Supplemental Table S1. Inclusion and Exclusion Criteria.

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| Inclusion Criteria | Exclusion Criteria |
| Papers directly address topics related to online reviews, customer feedback, or NLP within the context of electronic commerce | Papers not focusing on the intersection of NLP and online reviews within the context of electronic commerce are excluded |
| Papers published from 2013 to 2023 | Papers published before 2013 are excluded |
| Papers written in English are included | Papers not written in English are excluded |
| Papers eligible for inclusion include conference papers, articles, and chapters | Papers that are not conference papers, articles, or chapters are excluded |