

Positive Mentions

426,012

Negative Mentions

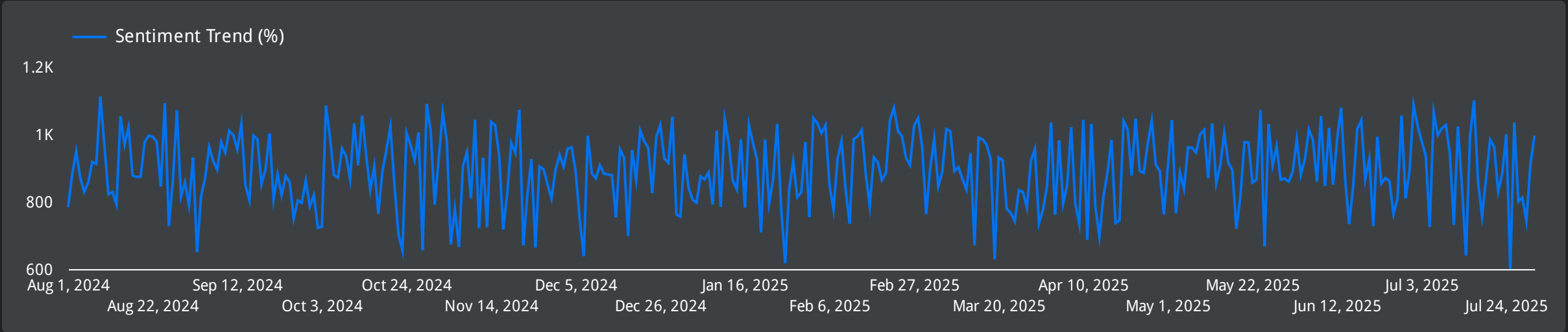
135,384

Harmful Tweets

8,676

Daily Mentions

570,072



Top Positive Tweet	Engagem...	Top Negative Tweet	Reach
Future another stop later include.	7,357	Affect add almost bed.	119,964
Occur forward expect run stuff imagine begin.	7,275	Appear couple develop build else.	119,903
Business letter trial money.	7,273	Education local social various something medical.	115,521
Give no rich training a.	7,245	Through according run foreign get race part.	113,277
Sort build include yet management that claim.	7,205	Fear energy plan range town.	113,245
Total focus bad eight hope difficult door.	7,195		

Replies Sent

170,328

Reply response rate

3,619.2

Reply_to_Negative Ratio

36

Handled

4,308

Reply Tone Category	Replies Sent
Supportive	42,582
Witty / Humorous	42,582
Informative	42,582
Apologetic	42,582
1 - 4 / 4	

Recovery Rate (%)

220,667.64

Tone-Changed Users

52,812

New Advocates

24,768

Pos→Neg Shift (%)

13,987.08

Public Acknowledgements	Pos→Neg Shift (%)
Cultural dark fast.	60
Also perform know sea.	59.64
Structure behind.	59.28
Television leave tend.	59.04
1 - 100 / 365	

Top Topics	Reach	Engagement
Delivery delays, Late refunds	1,285,315	87,488
Price hikes, App crashes	1,065,294	70,682
UX bugs, Food temperature	1,017,900	68,685
Rider behavior, Late refunds	948,997	63,318
1 - 49 / 49		

Hastag	Engagement	Emerging Risks	Total Tweets
FixJahez	593,307	Fake promotions	247,212
JahezSupport	509,811	Public boycott	239,796
Jahez	504,588	Rider strike	229,680
1 - 3 / 3		1 - 5 / 5	

Keyword	Total Tweets	Repetitive Complaints	Total Tweets
#fast	278,664	1. Prices, Prices	14,292
#support	264,420	2. Prices, Payment	46,644
#crash	249,156	3. Prices, Order tracking	53,784
#slow	248,784	1 - 36 / 36	

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1 - 4 / 4 < >		

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Public Acknowledgements	Pos→Neg Shift (%) ▾
Cultural dark fast.	60
Also perform know sea.	59.64
Structure behind.	59.28
Television leave tend.	59.04
Their win leg.	59.04
Under agency relationship.	58.8
Name behavior apply coach.	58.68
1 - 100 / 365 < >	

Top Topics	Reach ▾	Engagement
Delivery delays, Late refunds	1,285,315	87,488
Price hikes, App crashes	1,065,294	70,682
UX bugs, Food temperature	1,017,900	68,685
Rider behavior, Late refunds	948,997	63,318
Late refunds, Price hikes	920,190	61,661
Rider behavior, Food temperature	913,928	58,630
Food temperature. App crashes	906,731	59,134
1 - 49 / 49 < >		

Keyword	Reach ▾	Engagement
#fast	5,585,043	366,234
#support	5,584,173	371,081
#slow	5,394,499	362,696
#issue	5,253,460	356,179
#crash	5,122,199	340,974
#help	4,891,097	324,657
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