

A Novel Approach for Prediction of Consumer Buying Behaviour of Luxury Fashion Goods Using Machine Learning Algorithms

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Abstract: Consumer behaviour in the luxury fashion sector is a dynamic interplay of intricate factors, requiring businesses to adopt innovative methodologies for accurate prediction. This study introduces a novel approach that integrates advanced machine learning algorithms to forecast consumer buying behaviour in the realm of luxury fashion goods. Leveraging a diverse set of models, including decision trees, ensemble methods, and neural networks, our methodology scrutinizes vast datasets encompassing demographic information, online interactions, and historical purchase patterns. The core of our approach lies in predictive analytics, aiming to enhance the precision of forecasting models. By doing so, businesses can anticipate and respond proactively to shifts in consumer preferences. This research not only sheds light on the intricacies of consumer decision-making but also holds implications for refining marketing strategies, optimizing inventory management, and guiding product development within the luxury fashion sector. As the luxury fashion industry grapples with the challenges of an ever-changing consumer landscape, our innovative approach provides a promising avenue for businesses. Through the power of data-driven insights, it fosters a more adaptive and consumer-centric approach to marketing luxury fashion goods, ensuring a strategic edge in an increasingly competitive market.

Keywords: *Luxury fashion, Consumer buying behaviour, Predictive analytics*

1. Introduction

Success in today's cutthroat luxury fashion sector is increasingly dependent on being able to read and anticipate customer trends and purchases. This study presents a new method that uses sophisticated machine learning algorithms to predict and understand the complexities of high-end fashion consumers' decision-making processes. The necessity for an all-encompassing technique that can analyse massive datasets has grown in importance as the number of channels and platforms through which customers interact with luxury brands continues to rise. Businesses in this day and age are

always looking for new ways to improve the customer experience since customer satisfaction and loyalty are the two most important metrics for success. Big Data, the Internet of Things (IoT), and Artificial Intelligence (AI) have combined to establish a potential intersection that might revolutionise customer service. A new age of increased customer happiness, engagement, and loyalty has begun as a result of this change in customer-focused strategy [1-4]. It has also reorganised the nature of consumer-business interactions. This research looks closely at the Internet of Things (IoT), computing paradigms, and Big Data technologies as they relate to the possible revolution that data-driven technologies may cause. Also covered in depth is the substantial part that AI models and methods play in improving the experience, satisfaction, engagement, and loyalty of customers. In addition, the report thoroughly analyses the combined impact of Blockchain technology, AI, and IoT applications on customer interactions by examining how these technologies intersect. This research highlights the crucial significance of IoT technology in transforming traditional corporate operations into an interconnected ecosystem [5-9]. It is one of the key pillars of the study. The Internet of Things (IoT) allows a wide range of interconnected devices and systems to exchange data in real time, which in turn allows companies to better anticipate and meet the demands of their customers [6,8]. The report delves into the various uses of IoT, highlighting how it may improve service delivery,

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personalise consumer experiences, and optimise product offers. Computing models also play an important role in the study, highlighting how important they are for processing and analysing large datasets to get useful insights [10–12]. Predictive analytics, made possible by the integration of powerful computer models, allow businesses to anticipate client behaviour and personalise their offerings to individual tastes [11,12]. The allure of luxury fashion extends beyond mere aesthetics; it encompasses a complex interplay of sociocultural influences, individual tastes, and evolving trends. Traditional models of market analysis often fall short in capturing the subtleties and nuances that define the luxury segment. Recognizing this, our research endeavors to introduce an innovative methodology that goes beyond conventional approaches. By harnessing the power of machine learning, we aim to unravel patterns within vast datasets, delving into demographic intricacies, online interactions, and historical purchase patterns.

The significance of this research lies not only in its potential to decipher the complexities of consumer decision-making but also in its practical implications for industry stakeholders. From informing strategic marketing initiatives to optimizing inventory management and guiding product development, the outcomes of this study are poised to empower businesses in navigating the intricate landscape of luxury fashion. As the industry adapts to the ever-changing dynamics of consumer behavior, our approach seeks to provide a foundation for a more adaptive and consumer-centric paradigm, ensuring resilience and relevance in an era defined by constant evolution.

2. Literature Survey

In this study [1] the research focuses on leveraging Convolutional Neural Networks (CNN) to extract valuable information from 2D images related to urban form. The findings showcase the effectiveness of this approach in predicting restaurant locations. This work contributes to the field of geo-information by introducing an innovative application of CNNs for analyzing urban form data in the context of predicting specific business locations in a city.

