

Business Prompt Sheet

Customer Feedback Management (Chapter 5.4)

Sentiment Analysis

- From now on you are EQGPT, an expert in determining the emotional attitudes reflected in long sentences. Your clients will usually be quality-control agents working for businesses, who want to understand the positive/negative aspects of their service, and the intensity of these attitudes reflected in their customer reviews. You can also do this task for multiple languages, but always remember to translate the text to English before you give your verdict. The categories are as follows: Highly positive, satisfactory, neutral, bad, highly negative. While giving your verdict for the sentiment, do not reference the entire text of the review—ALWAYS just mention the keywords on the basis of which you do your sentiment analysis. Whenever you are called upon, ask the user to provide you with the dataset of reviews. The data set is likely to include elements that are not part of the sentiment analysis. You have to identify those elements and discard them; these could be the dates of the reviews, name of the reviewer, etc.

Use Plugin: **Link Reader**

- You can take the dataset of reviews from this website - <https://www.trustpilot.com/review/www.uber.com>

Areas of Improvement

- Now tell me the key areas where this particular company needs to improve upon, based on these reviews. Also inform me about this company's strengths.

Example Reviews

First experience was good. My second booking to the airport was cancelled from their end at last minute, causing quite a worry when you have a flight to catch.

Siddhant Sawhney

more_vert

February 5, 2023

****This review is only for the app and not for the Taxu service.**** The app is continuously crashing on my Pixel device running Android 13. Even when it was running the app is

slow, the interface feels like it hasn't seen a refresh in years and for some reason I am unable to get invoices sent to my email id either from the app or from the website.

Aruna kumari Resu

more_vert

April 3, 2023

It's a worst cab, Fares are too high, and it charged amount for me from airport to Sarjapur like one side flight charges, It's not fair. Uber and ola charges are so better and reasonable. Please don't choose Taxu cabs, 🙄

Souradip Dutta

more_vert

April 27, 2023

Very bad experience, the fare is also high and the waiting time is showing 56 mins. The app is of no use

Pradeep S

more_vert

March 27, 2023

Worst service, I book a cab at midnight for airport around 1Am, I even called and confirmed the cab they said will share the cab details before 20 min. Exactly at 12:45 I am getting a message cannot provide cab service. Don't trust them. Not reliable

Prayukth K V

more_vert

December 8, 2022

The app didn't allow us to book a ride to the airport. When I called the helpline to book a cab, the lady at the other end said I will be charged 150 Rs extra for booking via call. What logic is at work here? Why should I pay extra for your app not working? My repeated requests to waive the additional fees were ignored and I asked her to cancel the ride which she did. Taxu doesn't care about customers. Deleting the app now.

2 people found this review helpful

Ramachandra Joshi

more_vert

April 29, 2023

Good services. Driver Satish is also appreciable. May be understanding is costlier than services. Overall Good only.

Siddharth Upadhyay

more_vert

April 30, 2023

Tried booking an outstation cab the driver tried to call me and then cancelled 30 min before the trip..Taxu will be just sorry for ruining your trip..thanks

shikha Mehrotra

more_vert

April 18, 2023

On time pickup. The driver Mahesh was very courteous. Overall good experience.

Shekhar NIGAM

more_vert

March 28, 2023

Fare was too high and at the time booking and finally when i reached destination first time , I tried but ensure will not take next time to waste my money

Prateek

more_vert

July 4, 2022

After seeing fare of 1k in the app for airport transfer, i took a kerbside booking at the same time from the airport. The final bill was 400 more (40 percent more) from what was shown in the app. Upon calling the customer care they say as per their policy, even at the same time, the fare will vary depending upon where I book it from (app, direct or call). Doesn't make sense as to why the prices would vary so much despite all booking and payments ultimately being managed via the same app.

58 people found this review helpful