

Lab 2

Conie O'Malley

2025-02-02

```
# libraries
packs <- c("reticulate", "tidyverse", "ggplot2", "stringi", "stringr", "ggthemes",
           "gutenbergr", "janeaustenr", "tm", "tidyr", "ggplot2", "scales", "tidytext")
for (i in packs){
  library(i, character.only = TRUE)
}
```

Warning: package 'reticulate' was built under R version 4.3.3

-- Attaching core tidyverse packages ----- tidyverse 2.0.0 --

```
v dplyr      1.1.4      v readr      2.1.5
v forcats    1.0.0      v stringr    1.5.1
v ggplot2    3.5.1      v tibble     3.2.1
v lubridate  1.9.3      v tidyr      1.3.1
v purrr      1.0.2
```

-- Conflicts ----- tidyverse_conflicts() --

x dplyr::filter() masks stats::filter()

x dplyr::lag() masks stats::lag()

i Use the conflicted package (<http://conflicted.r-lib.org/>) to force all conflicts to become

Warning: package 'janeaustenr' was built under R version 4.3.3

Warning: package 'tm' was built under R version 4.3.3

Loading required package: NLP

Warning: package 'NLP' was built under R version 4.3.3

Attaching package: 'NLP'

The following object is masked from 'package:ggplot2':

annotate

Attaching package: 'scales'

The following object is masked from 'package:purrr':

discard

The following object is masked from 'package:readr':

col_factor

```
use_condaenv("datascience", required = FALSE) # set my environment
```

Importing and Exploring Text Data in BaseR

```
options(stringsAsFactors = FALSE) # set options
Sys.setlocale("LC_ALL", "C") # set locale
```

```
[1] "C/C/C/C/C/en_US.UTF-8"
```

Deliverable 1 & 2: Read and store the Delta Tweets Data into R

```
# Note - I use the pkg::function syntax because that is how we code at work. I know it's not
```

```
library(readr)
```

```
text.df <- read_csv("~/Library/CloudStorage/OneDrive-Personal/001. Documents - Main/023. Proj
```

```
Rows: 1377 Columns: 5
```

```
-- Column specification -----
```

Delimiter: ","

chr (3): weekday, month, text

dbl (2): date, year

i Use ``spec()`` to retrieve the full column specification for this data.

i Specify the column types or set ``show_col_types = FALSE`` to quiet this message.

Deliverable 4: List the variable names in the Delta Tweets dataset.

```
dplyr::glimpse(text.df) # get information about the variables
```

Rows: 1,377

Columns: 5

```
$ weekday <chr> "Thu", "Thu", "Thu", "Thu", "Thu", "Thu", "Thu", "Thu", "Thu", ~
$ month    <chr> "Oct", "Oct", "Oct", "Oct", "Oct", "Oct", "Oct", "Oct", "Oct", ~
$ date     <dbl> 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, ~
$ year     <dbl> 2015, 2015, 2015, 2015, 2015, 2015, 2015, 2015, 2015, 2015, 20~
$ text     <chr> "@mjdout I know that can be frustrating..we hope to have you p~
```

Table 1: Description of Variables

Variable	Type	Description
weekday	character	name day of the week of the tweet
month	character	month of the tweet
date	double	number day of the tweet
year	double	year of the tweet
text	character	content of the tweet

Deliverable 5: Examine the Delta Tweets Dataframe

```
# explore the data set
head(text.df)
```

```
# A tibble: 6 x 5
```

```
  weekday month  date  year text
  <chr>   <chr> <dbl> <dbl> <chr>
```

```
1 Thu     Oct      1   2015 @mjdout I know that can be frustrating..we hope to ~
```

```

2 Thu      Oct      1  2015 @rmarkerm Terribly sorry for the inconvenience. If ~
3 Thu      Oct      1  2015 @checho85 I can check, pls follow and DM your conf~
4 Thu      Oct      1  2015 @nealaa ...Alerts, pls check here: http://t.co/0jlc~
5 Thu      Oct      1  2015 @nealaa ...advisory has only been issued for the Ba~
6 Thu      Oct      1  2015 @nealaa Hi. Our meteorologist team is aware of Hurr~

