Tool negative, human neutral/positive:

1. Use of Error/wrong/problem/other such words not in the negative tone. Flat technical details coined as neg by the tool.

Tool positive, human neutral:

1. Positive lexicons not expressing strong emotion according to human raters
2. Thanks at the end?

Tool neutral, human negative:

1. subtle criticism/failure/frustration. No explicit features
2. Too short
3. Missing lexicons in its tables maybe -e.g. ‘Yikes’, “sorry”
4. Criticism and failure expressed in straight tone

Tool neutral, human positive:

1. Missing emojis?
2. Missing lexicons- “LGTM” , +1
3. Missing syntax - “this is working”, “good improvement”
4. Missing , “thanks” ?, “congrats”

Common-

1. When the text contains pieces from other source, and then the author gives his remarks. [major challenge in any NLP]
2. Having lexicons of both polarity, the tool cannot identify the intention
3. Mixed sentiments mostly gone wrong
4. The tool gone simply wrong for unknown reason

//check if row 64 was cleaned