

Course: Business Intelligence - BIA-5401-RDL

Group: 4

Assignment: Case Study #3

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Business Recommendations for PartsOfCanada.com based on Trustpilot Reviews Analysis

The analysis of Trustpilot reviews reveals a largely positive customer sentiment, which is a strong foundation. However, the data also highlights specific areas causing negative experiences.

Key Findings Summary:

Overall Sentiment: Highly positive. Based on the analysis of 177 reviews:

- **Positive:** 151 reviews (85.31%)
- **Negative:** 20 reviews (11.30%)
- **Neutral:** 6 reviews (3.39%)

Positive Drivers: Quality parts, good fit, ease of installation, positive price perception, and generally good ordering/shipping experiences, as indicated by frequent positive words like "great", "perfectly", "worked", "fit", and "easy".

Negative Drivers: Issues with returns/refunds, receiving wrong or broken parts, some shipping problems, and negative customer service interactions, all frequently associated with the core "part" keyword and negative words like "return", "refund", "wrong", "broken", "customer service".

Recommendations:

Based on these insights, here are actionable recommendations:

Prioritize and Streamline the Returns and Refunds Process:

Insight: "Return" and "refund" are highly frequent in negative reviews and the keyword analysis shows 'return' having more negative mentions (8) than positive (7). This is the most significant pain point.

Action: Invest in making the return process as smooth, clear, and quick as possible. Improve communication regarding return status and refund timelines. Consider simplifying the return authorization process or offering prepaid shipping for returns due to company error.

Enhance Order Accuracy and Quality Control:

Insight: Words like "wrong", "broken", "sent", and "correct" (in negative contexts) are prominent in negative reviews. The keyword 'part' has the most negative mentions (15), suggesting issues with the product itself (receiving the wrong one or a damaged one) are a primary cause of dissatisfaction.

Action: Implement stricter quality checks before shipping. Improve picking and packing procedures to minimize errors in sending the correct part. Review packaging methods to ensure parts arrive undamaged.

Refine Product Information and Compatibility Guidance:

Insight: Some instances of receiving the "wrong part" might stem from customers ordering the incorrect item for their appliance.

Action: Enhance the clarity and accuracy of product descriptions, specifications, and compatibility information on the website. Improve search filters and potentially add tools (like compatibility checkers based on appliance model numbers) to help customers confidently find the exact part they need.

Strengthen Customer Service, Particularly for Issue Resolution:

Insight: "Customer service" appears in negative reviews and has negative mentions (4) in the keyword analysis, although positive mentions (7) are higher. Issues often arise when customers need help with returns or incorrect orders.

Action: Provide additional training to customer service staff on handling complex issues, especially those related to returns, refunds, and incorrect/damaged shipments. Empower them to resolve issues efficiently. Ensure customer support contact information is easily accessible.

Leverage Strengths in Marketing and Communication:

Insight: The majority of feedback is positive (85.31%), highlighting "great" parts, "perfect" fit, "easy" installation, and positive "price" perception.

Action: Actively showcase positive testimonials and the high overall satisfaction rate (over 85%) in marketing materials. Emphasize the quality, fit, value, and ease of use of your parts.

Monitor Feedback for Specific Appliance Types:

Insight: Specific appliance types like "fridge", "dishwasher", and "dryer" are frequently mentioned in both positive and negative reviews.

Action: While the current analysis provides overall trends, consider performing a deeper dive to see if certain appliance types (or parts for them) are disproportionately associated with positive or negative feedback. This could uncover product-specific issues or areas of excellence.

By focusing on improving the return process and reducing order errors while continuing to highlight your strengths in product quality and value, PartsOfCanada.com can likely convert some of the negative experiences into positive ones and further enhance overall customer satisfaction.

Data Scraping (Task 1 & Task 2) Output:

Checking NLTK data...

NLTK data check complete.

Connecting to MongoDB: trustpilot_reviews.partsofcanada_reviews...

MongoDB connection successful.

Fetching URL: <https://www.trustpilot.com/review/partsofcanada.com?page=1>

Parsing HTML for page 1...