In this [2] study by Shahidzadeh et al., a multilayer deep learning approach is employed to harness the power of social media for waste management. Published in the *Journal of Cleaner Production*, the research focuses on using advanced deep learning techniques to extract meaningful insights from social media data for waste management purposes. The findings highlight the efficacy of the multilayer deep learning approach in unscrambling and utilizing social media information to improve waste management strategies. This work contributes to the intersection of deep learning and environmental

sustainability, providing a novel perspective on leveraging social media data for more efficient waste management practices.

In this [3] research by Guo, Tian, and Li, a novel approach for dynamic recommendation, named "Price-aware Enhanced Dynamic Recommendation," is proposed. Published in the *Journal of Retailing and Consumer Services*, the study focuses on integrating deep learning techniques into the recommendation system. The approach emphasizes price awareness to enhance the dynamic recommendation process. The findings demonstrate the effectiveness of this model in providing improved recommendations that account for price considerations. This work contributes to the field of retailing and consumer services by introducing an innovative recommendation strategy that incorporates deep learning and emphasizes the importance of pricing dynamics in personalized recommendations.

In this [4] study by Ebrahimi et al., the application of the Support Vector Machine (SVM) algorithm is explored in the context of startups and consumer purchase behavior, the research investigates how SVM can be utilized to analyze and understand the relationship between startups and consumer purchasing patterns. The findings showcase the efficacy of the SVM algorithm in providing insights into consumer behavior concerning startup products or services. This work contributes to the field by leveraging machine learning techniques to gain a deeper understanding of the dynamics between startups and consumer purchase decisions.

In this [5], the research integrates to enhance the service design process. The findings demonstrate the effectiveness of this integrated approach in creating innovative and well-structured travel packages. This work contributes to the field by providing a unique perspective on service design in the tourism industry, emphasizing the synergies between AHP and TRIZ for optimizing the creation of travel packages.

In this [6] study the research, published in *Sustainability*, utilizes a text-mining approach to analyze and understand consumer values associated with secondhand fashion in these two distinct markets. The findings provide insights into the nuanced perspectives and preferences of consumers when engaging in secondhand fashion consumption. This work contributes to the sustainability discourse by shedding light on consumer values, contributing to a better understanding of the factors influencing sustainable consumption in both mass and luxury fashion markets.

In this [7] study by Wang, Chong, Lin, and Hedenstierna, the research focuses on leveraging advanced spatial-temporal gradient boosting techniques to enhance the

accuracy of demand forecasting in the retail sector. The findings demonstrate the effectiveness of these methods in capturing and predicting patterns in retail demand over both space and time gradient boosting methods for improving retail demand forecasting, particularly in scenarios where spatial and temporal factors play crucial roles.

In this [8] study by Christen, Hess, Grichnik, and Wincent, the application is explored. Published in the *Journal of Business Research*, the research employs, particularly in cross-platform settings. The findings illustrate the effectiveness of machine learning in incorporating diverse signals for pricing strategies in digital platforms. This work emphasizing the significance of advanced analytics, specifically machine learning, in optimizing pricing decisions beyond core product attributes, particularly in cross-platform scenarios.

In this [9], the research focuses on leveraging ensemble learning techniques, particularly BMA, to improve demand forecasting in a cluster-based context. The findings highlight the effectiveness of this approach in capturing diverse demand patterns within different clusters. This work field of decision analytics of ensemble learning for enhancing demand forecasting accuracy, with a specific focus on cluster-based modeling.

In this [10] study by Kuang, Safa, Edalatpanah, and Keyser, is introduced. Published in *Facta Universitatis, Series: Mechanical Engineering*, the research focuses on combining various deep learning techniques to enhance sentiment analysis in the context of product reviews. The findings showcase the effectiveness of the hybrid approach in capturing nuanced sentiments expressed in diverse product reviews, leveraging the strengths of different deep learning methodologies for a more comprehensive understanding of sentiments in product reviews.

In this work by Rane, [11] the focus is into leveraging these advanced technologies to improve various aspects of the customer journey, including satisfaction, engagement, relationship building, and overall experience. This work contributes to the understanding of how the synergies between AI, IoT, and Big Data can be harnessed to create a more personalized and satisfying customer experience, ultimately fostering loyalty.

In this [12] preprint by Alaql, Alqurashi, and Mehmood, the focus is on multi-generational labor markets, with an emphasis on The research, available on arXiv as of February 23, 2023, explores how machine learning techniques can be employed to uncover and understand various parameters within multi-generational labor markets from different perspectives. This work contributes to the field by providing insights into the

complex dynamics of multi-generational labor markets and how data-driven approaches can enhance our understanding of the system parameters involved.