```

```
tail(text.df)
```

```

# A tibble: 6 x 5
  weekday month  date  year text
  <chr>   <chr> <dbl> <dbl> <chr>
1 Thu     Oct    15   2015 @mmmmeincke Hi there. My apologies for the delay. I ~
2 Thu     Oct    15   2015 @satijp Woohoo! Way to go Marla and Mira! Happy Tra~
3 Thu     Oct    15   2015 @lukenbaugh1 You're welcome! Have a great day! *RD
4 Thu     Oct    15   2015 @jeffcarp If you do not make your connection, the ~
5 Thu     Oct    15   2015 @jeffcarp ...719pm. *DD 2/2
6 Thu     Oct    15   2015 @svchappel That sounds yummy. :) *CM

```

```
class(text.df)
```

```
[1] "spec_tbl_df" "tbl_df"      "tbl"         "data.frame"
```

```
summary(text.df)
```

weekday	month	date	year
Length:1377	Length:1377	Min. : 1.000	Min. :2015
Class :character	Class :character	1st Qu.: 4.000	1st Qu.:2015
Mode :character	Mode :character	Median : 8.000	Median :2015
		Mean : 7.991	Mean :2015
		3rd Qu.:12.000	3rd Qu.:2015
		Max. :15.000	Max. :2015

text
Length:1377
Class :character
Mode :character

```
nrow(text.df) # confirm the last row of the data frame
```

```
[1] 1377
```

Deliverable 6: Examine the Text of all the Tweets

```
nchar(head(text.df$text)) # character count of the first 6 tweets
```

```
[1] 119 110 78 65 137 142
```

```
nchar(tail(text.df$text)) # character count of the last 6 tweets
```

```
[1] 108 63 50 121 27 36
```

Deliverable 7: Interpret the Results of the nchar analysis

Analysis:

The last 6 tweets have character counts of: 108, 63, 50, 121, 27, and 36, respectively. We do not know the contents of the tweets from this, but this count will include numbers, spaces, and punctuation in its character count.

Deliverable 8: Create an Index Example

```
index_example <- 1:50 # index example  
index_example
```

```
[1] 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25  
[26] 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50
```

Deliverable 9: Identify the Number of Characters in a Single Specified Tweet

```
nchar(text.df[4,5]) # identify a specific tweet
```

```
text  
65
```

Part 2: Extract Features from Data with the tm Package

Deliverable 10: Extract Mean Characters in Tweet Text

```
mean(nchar(text.df$text)) # calculate average tweet length
```

```
[1] 92.14452
```

Analysis

The average length is 92 characters. This means that responses from customer service are concise.

Deliverable 11: Create a Dataframe of Just the Tweet Text

```
tweets <- data.frame(ID=seq(1:nrow(text.df)),text=text.df$text) # create a df
```