--- Found Hyperlinks on Page 1 ---

<https://www.trustpilot.com/>

<https://www.trustpilot.com/review/partselect.ca>

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https://help.trustpilot.com/s/article/Who-can-write-a-review-and-when?language=en_US
https://help.trustpilot.com/s/article/Whats-the-retention-period-of-reviews?language=en_US
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Found 20 review blocks on page 1.

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Found 20 review blocks on page 2.

Inserted 20 new reviews from page 2 into MongoDB.

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<https://legal.trustpilot.com/for-everyone/modern-slavery-and-human-trafficking-statement>
--- End Hyperlinks on Page 3 ---

Found 20 review blocks on page 3.

Inserted 20 new reviews from page 3 into MongoDB.

Fetching URL: <https://www.trustpilot.com/review/partsofcanada.com?page=4>

Parsing HTML for page 4...

--- Found Hyperlinks on Page 4 ---

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--- End Hyperlinks on Page 4 ---

Found 20 review blocks on page 4.

Inserted 20 new reviews from page 4 into MongoDB.

Fetching URL: <https://www.trustpilot.com/review/partsofcanada.com?page=5>

Parsing HTML for page 5...

--- Found Hyperlinks on Page 5 ---

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--- End Hyperlinks on Page 5 ---

Found 20 review blocks on page 5.

Inserted 20 new reviews from page 5 into MongoDB.

Fetching URL: <https://www.trustpilot.com/review/partsofcanada.com?page=6>

Parsing HTML for page 6...

--- Found Hyperlinks on Page 6 ---

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<https://www.trustpilot.com/trust/combating-fake-reviews>
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<https://www.youtube.com/c/trustpilotreviews>
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--- End Hyperlinks on Page 6 ---

Found 20 review blocks on page 6.

Inserted 20 new reviews from page 6 into MongoDB.

Fetching URL: <https://www.trustpilot.com/review/partsofcanada.com?page=7>

Parsing HTML for page 7...

--- Found Hyperlinks on Page 7 ---

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https://help.trustpilot.com/s/article/Who-can-write-a-review-and-when?language=en_US
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--- End Hyperlinks on Page 7 ---

Found 20 review blocks on page 7.

Inserted 20 new reviews from page 7 into MongoDB.

Fetching URL: <https://www.trustpilot.com/review/partsofcanada.com?page=8>

Parsing HTML for page 8...

--- Found Hyperlinks on Page 8 ---

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http://partsofcanada.com?utm_medium=company_profile&utm_source=trustpilot&utm_campaign=logo_click

http://partsofcanada.com?utm_medium=company_profile&utm_source=trustpilot&utm_campaign=domain_click
https://www.trustpilot.com/categories/appliance_store
<https://www.trustpilot.com/evaluate/partsofcanada.com>
http://partsofcanada.com?utm_medium=company_profile&utm_source=trustpilot&utm_campaign=domain_click
<https://www.trustpilot.com/evaluate/partsofcanada.com>
<https://www.trustpilot.com/users/6581bd66fb275700111e221e>
<https://www.trustpilot.com/users/55da5cb60000ff0001d649ad>
<https://www.trustpilot.com/users/67f9d08583edc0865b5bfb9a>
<https://www.trustpilot.com/users/67f543721ffadf7dbf33cf03>
https://www.trustpilot.com/categories/appliance_store
https://www.trustpilot.com/categories/appliance_parts_supplier
https://www.trustpilot.com/categories/electronic_spare_parts_and_component_store
https://www.trustpilot.com/categories/electronics_store
http://partsofcanada.com?utm_medium=company_profile&utm_source=trustpilot&utm_campaign=domain_click
<https://www.trustpilot.com/review/partsofcanada.com/transparency>
<https://www.trustpilot.com/review/partselect.ca>
<https://www.trustpilot.com/review/pilot.io>
<https://www.trustpilot.com/review/neilgilbert.ca>
<https://www.trustpilot.com/review/www.easyapplianceparts.com>
<https://www.trustpilot.com/review/nova-hair.com>
<https://www.trustpilot.com/review/phoneto.ca>
<https://www.trustpilot.com/review/naenka.com>
<https://www.trustpilot.com/review/parttimepips.com>
<https://www.trustpilot.com/evaluate/partsofcanada.com>
<https://www.trustpilot.com/users/675a490eeaf8e8124e004d50>
<https://www.trustpilot.com/reviews/675a49ae33a7055468622b53>
<https://www.trustpilot.com/users/675a16b4291e17b0fb2d1a2d>
<https://www.trustpilot.com/reviews/675a1758c9dff91a67045fe8>
<https://www.trustpilot.com/users/675a10779dbcf6b165ca5e96>
<https://www.trustpilot.com/reviews/675a107fd9c20411a095db76>
<https://www.trustpilot.com/users/6759b4807e87f77a4a47a8b4>
<https://www.trustpilot.com/reviews/6759b5f764438a4cc8102085>
<https://www.trustpilot.com/users/6758e4fbeat8e81be8ff56a9>
<https://www.trustpilot.com/reviews/6758e502622eafb727e1cdfc>
<https://www.trustpilot.com/users/6758e27f291e17f6332c403d>
<https://www.trustpilot.com/reviews/6758e390b34a3992c6f5449d>
<https://www.trustpilot.com/users/6758aba8320c9984aa06189c>
<https://www.trustpilot.com/reviews/6758abb38cc9d5f0c1fa8237>
<https://www.trustpilot.com/users/6758a90753d641f3b02e1d2c>
<https://www.trustpilot.com/reviews/6758a9b2934288f0e96b9445>
<https://www.trustpilot.com/users/67587af153d6417c362dfd5f>