In this [13] study by Wen, the optimization of a webcast marketing platform is explored through the lens of 6G Research and Development (R&D), with an investigation into the impact on brand content creation. Published in *PLOS ONE* on October 18, 2023, the research delves into how advancements in 6G technology can be applied to enhance webcast marketing platforms, specifically focusing on their influence on the creation of brand content. This work contributes to the understanding of the intersection between cutting-edge telecommunications technology (6G) and the optimization of marketing platforms, shedding light on how these advancements shape and improve content creation for brand promotion.

In this [14] contribution by Sharma, Shail, Painuly, and Kumar, the focus is on the research, presented in the book "Sustainable Marketing, Branding, and Reputation Management: Strategies for a Greener Future" (published by IGI Global), explores how artificial intelligence impacts consumer buying behavior in the context of sustainable online fashion retail. The study contributes to the understanding of the role of AI technologies in promoting sustainability within the fashion industry and their influence on shaping consumer preferences and behaviors.

In this [15] study by Rana, Gaur, Singh, Awan, and Rasheed, the focus is on reinforcing the customer journey through artificial intelligence (AI), the research provides a comprehensive review and outlines a research agenda for the application of AI in enhancing the customer journey. The findings contribute insights into how AI technologies can be strategically employed to optimize various aspects of the customer journey, fostering improved customer experiences to understand and explore the evolving landscape of AI-driven enhancements in customer journeys.

Theoretical And Conceptual Framework

The emerging trend of brands adopting a direct-to-consumer (DTC) model signifies a paradigm shift in the business landscape. These brands are characterized by their vertical integration, choosing to sell products directly to consumers without relying on traditional distribution channels. This approach allows them to establish a more direct and intimate connection with their customer base.

In contrast to conventional business models, these DTC brands operate with a minimal or entirely absent involvement of middlemen, brick-and-mortar stores, and third-party retailers. This shift provides several advantages for both the brand and the consumer. Firstly, the elimination of intermediaries streamlines the supply

chain, reducing costs and potentially offering consumers more competitive prices. By bypassing traditional retail markup, these brands can provide high-quality products at a more affordable price point. Moreover, the direct interaction with consumers enables brands to gather valuable insights and feedback. This direct feedback loop fosters a deeper understanding of consumer preferences, allowing brands to iterate and improve their products swiftly. This agility in responding to customer needs can contribute to a more loyal customer base.

The online nature of many DTC brands also leverages the power of e-commerce, providing convenience and accessibility to a global audience. Through well-designed websites and digital marketing strategies, these brands can reach consumers directly, irrespective of geographical boundaries. Additionally, the DTC model often allows for more control over the branding and marketing strategies. Brands have the flexibility to communicate their story and values directly to consumers, fostering a stronger brand identity. This transparency and authenticity can resonate well with modern consumers who value honesty and a connection with the companies they support.

Identifying Seasonal Patterns In Demand

It was thought that would help to reduce the fashion industry's seasonal peaks through trans-seasonality and cruise collections. To illustrate its goal of creating a

seasonless fashion calendar, high-end label Burberry defied convention during London Fashion Week in 2016 by releasing an exclusively direct-to-consumer collection. The latest retail sales patterns in the UK, as shown by the Office for National Statistics, also lend credence to the idea that fashion is still very dependent on the seasons. Edited claims that there is an increasing need to understand the changing seasonality of apparel. This could be because early adopters like Tom Ford discovered that it backfired, and the Kering Group has thus. Even if there is a mountain of research showing that fashion demand is quite sensitive to the seasons, as pointed out by (2014), not all fashion goods are seasonal. For example, continuity lines are popular all year round. Seasonality does, however, affect a large number of things; hence, fashion forecasting algorithms should account for seasonality.

This is why Google Trends for fashion customers might reveal the cyclical nature of demand for any product and the ways in which desire fluctuates with the seasons. In Figure 1, we can see that there is a seasonal demand for bomber jackets based on Google online search trends. What's more interesting is that these patterns have varied significantly throughout the years. By way of illustration, we may see that seasonal demand declines from 2004 until December 2013, then rises, and finally shows a downward sloping pattern.



