

00:29

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 customerworst

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 flightltd

TOPIC 10 : flight ticket miles

+ CREATE A NEW TOPIC...

TOP 20 WORDS FOR "TOPIC 1":

DELETE TOPIC

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

@united Cancelled Flightltd 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 Flightltd, 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

@JetBlue Ive called you 3 x & waited on hold 10 min each time to be disconnected each time. Enraging! I need to speak to someone! #help

@United is the worst major US airline. More proof: they're boarding the plane with the outside galley door open in 0 degree weather. Wtf?

03:09

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TOPIC LIST OF 10 TOPICS FOR "travel tweets":

TOPIC 1 : service customer worst

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+ CREATE A NEW TOPIC...

TOP 16 WORDS FOR "TOPIC 9":

DELETE TOPIC

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

SUB TOPIC A

delayedflightltdflightsflightedhoursproblems today booking home late weather holdrebook morning hotel dth

SUB TOPIC B

flightcancelledrebooktomorrow

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"!!

@US Airways 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.

@US Airways Wishing we had our luggage. 2 days now. Had to pay our way from St Thomas to San Juan. Spent extra \$\$\$ because of this mess up.

02:07

FINISH TASK

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REMOVE SELECTED WORD FROM ALL TOPICS

TOPIC LIST OF 10 TOPICS FOR "travel tweets":

select additional topics for merge

TOPIC 1 : service customer worst

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

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TOPIC 8 : gate people rude

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TOPIC 10 : flight ticket miles

+ CREATE A NEW TOPIC...

TOP 20 WORDS FOR "TOPIC 3":

DELETE TOPIC

customer service response email issue person send carehopecontactdmtimephoneaa long talk rep complaint waiting tweetadd new word...

TOP 20 DOCUMENTS FOR "TOPIC 3":

@US Airways over two hours on hold to talk to an agent..then it disconnects me.. been trying for two days! Wtf! Hire some CSRs u make \$ now

@AmericanAir Trying desperately to rebook my moms flight. Waited 10 hours for callback, got disconnected and they didnt call back. #help

@AmericanAir Thank you for holding, we apologize for the delay in answering your call. To speak to a representative please continue to hold.

@united UA1130 Flight was a nightmare!! From poor customer service,having my confirmed seat given away.... +more issues

@JetBlue flight from BOS - RSW tomorrow, all i need is my wife + 3yr old to sit together, but no option when checking in.

@SouthwestAir Dear SWA, I fly you a lot. Most of the time, amazing. Today: unacceptable I am sitting here in Midway delayed 20 min....

@united website says my flight is on time. It leaves in 15 min and nobody has boarded yet. #pathetic #needtobehonest

@JetBlue - I did, but since I was stranded in SYR without a ride I missed the window of opportunity to have rights in this matter. (4 hours)