<https://www.trustpilot.com/reviews/67587b89d6e763df97896e49>
<https://www.trustpilot.com/users/675844ab24a2fe1cff0b04eb>
<https://www.trustpilot.com/reviews/6758453e6ad5295b34689bb5>
<https://www.trustpilot.com/users/6758051eea364784fef6322>
<https://www.trustpilot.com/reviews/6758063eebcd6f3fb275321b>
<https://www.trustpilot.com/users/675707d90e57ec2851570e3a>
<https://www.trustpilot.com/reviews/67570882b7b4ee83becb5f94>
<https://www.trustpilot.com/users/6740e60aeb4d3fc3112094ef>
<https://www.trustpilot.com/reviews/6740e6145d51dc45a22d205d>
<https://www.trustpilot.com/users/673e284f102db290f659714c>
<https://www.trustpilot.com/reviews/673e28579415c4838eebbc1f>
<https://www.trustpilot.com/users/601c5340130582001a13aa8d>
<https://www.trustpilot.com/reviews/673e547833fded3e7a704762>
<https://www.trustpilot.com/users/673e48fa578985fac908f0b7>
<https://www.trustpilot.com/reviews/673e493ace0fafee62dcc0d7>
<https://www.trustpilot.com/users/673d3891770b9f83d27016a8>
<https://www.trustpilot.com/reviews/673d38ad2d5ac6f5f0d2f50a>
<https://www.trustpilot.com/users/5bc8f33e4de5666d34a6f21a>
<https://www.trustpilot.com/reviews/673d07686f78f9d7ba64ade0>
<https://www.trustpilot.com/users/673597a2f513777dfa204b59>
<https://www.trustpilot.com/reviews/673598c444537ad564cf690c>
<https://www.trustpilot.com/users/6734525207da61fcb2ef5324>
<https://www.trustpilot.com/reviews/67345371e2009cd445637093>
<https://www.trustpilot.com/review/partsofcanada.com?page=7>
<https://www.trustpilot.com/review/partsofcanada.com>
<https://www.trustpilot.com/review/partsofcanada.com?page=6>
<https://www.trustpilot.com/review/partsofcanada.com?page=7>
<https://www.trustpilot.com/review/partsofcanada.com?page=8>
<https://www.trustpilot.com/review/partsofcanada.com?page=9>
<https://www.trustpilot.com/review/partsofcanada.com?page=9>
https://help.trustpilot.com/s/article/Who-can-write-a-review-and-when?language=en_US
https://help.trustpilot.com/s/article/Whats-the-retention-period-of-reviews?language=en_US
https://help.trustpilot.com/s/article/How-do-reviews-get-on-Trustpilot?utm_campaign=verified&utm_content=verified_tooltip&utm_medium=referral&utm_source=transparency_page&language=en_US
<https://www.trustpilot.com/trust/combating-fake-reviews>
https://help.trustpilot.com/s/article/The-journey-of-reviews-on-Trustpilot?language=en_US
https://help.trustpilot.com/s/article/8-tips-for-writing-great-customer-reviews?language=en_US
https://help.trustpilot.com/s/article/Verify-your-identity-with-photo-ID?language=en_US
https://help.trustpilot.com/s/article/Who-can-write-a-review-and-when?language=en_US
<https://www.trustpilot.com/trust>
<https://www.trustpilot.com/end-of-the-line>
<https://www.trustpilot.com/about>
<https://business.trustpilot.com/jobs>

