

## Title: Customer Feedback Analysis & Automation Platform

Overview: Build an AI-powered platform to collect, analyze, and summarize customer feedback from multiple channels (email, chat, social media).

### Requirements:

- Integrate with Gmail, Slack, and Facebook Messenger.
- Perform sentiment analysis using NLP.
- Provide automated weekly summary reports.
- Enable tagging and categorization of feedback.

### Constraints:

- Must comply with GDPR.
- Support English and Vietnamese languages.