

Speech Emotion Recognition (SER) involves the identification of human emotions and affective states through speech analysis. This project focuses on utilizing machine learning techniques to recognize emotions from speech data by analyzing voice characteristics like tone and pitch. SER has wide-ranging applications in different fields. In call centers, SER can categorize calls based on the emotions conveyed by speakers. This classification acts as a useful tool for analyzing conversations, pinpointing unhappy customers, and evaluating satisfaction levels. This helps companies enhance their services and customer interactions effectively. The project requires knowledge over basic python language.