<https://www.trustpilot.com/contact>
<https://www.trustpilot.com/blog>
<https://www.trustpilot.com/trust/how-reviews-work>
<https://press.trustpilot.com>
<https://investors.trustpilot.com>
<https://apps.apple.com/app/trustpilot-reviews-ratings/id1608392803>
<https://www.trustpilot.com/trust>
<https://support.trustpilot.com>
<https://www.trustpilot.com/users/connect>
<https://www.trustpilot.com/users/connect?signup=True>
<https://business.trustpilot.com>
<https://business.trustpilot.com/features>
<https://business.trustpilot.com/pricing>
<https://businessapp.b2b.trustpilot.com/?locale=en-us>
<https://business.trustpilot.com/reviews>
<https://www.facebook.com/Trustpilot/>
<https://x.com/Trustpilot>
<https://www.instagram.com/trustpilot/>
<https://www.linkedin.com/company/trustpilot/>
<https://www.youtube.com/c/trustpilotreviews>
<https://legal.trustpilot.com>
<https://legal.trustpilot.com/end-user-privacy-terms>
<https://legal.trustpilot.com/for-reviewers/end-user-terms-and-conditions>
<https://legal.trustpilot.com/for-reviewers/guidelines-for-reviewers>
<https://status.trustpilot.com/>
<https://legal.trustpilot.com/for-everyone/modern-slavery-and-human-trafficking-statement>
--- End Hyperlinks on Page 8 ---

Found 20 review blocks on page 8.

Inserted 20 new reviews from page 8 into MongoDB.

Fetching URL: <https://www.trustpilot.com/review/partsofcanada.com?page=9>

Parsing HTML for page 9...

--- Found Hyperlinks on Page 9 ---

<https://www.trustpilot.com/>
<https://www.trustpilot.com/review/partselect.ca>
<https://www.trustpilot.com/review/pilot.io>
<https://www.trustpilot.com/review/neilgilbert.ca>
<https://www.trustpilot.com/categories>
<https://www.trustpilot.com/blog>
https://www.trustpilot.com/users/connect?redirect=&source_cta=header
<https://business.trustpilot.com>
<https://business.trustpilot.com>
https://www.trustpilot.com/users/connect?redirect=&source_cta=header

