

?

00:07

FINISH TASK

GOAL: 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 flightled

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 Flightled my flight home so you better get me a private jet or something. I need to get home now

@united Cancelled Flightled 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 Flightled, 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 Over the last week, United has provided me with the worst customer service experience of my life. Disgusting. #united

MERGE TOPICS

TOPIC LIST OF 10 TOPICS FOR "travel tweets":

select additional topics for merge

TOPIC 1 : service customer
worst

MERGE

SPLIT

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SPLIT TOPIC

TOP 16 WORDS FOR "TOPIC 9":

DELETE TOPIC

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

SUB TOPIC A

flight flightled delayed
flights flighted hours problems
today booking home late weather
hold morning hotel dfw

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"!!

@USAirways I will write CR. Not sure what good it'll do as the customer service I experienced was horrible.

@AmericanAir yes but you are still human I hope, dealing with all the horror stories people share... I complained to DOT. Everyone should

@JetBlue This is the error message: Paper tickets cannot be serviced on-line. Please see a JetBlue Crewmember for assistance.