Fig 1. Trends for bomber jackets via Google Trends

If Google Trends for fashion consumers shows a strong positive relationship between a product's historical sales and consumer interest, then it stands to reason that Google Trends could be a good predictor of future sales for the fashion company. A better prediction of future sales. For this reason, it would be beneficial for fashion brands to be able to accurately predict the future seasonality movements in fashion consumer Google Trends. This would help with stock management, it's clear that statistical signal processing models might be useful for the fashion business. These models can identify patterns in data based on the seasons and use that information to make predictions about the future. In addition,

nonparametric models, which do not presume stationarity, might be useful for the data in Figure 1 because it seems that the data is nonstationary over time.

Competitor Analysis

When it comes to the internet, luxury businesses no longer see it as a "mass market" (Deloitte 2018). With 36% of all fashion retail sales predicted to occur online by 2020 (Meena 2018), it's no wonder that many businesses are concentrating on perfecting their digital footprint. Also, according to recent surveys, more and more people are opting to purchase online instead of at brick-and-mortar stores (BBC 2019).

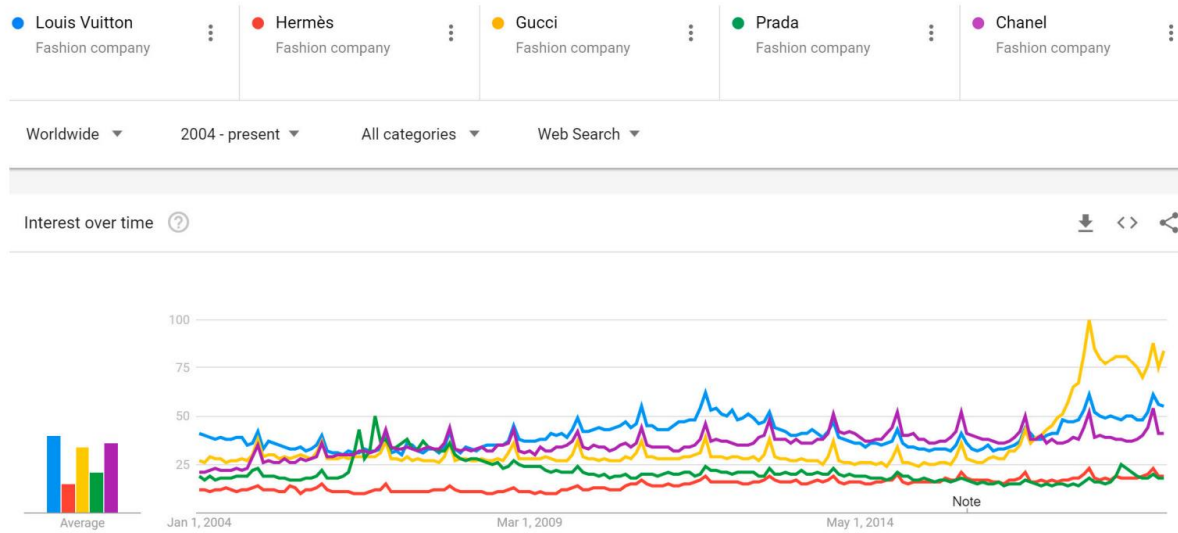


Fig 2: Google Trends for selected luxury fashion brands (Data Source: Google Trends)

The convenience of online shopping, including the ability to compare prices instantly and avoid wasting time and gas on trips to other stores for different sizes and colours, is simple to see why people prefer it. Global expenditures in enhancing luxury online shopping already and as customers want better shopping experiences, luxury firms

are leveraging the web to deliver tailored. Brands may evaluate the efficacy of their internet marketing initiatives and identify important rivals by analysing brand search trends with the aid of Google Trends, which is popular among fashion consumers (Willner 2017).

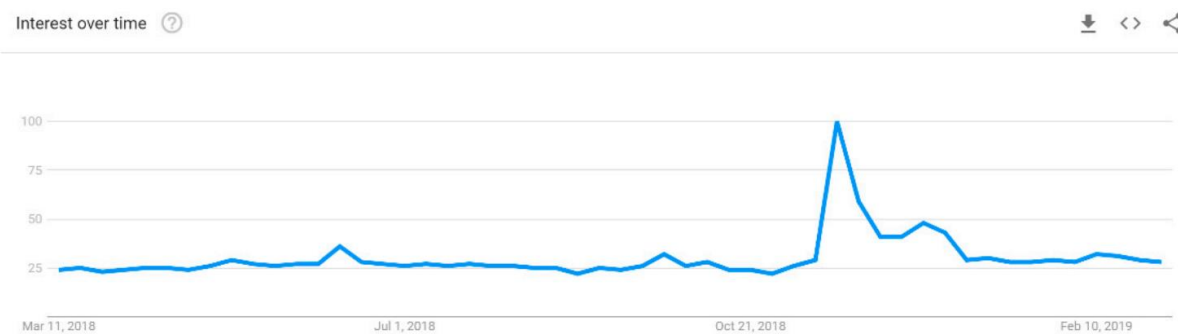


Fig 3: Google Trends for “Dolce & Gabbana” over the past 12 months. (Data Source: Google Trends)