<https://www.trustpilot.com/categories>
<https://www.trustpilot.com/blog>
https://www.trustpilot.com/categories/electronics_technology
https://www.trustpilot.com/categories/appliances_electronics
https://www.trustpilot.com/categories/appliance_store
<http://partsofcanada.com>
<https://www.trustpilot.com/evaluate/partsofcanada.com>
http://partsofcanada.com?utm_medium=company_profile&utm_source=trustpilot&utm_campaign=logo_click
http://partsofcanada.com?utm_medium=company_profile&utm_source=trustpilot&utm_campaign=domain_click
https://www.trustpilot.com/categories/appliance_store
<https://www.trustpilot.com/evaluate/partsofcanada.com>
http://partsofcanada.com?utm_medium=company_profile&utm_source=trustpilot&utm_campaign=domain_click
<https://www.trustpilot.com/evaluate/partsofcanada.com>
<https://www.trustpilot.com/users/6581bd66fb275700111e221e>
<https://www.trustpilot.com/users/55da5cb60000ff0001d649ad>
<https://www.trustpilot.com/users/67f9d08583edc0865b5bfb9a>
<https://www.trustpilot.com/users/67f543721ffadf7dbf33cf03>
https://www.trustpilot.com/categories/appliance_store
https://www.trustpilot.com/categories/appliance_parts_supplier
https://www.trustpilot.com/categories/electronic_spare_parts_and_component_store
https://www.trustpilot.com/categories/electronics_store
http://partsofcanada.com?utm_medium=company_profile&utm_source=trustpilot&utm_campaign=domain_click
<https://www.trustpilot.com/review/partsofcanada.com/transparency>
<https://www.trustpilot.com/review/partselect.ca>
<https://www.trustpilot.com/review/pilot.io>
<https://www.trustpilot.com/review/neilgilbert.ca>
<https://www.trustpilot.com/review/www.easyapplianceparts.com>
<https://www.trustpilot.com/review/nova-hair.com>
<https://www.trustpilot.com/review/phoneto.ca>
<https://www.trustpilot.com/review/naenka.com>
<https://www.trustpilot.com/review/parttimepips.com>
<https://www.trustpilot.com/evaluate/partsofcanada.com>
<https://www.trustpilot.com/users/6734421b3643c4e290f9963e>
<https://www.trustpilot.com/reviews/6734433720d9d92078ec1a10>
<https://www.trustpilot.com/users/673307a4ae0c76700b05675d>
<https://www.trustpilot.com/reviews/673308c08f53572d4e428d48>
<https://www.trustpilot.com/users/6732f1c16d2be45c581a3faa>
<https://www.trustpilot.com/reviews/6732f2e2adf4fc4ec320107c>
<https://www.trustpilot.com/users/673280c847533a3e537a4385>
<https://www.trustpilot.com/reviews/673280e0c0015bb8eb3150b2>

<https://www.trustpilot.com/users/604bbf37e19e69001afa78e4>
<https://www.trustpilot.com/reviews/67327e0a6d22502446c5de19>
<https://www.trustpilot.com/users/6728d08c44c5877f0cd5f2f6>
<https://www.trustpilot.com/reviews/6728d0a18b9f525c1a73d217>
<https://www.trustpilot.com/users/6728ce7d16e1bf3252ef983b>
<https://www.trustpilot.com/reviews/6728ce912b1dd99a73c63db2>
<https://www.trustpilot.com/users/6705d1f5c3a1c60d79fc36ee>
<https://www.trustpilot.com/reviews/6705d22440dd240dfc10dc57>
<https://www.trustpilot.com/users/63b0581d2952e700127041e1>
<https://www.trustpilot.com/reviews/66f8765ef73e895024de4fc6>
<https://www.trustpilot.com/users/668d518847406ec816d196e5>
<https://www.trustpilot.com/reviews/668d5190c4f9284d1f71835a>
<https://www.trustpilot.com/users/665751aaa755ef837d22396b>
<https://www.trustpilot.com/reviews/665751fa6294100cd7a189bc>
<https://www.trustpilot.com/users/620117a63f1e03001221f87f>
<https://www.trustpilot.com/reviews/6643d51af550e29afc5e1b96>
<https://www.trustpilot.com/users/659e35b11ed06b0011f5539d>
<https://www.trustpilot.com/reviews/659e381dedf55e5daed16e4a>
<https://www.trustpilot.com/users/659d888f68c2dd0011618234>
<https://www.trustpilot.com/reviews/659d8a2339409b0449e15d47>
<https://www.trustpilot.com/users/61fab5e6e2c7c20012677be3>
<https://www.trustpilot.com/reviews/658dfc4d0fbfe2e054c8aa5e>
<https://www.trustpilot.com/users/657f29ff56557100126877dd>
<https://www.trustpilot.com/reviews/657f2a12995b4d72eddf54fc>
<https://www.trustpilot.com/users/652d9c7100f335001231ae50>
<https://www.trustpilot.com/reviews/652d9c7f9201d1675a2ccb25>
<https://www.trustpilot.com/review/partsofcanada.com?languages=all>
<https://www.trustpilot.com/review/partsofcanada.com?page=8>
<https://www.trustpilot.com/review/partsofcanada.com>
<https://www.trustpilot.com/review/partsofcanada.com?page=6>
<https://www.trustpilot.com/review/partsofcanada.com?page=7>
<https://www.trustpilot.com/review/partsofcanada.com?page=8>
<https://www.trustpilot.com/review/partsofcanada.com?page=9>
https://help.trustpilot.com/s/article/Who-can-write-a-review-and-when?language=en_US
https://help.trustpilot.com/s/article/Whats-the-retention-period-of-reviews?language=en_US
https://help.trustpilot.com/s/article/How-do-reviews-get-on-Trustpilot?utm_campaign=verified&utm_content=verified_tooltip&utm_medium=referral&utm_source=transparency_page&language=en_US
<https://www.trustpilot.com/trust/combating-fake-reviews>
https://help.trustpilot.com/s/article/The-journey-of-reviews-on-Trustpilot?language=en_US
https://help.trustpilot.com/s/article/8-tips-for-writing-great-customer-reviews?language=en_US
https://help.trustpilot.com/s/article/Verify-your-identity-with-photo-ID?language=en_US
https://help.trustpilot.com/s/article/Who-can-write-a-review-and-when?language=en_US
<https://www.trustpilot.com/trust>

