yes
- **Price Comparison:** More expensive
- **Quality of Materials:** 3

- **Customer Support Experience:** 3
 - **Additional Features:** None
 - **Pain Points:** Higher prices and shipping delays.
 - **Overall Improvement:** Reduce prices and improve shipping speed.
 - **Likelihood to Recommend:** 3
-

Response 74

Customer Name: Haritha G

Age: 22

College: Government Polytechnic College, Punalur

- **Overall Satisfaction:** 5
 - **Platform Usability:** 5
 - **Product Availability:** Yes
 - **Price Comparison:** Cheaper
 - **Quality of Materials:** 5
 - **Customer Support Experience:** 5
 - **Additional Features:** Excellent user interface and experience.
 - **Pain Points:** None.
 - **Overall Improvement:** Continue to offer great products.
 - **Likelihood to Recommend:** 5
-

Response 75

Customer Name: Jithin M

Age: 24

College: Government Polytechnic College, Vechoochira

- **Overall Satisfaction:** 4
 - **Platform Usability:** 5
 - **Product Availability:** Yes
 - **Price Comparison:** Comparable
 - **Quality of Materials:** 4
 - **Customer Support Experience:** 4
 - **Additional Features:** Price comparisons for similar products.
 - **Pain Points:** Limited inventory during sales.
 - **Overall Improvement:** Increase stock during promotional events.
 - **Likelihood to Recommend:** 4
-

Response 76

Customer Name: Ayesha S

Age: 21

College: Government Polytechnic College, Kottarakkara

- **Overall Satisfaction:** 5
 - **Platform Usability:** 5
 - **Product Availability:** Yes
 - **Price Comparison:** Cheaper
 - **Quality of Materials:** 5
 - **Customer Support Experience:** 5
 - **Additional Features:** Special student discounts.
 - **Pain Points:** None.
 - **Overall Improvement:** Keep offering great discounts!
 - **Likelihood to Recommend:** 5
-

Response 77

Customer Name: Nithin P

Age: 23

College: Government Polytechnic College, Muvattupuzha

- **Overall Satisfaction:** 3
 - **Platform Usability:** 3
 - **Product Availability:** Yes
 - **Price Comparison:** More expensive
 - **Quality of Materials:** 3
 - **Customer Support Experience:** 3
 - **Additional Features:** Bulk purchase options.
 - **Pain Points:** High prices, poor quality.
 - **Overall Improvement:** Offer competitive prices with better quality.
 - **Likelihood to Recommend:** 3
-

Response 78

Customer Name: Vishnu V

Age: 22

College: Government Polytechnic College, Thirurangadi

- **Overall Satisfaction:** 4
- **Platform Usability:** 4
- **Product Availability:** Yes
- **Price Comparison:** Comparable
- **Quality of Materials:** 4
- **Customer Support Experience:** 4
- **Additional Features:** Faster checkout process.

- **Pain Points:** Inadequate product descriptions.
 - **Overall Improvement:** Improve product information.
 - **Likelihood to Recommend:** 4
-

Response 79

Customer Name: Anjali P

Age: 21

College: Government Polytechnic College, Perinthalmanna

- **Overall Satisfaction:** 5
 - **Platform Usability:** 5
 - **Product Availability:** Yes
 - **Price Comparison:** Cheaper
 - **Quality of Materials:** 5
 - **Customer Support Experience:** 5
 - **Additional Features:** Excellent recommendation system.
 - **Pain Points:** None.
 - **Overall Improvement:** Continue as you are.
 - **Likelihood to Recommend:** 5
-

Response 80

Customer Name: Jayakrishnan A

Age: 24

College: Government Polytechnic College, Kallettumkara

- **Overall Satisfaction:** 3
 - **Platform Usability:** 3
 - **Product Availability:** Yes
 - **Price Comparison:** More expensive
 - **Quality of Materials:** 3
 - **Customer Support Experience:** 3
 - **Additional Features:** Promotional sales.
 - **Pain Points:** High prices and slow deliveries.
 - **Overall Improvement:** Reduce prices and improve delivery speed.
 - **Likelihood to Recommend:** 3
-

Response 81

Customer Name: Meenakshi S

Age: 23

College: Government Polytechnic College, Manjeri

- **Overall Satisfaction:** 5
 - **Platform Usability:** 5
 - **Product Availability:** Yes
 - **Price Comparison:** Comparable
 - **Quality of Materials:** 5
 - **Customer Support Experience:** 5
 - **Additional Features:** Easy-to-navigate platform.
 - **Pain Points:** None.
 - **Overall Improvement:** Keep up the excellent work.
 - **Likelihood to Recommend:** 5
-