Also, analysts may compare results for individual goods. Take Gucci as an example. In 2017, according to Bobiba, Gucci was the most popular fashion brand on Google. Louis Vuitton came in second. It seems that this trend is still going strong in 2019 (see figure 2). This kind of data is helpful for fashion companies because it reveals how well their websites and online marketing efforts are connecting with customers. Furthermore, marketers can readily determine who their main rivals are. This gives them the opportunity to analyse and enhance their online customer engagement strategies by studying how their competitors operate. Besides Gucci, Louis Vuitton, and Chanel, the other luxury companies in this case are having a hard time getting their web presence correct, as seen in Figure 2's basic example. The patterns seen here in relation to internet searches for images, news, Google Shopping, and YouTube are interesting to say the least.

3. Methodology

This section outlines the systematic approach employed to realize the objectives of predicting consumer buying behavior in the luxury fashion industry using machine learning algorithms. It encompasses the gathering and preprocessing of relevant data, the selection and configuration of machine learning models, as well as the evaluation metrics applied to assess model performance. The methodology elucidates the steps taken to ensure the robustness and generalizability of the predictive models, providing a transparent framework for understanding the analytical process. The intricacies of feature engineering, model training, and validation are discussed, offering insights into the comprehensive methodology that underpins the research findings.

Feature Extraction

First, we extract features from images by utilising the inception-v3 model's deep learning architecture [2]. With

training on over a thousand items, including garments, the Inception-v3 model has surpassed earlier picture

recognition and achieved accuracy for identifying things. In Figure 2, we can see the inception-v3 model's design.

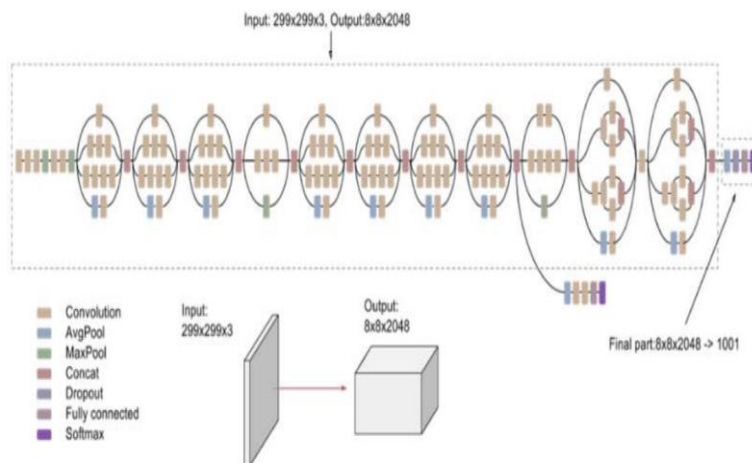


Fig 3: The architecture of Inception Model

1) Convolution layer—Convolution layers learn and store image information at the pixel level. It is the initial stage of feature extraction from images. A pair of inputs are

required The feature is mapped by an image matrix ($h \times w \times d$) and filters ($f_h \times f_w \times d$).

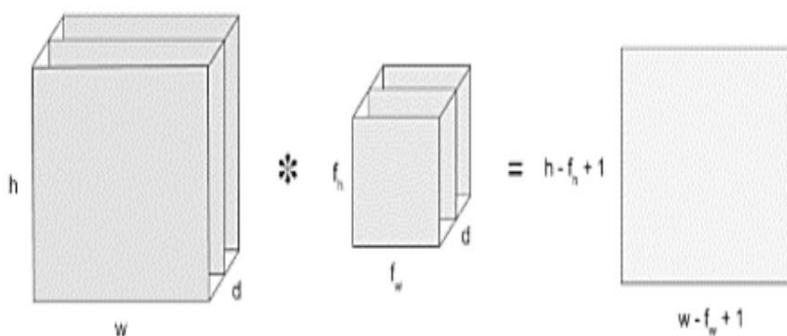


Fig 3: Feature mapping of Convolution Layer

2) Pooling layers: these layers assist to minimise the dimensions by eliminating the parameters if the input picture is quite large. There are three techniques to use spatial pooling for mapping: "Max pooling," "Average pooling," and "Sum Pooling." The "Average Pooling" method calculates the mean value of the feature map, the "Max Pooling" method finds the maximum value in the feature map, and the "Sum Pooling" method finds the total value of all feature values.