<https://www.trustpilot.com/end-of-the-line>
<https://www.trustpilot.com/about>
<https://business.trustpilot.com/jobs>
<https://www.trustpilot.com/contact>
<https://www.trustpilot.com/blog>
<https://www.trustpilot.com/trust/how-reviews-work>
<https://press.trustpilot.com>
<https://investors.trustpilot.com>
<https://apps.apple.com/app/trustpilot-reviews-ratings/id1608392803>
<https://www.trustpilot.com/trust>
<https://support.trustpilot.com>
<https://www.trustpilot.com/users/connect>
<https://www.trustpilot.com/users/connect?signup=True>
<https://business.trustpilot.com>
<https://business.trustpilot.com/features>
<https://business.trustpilot.com/pricing>
<https://businessapp.b2b.trustpilot.com/?locale=en-us>
<https://business.trustpilot.com/reviews>
<https://www.facebook.com/Trustpilot/>
<https://x.com/Trustpilot>
<https://www.instagram.com/trustpilot/>
<https://www.linkedin.com/company/trustpilot/>
<https://www.youtube.com/c/trustpilotreviews>
<https://legal.trustpilot.com>
<https://legal.trustpilot.com/end-user-privacy-terms>
<https://legal.trustpilot.com/for-reviewers/end-user-terms-and-conditions>
<https://legal.trustpilot.com/for-reviewers/guidelines-for-reviewers>
<https://status.trustpilot.com/>
<https://legal.trustpilot.com/for-everyone/modern-slavery-and-human-trafficking-statement>
--- End Hyperlinks on Page 9 ---

Found 17 review blocks on page 9.

Inserted 17 new reviews from page 9 into MongoDB.

✅ Finished processing. 177 total new reviews inserted into the database.
MongoDB connection closed.

Sentiment Classification (Task 3) Output:

Checking NLTK data...

NLTK data check complete.

Connecting to MongoDB: trustpilot_reviews.partsofcanada_reviews...
MongoDB connection successful.

Ensuring sentiment is calculated for reviews in 'partsofcanada_reviews' collection...
All reviews already have sentiment calculated.

Calculating overall sentiment distribution...

Overall Sentiment distribution:

Positive: 151

Negative: 20

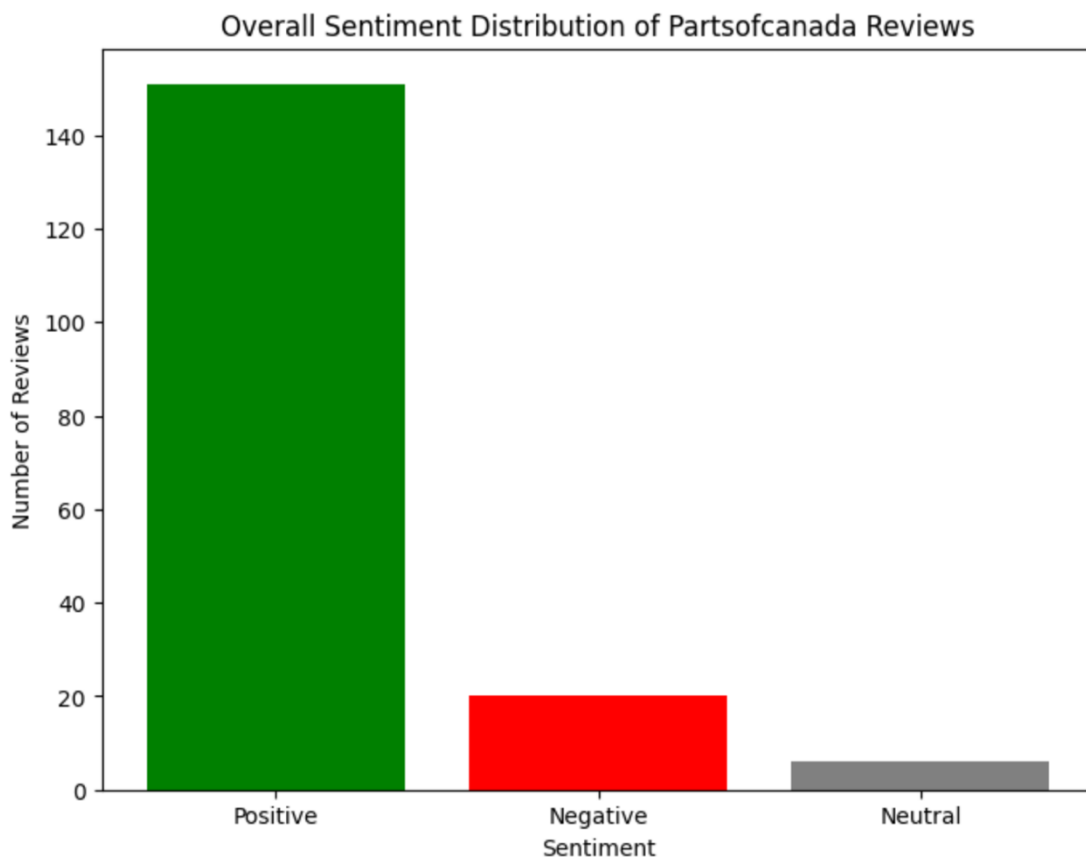
Neutral: 6

Sentiment distribution percentages:

Positive: 85.31%

Negative: 11.30%

Neutral: 3.39%



Analyzing frequent words in positive and negative reviews...

Found 151 positive reviews.

Found 20 negative reviews.

Extracted 3060 clean words from positive reviews.

Extracted 507 clean words from negative reviews.

--- Top 20 Most Frequent Words in Positive Reviews ---

parts: 66
part: 66
new: 38
great: 34
ordered: 34
like: 31
time: 28
perfectly: 28
fridge: 28
canada: 24
right: 23
worked: 23
one: 22
easy: 22
arrived: 20
dishwasher: 20
install: 20
dryer: 20
came: 19
fit: 19

--- Top 20 Most Frequent Words in Negative Reviews ---

part: 21
company: 17
one: 10
return: 9
refund: 8
order: 6
sent: 6
wrong: 6
ordered: 5
got: 5
back: 5
broken: 5
shipping: 4
would: 4
customer: 4
service: 4

nt: 4
refrigerator: 4
contacted: 3
correct: 3

Analyzing sentiment associated with specific keywords...
Finished checking 177 reviews for keywords.

--- Keyword Sentiment Analysis ---

Keyword	Positive	Negative	Neutral	Total Mentions

part	89	15	2	106
order	53	10	0	63
fit	24	0	0	24
shipping	16	4	0	20
price	16	1	0	17
return	7	8	0	15
customer service	7	4	1	12
issue	7	2	0	9
quality	9	0	0	9
delivery	7	1	0	8

Summary:

Keyword most associated with POSITIVE reviews: 'part' (89 positive mentions)
Keyword most associated with NEGATIVE reviews: 'part' (15 negative mentions)

MongoDB connection closed.