Response 82

Customer Name: Sreelakshmi R

Age: 21

College: Government Polytechnic College, Pala

- **Overall Satisfaction:** 5
 - **Platform Usability:** 5
 - **Product Availability:** Yes
 - **Price Comparison:** Cheaper
 - **Quality of Materials:** 5
 - **Customer Support Experience:** 5
 - **Additional Features:** Fast and reliable shipping.
 - **Pain Points:** None.
 - **Overall Improvement:** No changes needed.
 - **Likelihood to Recommend:** 5
-

Response 83

Customer Name: Arun B

Age: 22

College: Government Polytechnic College, Karunagappally

- **Overall Satisfaction:** 4
- **Platform Usability:** 4
- **Product Availability:** Yes
- **Price Comparison:** Comparable
- **Quality of Materials:** 4
- **Customer Support Experience:** 3
- **Additional Features:** Bulk buying options.
- **Pain Points:** Inconsistent support response times.
- **Overall Improvement:** Improve support response times.
- **Likelihood to Recommend:** 4

Response 84

Customer Name: Rashmi S

Age: 21

College: Government Polytechnic College, Kunnamkulam

- **Overall Satisfaction:** 5
- **Platform Usability:** 5
- **Product Availability:** Yes
- **Price Comparison:** Cheaper
- **Quality of Materials:** 5
- **Customer Support Experience:** 5
- **Additional Features:** Great student packages.
- **Pain Points:** None.
- **Overall Improvement:** Keep it up.
- **Likelihood to Recommend:** 5

Response 85

Customer Name: Arun S

Age: 22

College: Government Polytechnic College, Cherthala

- **Overall Satisfaction:** 4
- **Platform Usability:** 4
- **Product Availability:** Yes
- **Price Comparison:** Comparable
- **Quality of Materials:** 4
- **Customer Support Experience:** 4
- **Additional Features:** Academic discount.
- **Pain Points:** Limited stock.
- **Overall Improvement:** Improve stock availability.
- **Likelihood to Recommend:** 4

Response 86

Customer Name: Sharanya M

Age: 21

College: Government Polytechnic College, Attingal

- **Overall Satisfaction:** 5
- **Platform Usability:** 5
- **Product Availability:** Yes

- **Price Comparison:** Cheaper
 - **Quality of Materials:** 5
 - **Customer Support Experience:** 5
 - **Additional Features:** Student discounts.
 - **Pain Points:** None.
 - **Overall Improvement:** Keep the student-friendly policies.
 - **Likelihood to Recommend:** 5
-

Response 87

Customer Name: Vikram V

Age: 24

College: Government Polytechnic College, Nattakom

- **Overall Satisfaction:** 4
 - **Platform Usability:** 4
 - **Product Availability:** Yes
 - **Price Comparison:** Comparable
 - **Quality of Materials:** 4
 - **Customer Support Experience:** 4
 - **Additional Features:** Price guarantee.
 - **Pain Points:** Slow response times for returns.
 - **Overall Improvement:** Improve returns process.
 - **Likelihood to Recommend:** 4
-

Response 88

Customer Name: Simi J

Age: 22

College: Government Polytechnic College, Kozhikode

- **Overall Satisfaction:** 5
 - **Platform Usability:** 5
 - **Product Availability:** Yes
 - **Price Comparison:** Cheaper
 - **Quality of Materials:** 5
 - **Customer Support Experience:** 5
 - **Additional Features:** Regular offers for students.
 - **Pain Points:** None.
 - **Overall Improvement:** Keep offering great student deals.
 - **Likelihood to Recommend:** 5
-

Response 89

Customer Name: Lijo T

Age: 23

College: Government Polytechnic College, Kottayam

- **Overall Satisfaction:** 4
 - **Platform Usability:** 4
 - **Product Availability:** Yes
 - **Price Comparison:** Cheaper
 - **Quality of Materials:** 4
 - **Customer Support Experience:** 4
 - **Additional Features:** Frequent discounts.
 - **Pain Points:** Long shipping times.
 - **Overall Improvement:** Improve shipping speed.
 - **Likelihood to Recommend:** 4
-

Response 90

Customer Name: Rajesh K

Age: 24

College: Government Polytechnic College, Trivandrum

- **Overall Satisfaction:** 5
- **Platform Usability:** 5
- **Product Availability:** Yes
- **Price Comparison:** Comparable
- **Quality of Materials:** 5
- **Customer Support Experience:** 5
- **Additional Features:** Great variety of products.
- **Pain Points:** None.
- **Overall Improvement:** Keep up the excellent work.
- **Likelihood to Recommend:** 5

Response 91

Customer Name: Reena S

Age: 21

College: Government Polytechnic College, Kottarakkara

- **Overall Satisfaction:** 5
- **Platform Usability:** 5
- **Product Availability:** Yes
- **Price Comparison:** Cheaper
- **Quality of Materials:** 5
- **Customer Support Experience:** 5
- **Additional Features:** Student discount offers.