Deliverable 12: Create and Inspect Corpus for Your Analysis

```
corpus <- tm::VCorpus(tm::VectorSource(tweets), # create a corpus of tweets
  readerControl = tm::readDataframe(tweets, "en", id = ID))

tm::inspect(corpus[1:2]) # view the first 2 documents of corpus
```

```
<<VCorpus>>
```

```
Metadata: corpus specific: 0, document level (indexed): 0
```

```
Content: documents: 2
```

```
$ID
```

```
<<PlainTextDocument>>
```

```
Metadata: 7
```

```
Content: chars: 4401
```

```
$text
```

```
<<PlainTextDocument>>
```

```
Metadata: 7
```

```
Content: chars: 126883
```

```
tm::inspect(corpus[[2]]) # view the second document in the corpus
```

```
<<PlainTextDocument>>
```

```
Metadata: 7
```

```
Content: chars: 126883
```

```
@mjdout I know that can be frustrating..we hope to have you parked and deplaned shortly. Than
@rmarkerm Terribly sorry for the inconvenience. If we can be of assistance at this time, pls
@checho85 I can check, pls follow and DM your confirmation # for review. *AA
@nealaa ...Alerts, pls check here: http://t.co/OjlcZnT95Q *JH 3/3
@nealaa ...advisory has only been issued for the Bahamas, but that could change. To check f
@nealaa Hi. Our meteorologist team is aware of Hurricane Joaquin & monitors weather cond
@BigGucciQueen This is your direct dial number + 43 (0)1 360 277 3461. *DD
@marxypoo ...for any inconvenience. *JH 3/3
@marxypoo ...the system & when you are ready to board the aircraft the correct seat assign
@marxypoo Hi Marx. This is a known issue & our IT team members are working on a fix. Be a
@BigGucciQueen What country are you calling from? *DD
@DaneLopes Congratulations! Thank you for your loyalty. :) *DD
@jwatt44 Hello Jana. What flight are you referring to? *RD
@bar_right ...will be glad to work with you regarding any issues. My apologies for the servi
@bar_right Hi Pete. That is not good to hear. For questions or comments regarding the wifi s
@Artistsupporter I think other people might need his services, but I'm sure he'll appreciate
@Frank_Schlegel It may take several weeks to get a response, so if you sent it not too long a
@gim_esther Sorry to hear Esther. I will cancel your flights for you. *NG
@saragoldrickrab even in a small way, during this difficult time. *AB
@saragoldrickrab My sincere condolences, Sara. I'm glad to hear we were able to be there, (c
@Dirtyone23 Thanks for letting us be your ride Joe. Happy Travels! :) *NG
@papapaintvids Sorry to hear. Pls follow/DM your confirmation # and I'll take a look to see
@iamdonovan Hi! Please DM your Delta ticket or confirmation number. I will check for the AZ
@i_am_rao Great! I'm not sure. I will report the glitch. *DD
@Sam_L_Shead Got it. Feel free to tweet us anytime. *NG
@Sam_L_Shead So sorry to hear Sam. Pls follow/DM your confirmation # if rebooking assistance
@joventitti I'm afraid they're all sold out. *NG
@i_am_rao You may wish to speak with our Online team at 888 750 3284 for assistance. *DD
@joventitti Sorry we don't have that option.. For a mileage upgrade, you'll need to contact tl
@joventitti Were you looking to use a certificate? *NG
@joventitti ...*NG 3/3
@joventitti ...collect credit card info via Twitter. You may wish to contact our Sales Team at
@joventitti Hi Tony. You may incur a fee and difference in fare to make this change. Unfortun
@patrickhaiem No, you'll be vetted for each flight. PreCheck is not a guarantee, however, th
@patrickhaiem ...this flight and you'll need to clear security as normal. *AA 2/2
@patrickhaiem The KTN is already apart of your profile, if TSA PreCheck is not on your board
```

@drkkyu Sorry to hear. I'll be sure to pass this feedback along to our Rates and Fares Team.

@DontDroptheZoap Thank you and have a wonderful day! *MR

@mglacey You may want to clear your cache. This may help. If this doesn't work let us know. *

@daniellecalder Danielle, so sorry to hear you're having a problem booking on our website.

@daniellecalder ...at 1-888-750-3284. *BB 2/2

@mglacey One more question. Are you trying to book via the App? *AB

@MollyChisamore Molly, our apologies we will do our best to get you on your way as quickly as

@zdlatham Sorry about that! Please follow/DM your confirm #. *KM

@davidcooperlive Happy travels, David! :-) *AB

@jasonallen50 That's not good to hear, Jason. Please follow/DM if I can be of any ass

@roryscovel Rory, sorry for the inconvenience! Pls follow/DM your confirm #. *KM

@mglacey Hi, Mitch. We haven't received any complaints up until now. Have you tried calling

@lanaandlovely For future reference, we do have fare options that are fully refundable and

@lanaandlovely We're sorry for your displeasure with our administrative change fee. *KC

@classyhoney My apologies, April. Please let me know if I can be of any assistance. Thanks. *

@codered45 ...will try to make this right. *BB 2/2

@codered45 Cody, I apologize that your day was spent in the airport and not your destination

@sandrareed I certainly will, Sandra. I have sent a message to ATL Leadership. Thanks for sha

@WinshipAtEmory Nice ad! Glad to be able to contribute for such a great cause. *TH

@blipvert23 Hi Maxine, that's not good to hear. Pls follow/DM your confirmation # so I can t

@mdd1911 Hey Marcus, the blue light looks cool on you! Enjoy the ride! *KM

@aubreigh_dash You're welcome! Happy Travels! *JH

@hclark18P If you wish to use your miles to book a flight for someone else, you may:) *RB