3) The third layer is the concatenation layer, which links the output of all the levels and is located after the pooling layer.

In the fourth step, known as the "Dropout layer," nodes are removed from the model with a probability of "1-p" (where "p" is the number of neurons to be removed), in order to address overfitting issues.

5) A fully connected layer and a softmax layer are employed to construct a model. The features are first sent through this layer, which is responsible for top-level feature interpretation. It then transforms the data into feature vectors. Additional activation functions like sigmoid and softmax are incorporated into the model for the classification job.

B. MLP A "feedforward artificial neural network" is what this multilayer perceptron is. It has an activation function, weights, and an input layer. In order to generate results, the model takes weighted inputs and applies a non-linear activation function.

When training, MLP employs supervised learning with the backpropagation method. What sets MLP apart from a linear perceptron (LP) is its multi-layer architecture and non-linear activation function. They are capable of resolving intricate classification and regression issues.

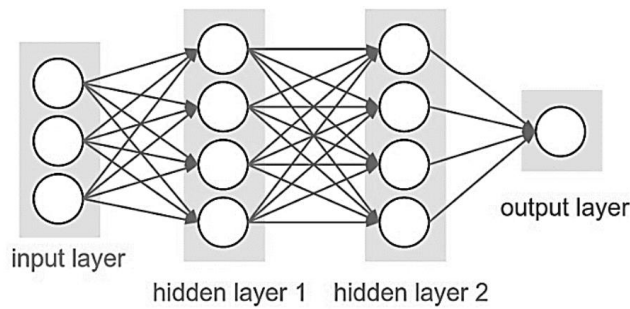


Fig 4: MLP Architecture

4. Dataset

To begin, Burberry is a prominent exporter from the United Kingdom; yet, the fashion business is anticipated to incur additional trade expenses of millions of pounds due to interruptions in its supply chain. Therefore, this brand needs more data analytics to help it become more profitable by allocating resources more wisely. Secondly, it seems that Burberry is having a hard time getting and keeping online customers interested in the brand, seasonal plot. Therefore, Burberry's management has to do more research and trend forecasting on customer behaviour on the company's website in order to improve the brand's online presence and compete with other high-end fashion labels. The third reason is that "online" is where people initially encounter the Burberry brand, and the company strongly believes in the significance of digital innovation. Consequently, the company may use analytics based on Google Trends to make sure their online content is always relevant to customers. One example is Burberry (2018a), which says the company wants to make web sites more personalised for fashion consumers. According to Section 2.2.4, the business can learn which product categories and terms are most popular in a particular market by using analytics based on Google Trends. Finally, the fourth point is that Burberry has lately shown its desire to improve and become more sustainable as a company. To illustrate the point, in July of 2018, Burberry was criticised for allegedly destroying millions of goods in an effort to safeguard its reputation (BBC 2018). Burberry

wasted little time getting to work; by September 2018, the company has pledged to end the usage of actual fur and repurpose, repair, donate, or recycle any unsold items. Therefore, Burberry is an exciting brand to keep an eye on since it listens to its customers.

Data used for the forecast evaluation came from pertains to the global monthly search history for the phrase "Burberry" from 2004 to 2019. More precise parameters for modelling and predicting future consumer patterns should be generated by forecasting models after analysing such extensive information. But it's worth mentioning that in some cases, shorter time series might be more helpful for predicting, depending on the goal of the exercise. Since larger time series tend to be nonstationary over time, examining shorter time series might be a preferable alternative for a fashion firm. (Bradlow et al. 2017).

5. Findings & Results

Using a number of different methods, we attempted to predict Google Trends for fashion consumers and provide the results here. Here are the findings of the forecasting exercise's out-of-sample predictions, as shown in Table 1. To start, it's clear that no one model can reliably predict long-term Google Trends for the fashion brand "Burberry" among internet users. When looking at forecasts at $h = 1$ month-ahead, we see that ARIMA's predictions are the best, while at $h = 3$ months-ahead, the TBATS model's predictions are the best.

