



00:07

FINISH TASK

GOAL: blog post about common air travel complaints from 9,000 tweets

REMOVE SELECTED WORD FROM ALL TOPICS

TOPIC LIST OF 10 TOPICS FOR "travel tweets":

TOPIC 1 : service customer

worst



MERGE

SPLIT

TOPIC 2 : call flight phone

TOPIC 3 : customer service response

TOPIC 4 : bag luggage baggage

TOPIC 5 : hold hours call

TOPIC 6 : flight plane gate

TOPIC 7 : flight seat plane

TOPIC 8 : gate people rude

TOPIC 9 : flight cancelled flighted

TOPIC 10 : flight ticket miles

+ CREATE A NEW TOPIC...

TOP 20 WORDS FOR "TOPIC 1":

DELETE TOPIC

service customer worst airline experience

customers terrible fly flying guys time bad business flights

horrible staff delays poor airlines disappointed add new word...

TOP 20 DOCUMENTS FOR "TOPIC 1":

@AmericanAir finally at final destination but not w/o extra significant travel expenses & missed work. How can you resolve this experience?

@united you are lightyears ahead of the security control at Newark airport. They wasted 40 precious mins w bad efficiency. #frightening

@AmericanAir I'll be sticking with @southwest in the future. No change fees, first bag free, and stellar customer service.

@SouthwestAir you just Cancelled Flighted my flight home so you better get me a private jet or something. I need to get home now

@united Cancelled Flighted a flight cause the crew needed sleep. But it's totally okay to wake me up at 3am just to let me know it's Cancelled Flighted, again.

@AmericanAir Oh yea? That's it? C'mon buddy! Bring your special friend @united to the conversation - they seem to be doing NOTHING at ALL

@United Cancelled Flighted my flight home so you better get me a private jet or something. I need to get home now

TOPIC LIST OF 10 TOPICS FOR "travel tweets":

select additional topics for merge



TOPIC 1 : service customer

worst



MERGE

SPLIT

TOPIC 2 : call flight phone

TOPIC 3 : customer service response

TOPIC 4 : bag luggage baggage

TOPIC 5 : hold hours call

TOPIC 6 : flight plane gate

TOP 16 WORDS FOR "TOPIC 9":

DELETE TOPIC

Drag words between the sub topics below to split the topic.



SUB TOPIC A

flight flighted delayed

flights flighted hours problems

today booking home late weather

hold morning hotel dhw

SUB TOPIC B

cancelled rebooked tomorrow

rebook

TOP 20 DOCUMENTS FOR "TOPIC 9":

@united gates were DEFINITELY NOT FULL. We were parked and wheels were chocked. Customer service called it an "UNMET ARRIVAL"!!