@MLRitch Hello Mende. Not good to hear. Pls follow/DM your confirm # for your privacy. *RD

@INAYADAY We sincerely apologize. We hate goodbyes. Please let us know if there is anything v

@kitmoni At the moment there appears to be a a delay of slightly over an hour. My apologies

@Dollabillwill ...with her or direct her in the right direction. *JH 3/3

@Dollabillwill ...her check with the Delta airport Red coat Specialist for assistance. A team

@Dollabillwill Hi. I'm sorry to hear that she did not clear standby. She will automatically

@Mutiny32 ..DM your confirmation number and I'll take a look. *KC

@Mutiny32 Hi. We apologize for any inconvenience the schedule change as caused. Please *KC

@seanangus11 At the moment I don't have that information. You may wish to check back with us

@kitmoni My apologies, Mr. Connelly. I have just alerted the station manager. You should be

@idosela Not happy to hear this at all! Can you follow/DM your confirm #? *KM

@jeffbuehrle Thanks so much. So sorry for the inconvenience. *SD

@EugeniaMorato Unfortunately we are not equipped to quote fares via DM. They will be happy to

@jeffbuehrle Hi Jeff. Thanks so much for sharing your feedback regarding your recent experie

@JohnDayAt1 You may wish to reach out to a flight attendant for alternate seating options. *I

@JohnDayAt1 Hi John, We apologize for any discomfort you are experiencing. *KC

@iwoolery Pls follow/DM your confirm # for your privacy. Let me check your Reservation. *RD

@GreenLeann Hi Leann. Yes, you are subject to a cancellation fee. *SD

@Judith_Hill Great to hear Judith! Thanks for letting us be your ride. :-) *NG

@melaright We hope you change your mind in the future. You are welcome. *RD

@usedtobehere Hi. What's the confirmation #? *AA

@Naterizk Yes. *AA

@avitale21 What city are you traveling to and I can check specific flights. *AA

@wespearsnewsome ...you. *MD 2/2

@wespearsnewsome I'm sorry to hear it Wes. Please follow and DM your Delta confirmation number

@Naterizk I can check, what's your confirmation #? *AA

@meowmeowdeb A team member will be glad to work with you regarding any issues. My apologies

@meowmeowdeb That is not good to hear. For questions or comments regarding the wifi service please

@emilyminor2 ...benefits. So checking-in at the airport will work perfectly in your case. :)

@emilyminor2 Hi, Emily. Card holders with companions on different reservation, must see airport

@Mikeyydean ...be glad to work with you regarding any issues. My apologies for the service. *

@Mikeyydean That is not good to hear, Mike. For questions or comments regarding the wifi service

@owroc ...<http://t.co/sNIn5Equux> *AA 2/2

@owroc Unfortunately not, however, if the flight offers it you can order a special meal. The

@lucywho26 Thank you for the positive feedback! We are here for you and we are only a tweet away

@melaright Hello, Melanie. Apologies for any inconvenience. If you are needing assistance, please

@garcialori You're welcome. *RD

@missmelon Hello, Helen. I recommend contacting our Reservations team at 1-800-221-1212. They

@airrayd Wonderful to hear. Thanks so much for sharing and for choosing Delta. *AA

@baro2k4 Hi. Pls follow and direct message your confirmation # for review. *AA

@zWASguy ...departure. *AA 2/2

@zWASguy Understood. Once you arrive in AMS we can determine if a flight change is needed, and

@zWASguy I'm showing DL9465 is enroute to AMS, ETA 8:25a. *AA

@kimberlypdx Sorry to hear Kimberly. Pls follow/DM your confirm # so I may notify our departure

@abbyknust No, a member of the leadership team should be available. Is there something we can

@zWASguy Hi. Pls provide your confirmation # and I can take a look. *AA

@bitchwhocodes Done. You're all set and email confirmation has been forwarded to you. *AA

@joishbia Sorry to hear. Pls let me know if assistance is needed via Twitter. *NG

@CMike7 Sorry to hear Mike. Pls follow/DM your confirmation # if rebooking assistance is needed

@marv23_ No we do not. *NG

@y_nazhand Sorry for the hear. We expect helpful and friendly service at all times. Pls let me

@robbarlow8 Hi Rob. Sorry to hear you're disappointment. Pls let me know if assistance is needed