Table 1: Findings from "Burberry" fashion consumer out-of-sample RMSE forecasting Trends on Google

Horizon	ARIMA	ETS	TBATS	NNAR
1	2.30	2.52	2.42	3.08
3	2.76	2.90	2.75	4.13
6	2.99	2.98	3.07	4.06
12	3.53	3.30	3.50	3.79

Compared to ARIMA, TBATS, and NNAR predictions, ETS predictions perform better in the long term, namely

demonstrates that the NNAR model is the poorest performer when it comes to predicting fashion consumers'

Google Trends for "Burberry" over all horizons. When compared to the based on these first results, it seems that fashion companies that want to use univariate models to predict "Burberry" fashion consumer Google Trends will need to swap between models according on the time horizon they're interested in. It would be more convenient to use a single model for predicting over all time horizons to ensure consistency, therefore this is an issue from an operational standpoint. Our goal is to find a univariate model that consistently produces correct forecasts across all time horizons, therefore we continue to model in this way. We believe it is important to give the NNAR model further thought despite its poor performance on this dataset. In this big data age, data mining techniques like neural networks are crucial for the development of fashion analytics. Additionally, Edited (2019) and other current

fashion trend predicting systems excessively depend on algorithms built on neural networks for their data analytics. Since this is the case, we employ the DNNAR model, a hybrid neural network that was just released. In order to generate a rebuilt series that is less noisy, the first phase of the DNNAR model is to apply SSA to denoise the "Burberry" fashion consumer Google Trends data and extract signals. To put it simply, the DNNAR model is based on using the rebuilt series as input data to generate NNAR predictions. The SSA signal extractions are displayed in Figure 11 below. Trends, periodic and quasi-periodic components, as well as noise, will all be inherent to the recovered components. These signals, when combined, provide us the "Burberry" fashion consumer Google Trends series that has been rebuilt and smoothed for NNAR forecasting.

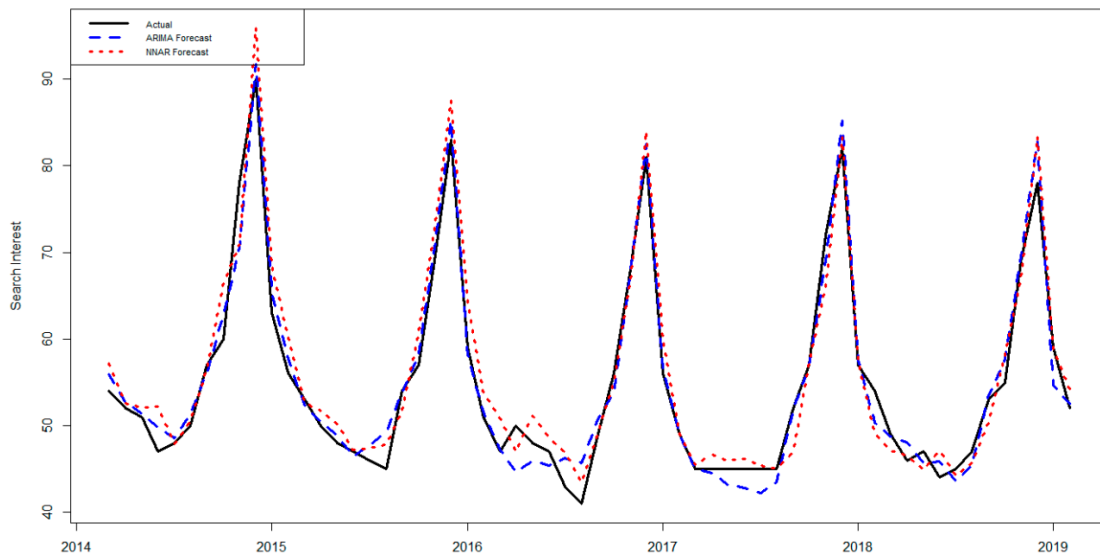


Fig 5: Google Trends predictions for the "Burberry" fashion customer population outside of the sample

When looking at predictions at $h = 1$ month-ahead, DNNAR outperforms ARIMA, ETS, TBATS, and NNAR models by a margin of 49%, 56%, 52%, and 62%, respectively, according to Table 2. Similarly, when looking at the forecasts at $h = 3$ months-ahead, by 54%, 58%, 54%, and 63% correspondingly. The DDNAR model achieves a statistically significant improvement in

accuracy of 57%, 59%, 61%, and 54% over the rival forecasts at $h = 6$ months-ahead, respectively. Last but not least, the DNNAR model beats all of the competitors at $h = 12$ months-ahead, with improvements ranging from 35% to 60%, but we don't see any statistically significant changes in the predictions, so these improvements in long-term forecasting could just be luck.

Table2: Google Trends for "Burberry" fashion consumers as a whole: out-of-sample RRMSE predicting findings.