- **Pain Points:** None.
 - **Overall Improvement:** Keep the great deals for students.
 - **Likelihood to Recommend:** 5
-

Response 92

Customer Name: Anoop M

Age: 22

College: Government Polytechnic College, Irinjalakuda

- **Overall Satisfaction:** 4
 - **Platform Usability:** 4
 - **Product Availability:** Yes
 - **Price Comparison:** Comparable
 - **Quality of Materials:** 4
 - **Customer Support Experience:** 4
 - **Additional Features:** Flexible payment options.
 - **Pain Points:** Slow shipping.
 - **Overall Improvement:** Speed up delivery time.
 - **Likelihood to Recommend:** 4
-

Response 93

Customer Name: Neethu T

Age: 21

College: Government Polytechnic College, Malappuram

- **Overall Satisfaction:** 5
 - **Platform Usability:** 5
 - **Product Availability:** Yes
 - **Price Comparison:** Cheaper
 - **Quality of Materials:** 5
 - **Customer Support Experience:** 5
 - **Additional Features:** Easy order tracking.
 - **Pain Points:** None.
 - **Overall Improvement:** Keep up the good work!
 - **Likelihood to Recommend:** 5
-

Response 94

Customer Name: Sandeep P

Age: 24

College: Government Polytechnic College, Varkala

- **Overall Satisfaction:** 4
 - **Platform Usability:** 4
 - **Product Availability:** Yes
 - **Price Comparison:** Comparable
 - **Quality of Materials:** 4
 - **Customer Support Experience:** 3
 - **Additional Features:** More information on product specifications.
 - **Pain Points:** Inconsistent customer service.
 - **Overall Improvement:** Provide better customer service.
 - **Likelihood to Recommend:** 4
-

Response 95

Customer Name: Deepa M

Age: 22

College: Government Polytechnic College, Vypin

- **Overall Satisfaction:** 5
 - **Platform Usability:** 5
 - **Product Availability:** Yes
 - **Price Comparison:** Cheaper
 - **Quality of Materials:** 5
 - **Customer Support Experience:** 5
 - **Additional Features:** Easy-to-use website and app.
 - **Pain Points:** None.
 - **Overall Improvement:** No suggestions, everything is excellent!
 - **Likelihood to Recommend:** 5
-

Response 96

Customer Name: Sudhir K

Age: 23

College: Government Polytechnic College, Kunnankulam

- **Overall Satisfaction:** 3
- **Platform Usability:** 3
- **Product Availability:** Yes
- **Price Comparison:** More expensive
- **Quality of Materials:** 3
- **Customer Support Experience:** 3
- **Additional Features:** Bulk purchasing options.
- **Pain Points:** High prices, slower than expected delivery.
- **Overall Improvement:** Reduce prices and improve shipping speed.
- **Likelihood to Recommend:** 3

Response 97

Customer Name: Arya S

Age: 21

College: Government Polytechnic College, Attingal

- **Overall Satisfaction:** 5
- **Platform Usability:** 5
- **Product Availability:** Yes
- **Price Comparison:** Cheaper
- **Quality of Materials:** 5
- **Customer Support Experience:** 5
- **Additional Features:** Regular promotions.
- **Pain Points:** None.
- **Overall Improvement:** Keep it up!
- **Likelihood to Recommend:** 5

Response 98

Customer Name: Rithu K

Age: 23

College: Government Polytechnic College, Thiruvananthapuram

- **Overall Satisfaction:** 4
- **Platform Usability:** 4
- **Product Availability:** Yes
- **Price Comparison:** Comparable
- **Quality of Materials:** 4
- **Customer Support Experience:** 4
- **Additional Features:** Flexible return options.
- **Pain Points:** Lack of real-time stock updates.
- **Overall Improvement:** Update stock in real-time.
- **Likelihood to Recommend:** 4

Response 99

Customer Name: Akshay N

Age: 24

College: Government Polytechnic College, Perumbavoor

- **Overall Satisfaction:** 4
- **Platform Usability:** 4
- **Product Availability:** Yes

- **Price Comparison:** Comparable
 - **Quality of Materials:** 4
 - **Customer Support Experience:** 4
 - **Additional Features:** Price matching for competitors.
 - **Pain Points:** Sometimes the product images don't match the actual product.
 - **Overall Improvement:** Ensure product images match the actual items.
 - **Likelihood to Recommend:** 4
-

Response 100

Customer Name: Sreedevi N

Age: 21

College: Government Polytechnic College, Kayani

- **Overall Satisfaction:** 5
- **Platform Usability:** 5
- **Product Availability:** Yes
- **Price Comparison:** Cheaper
- **Quality of Materials:** 5
- **Customer Support Experience:** 5
- **Additional Features:** Excellent discounts for students.
- **Pain Points:** None.
- **Overall Improvement:** No improvement needed, everything is perfect.
- **Likelihood to Recommend:** 5