

Airline NPS & Customer Sentiment Analysis

A comprehensive overview of passenger satisfaction by analyzing feedback, ratings, and sentiment trends, helping airlines to identify key pain points, track service performance, and enhance the overall travel experience.

Airline Name

All

Year

All

Satisfaction

All

19.42K

Total Passengers

1.44

Overall Rating

6098

Satisfied Passengers

13K

Unsatisfied Passengers

Seat Type



Business Class



Economy Class



10K

5K

0K

Not Satisfied

Satisfied

Satisfac...



Not Satisfied



Satisfied

20K

15K

10K

5K

0K

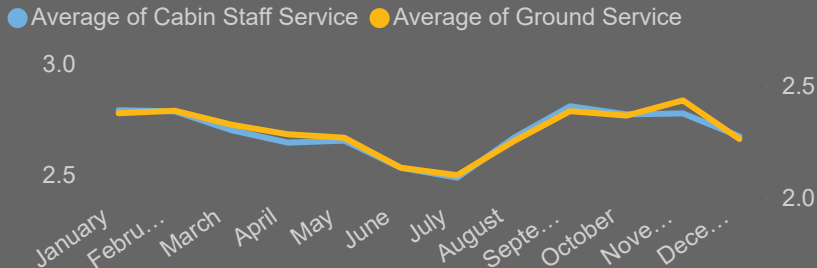
Economy Class

Business Class

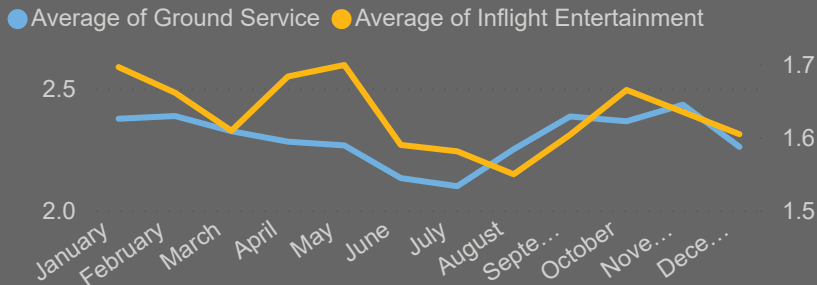
Premium Economy

First Class

Average Rating for Service Team

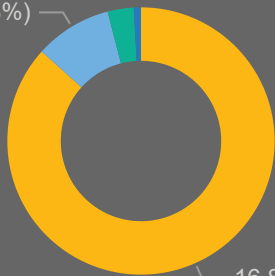


Average Rating for Onboard Experience



Travel Type Breakdown

1.81K (9.3%)



16.83K (86.68%)

Seat Type

● Economy Class

● Business Class

● Premium Economy

● First Class

Seat Type

Economy Class

Economy Class

23,033

Business Class

3,794

Premium Economy

Type Of Traveller

Solo Leisure

Solo Leisure

9,260

Couple Leisure

5,932

Family Leisure

Satisfaction

Satisfied

5,867

Not Satisfied

3,394

Total Passengers

28,020