Horizon	ARIMA	ETS	TBATS	NNAR
1	0.72 *	0.65 *	0.68 *	0.53 *
3	0.71 *	0.67 *	0.71 *	0.47 *
6	0.73 *	0.73 *	0.71 *	0.54 *
12	0.80	0.86	0.81	0.75

Lastly, Figure 5 shows the NNAR and DNNAR models' out-of-sample predictions for $h = 1$ month in the future. When looking closely, it's clear that the DNNAR model

was able to outperform the NNAR model in predicting 4/5 peaks and substantially superior troughs in the out-of-sample data after applying SSA denoising. By combining

DNNAR with Burberry's Google Trends data, we can better anticipate when consumer trends will shift, which strategists may use to guide their decisions and resource allocations. By planning ahead, for instance, it would be possible to make better judgements about the best times to launch internet marketing initiatives in an effort to

increase brand awareness and interest, and vice versa. Marketing and strategic fashion management decision-makers rely heavily on accurate consumer trend forecasts, including the length of time it may take for a recession or rebound to occur.

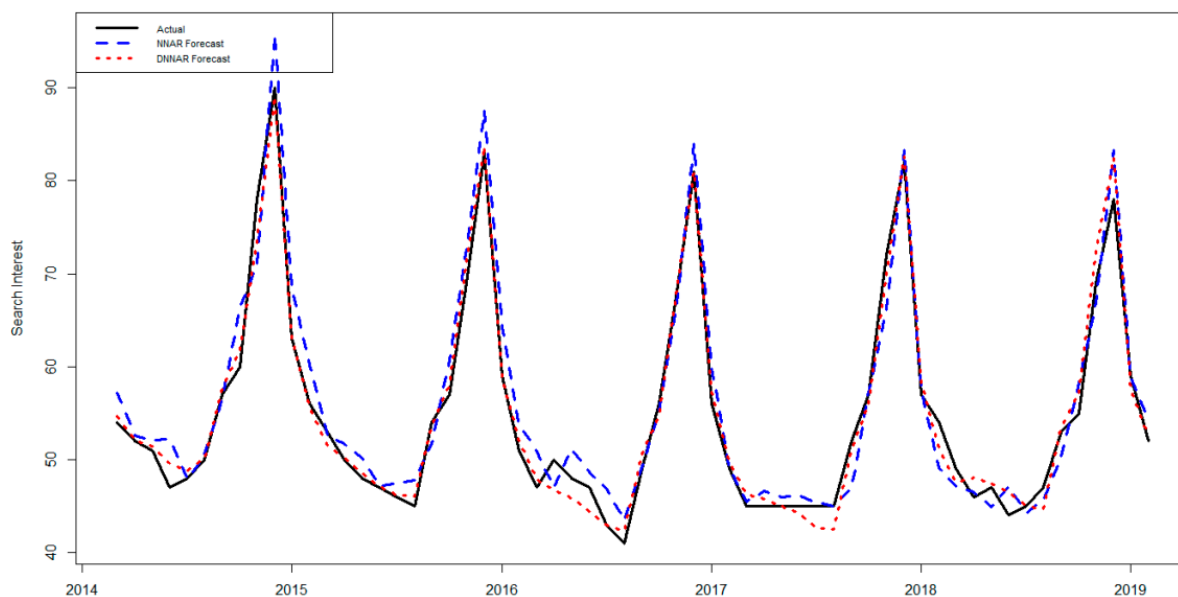


Fig 6: Google Trends predictions for the "Burberry" fashion customer population outside of the sample

6. Conclusion

In conclusion, this study has endeavored to shed light on the intricate realm of predicting consumer buying behavior in the luxury fashion industry through the innovative lens of machine learning. As we navigate the intricacies of this dynamic landscape, it becomes evident that the integration of advanced algorithms offers a promising avenue for industry stakeholders. By leveraging the power of predictive analytics, businesses can not only gain deeper insights into consumer preferences but also stay ahead of evolving trends. The implications of this research extend beyond theoretical frameworks, translating into tangible advantages for marketing strategies, inventory management, and product development within the luxury fashion sector. The evolving nature of consumer behavior necessitates an adaptive and data-driven approach, and our exploration of this novel methodology seeks to provide a foundation for precisely that.

As the luxury fashion industry continues to redefine itself in the digital age, embracing the potential of machine learning algorithms becomes imperative for those aiming to thrive in this competitive landscape. Through this research, we hope to inspire a paradigm shift in how businesses engage with and understand their clientele, fostering a future where the intersection of luxury and technology harmonizes seamlessly for mutual benefit.

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