@quidaguis ...additional information about the program: <http://t.co/oKK9xP6hxa>. *NG 2/2

@quidaguis With the new Skymiles program you now earn miles based on the fare instead of the

@jdtagaro You're allowed 1 carry on and 1 personal item free of charge. The first bag that you

@bitchwhocodes Yes, I can do the 20OCT non-stop at 5:45p (NRT-JFK). Would you like to confirm

@bitchwhocodes Hi. The non-stop flight is not operating on 21OCT, I only have connecting service

@JenniferLeigh21 Wonderful to hear Jenn! Thanks for letting us be your ride! :-)) *NG

@lizgiel Otherwise, our Lost and Found team will reach out to you. *MR

@lizgiel If you are in PHL airport, please speak to Baggage office. They may be able see if they

@KalyanNilesh Hi! I'm sorry for the difficulties. I'm glad you called Customer Care and they

@SophieSoph24 That's not good to hear. Please follow/DM your case #. I'll be happy to check on

@JohnOcchinoMD Sorry for the delay. Still waiting for an answer from the baggage team. *MR

@LifeAsPosh Hi. It depends on the rules of your ticket. Please follow/DM your ticket # and I
 @jenniegrrl Thanks for the kudos, Jennifer. We're so happy you've chosen to fly with us today
 @SweetMandisa21 ...<http://t.co/rKwjYw072S> *AB 2/2
 @SweetMandisa21 We do not have personal emails via the twitter channel but you can send in a
 @EyeoftheGator Hmm, sorry to hear. Thanks for this feedback. I'll be sure to pass this on to
 @HopKott ...with your frequent flyer#. Not understanding how your flt was missed for this is
 @HopKott Brent, pls know we can add your KTN Pre-Check# to an existing reservation. However,
 @HopKott ...determined on a flight-by-flight basis. No one is guaranteed selection. *VM 2/2
 @HopKott Because TSA always incorporates random security measures, customer selection for exp
 @JohnOcchinoMD Let me check with the Baggage team to see if they will transfer your luggage t
 @JohnOcchinoMD Departure out of HAM is 03 Oct, 620am. Same confirmation number, G6R5AT but th
 @JohnOcchinoMD The agent has confirmed you on DL 8487 (AF 1611) HAM-CD; connecting to DL 99
 @HopKott Hey Brent. TSA Pre-Check is an additional benefit and is not mandatory for any flt.
 @PasalJason Hi Jason. Sorry to hear. Pls DM your confirmation # and I'll be happy to take a
 @akscull Well that's good to know! *VM
 @ThomasSickler Hi! I'm sorry for the inconveniences. *MR
 @n_morreale So cute!!! Pls follow and DM your information and I'll be glad to check. :) *QB
 @SigneAnderson You're welcome! Keeping fingers crossed you get it back:-) *PL
 @BobsBoxes You're welcome! See you soon. *PL
 @_jerk_sauce I am unable to see your email. Please follow/DM your details. *PL
 @socialemma Sorry to hear this, Emma. Please follow and DM your return request and I will se
 @RadioPet Hi Tony. That's not good to hear. Is the entire flight affected I will need to adv
 @MrCPQ Thanks for taking the time to share this compliment. We'll be sure to send B Smith son
 @4EverKidrauhl I'm not sure I understand your request of a passage. Can you pls clarify? *KM
 @Chuy2256 We think you are cool too, Dr. Chuy! #KeepClimbing!:) *RB
 @ashleymgrant I do apologize. Please let us know if there is any way we could assist. *KC
 @tompettynation MQM's are earned toward elite qualification status each calendar year (Janua
 @tompettynation You would need at least 25k miles for Silver medallion for the following year
 @Ch4nt0 ...have you on board. *PL 2/2
 @Ch4nt0 Happy birthday to you. Happy birthday to you. Happy birth....day there Chanto happy
 @MetroNorth_hell Sorry about the frustration today! Pls follow/DM your confirm #. I'd like to
 @AdamN0815 Adam, I can send the receipt for you here. Just follow/DM your tkt number. *KM
 @_jerk_sauce How may I be of assistance via Twitter? *PL
 @chellestur You're welcome. We appreciate your patience with us. *KM
 @elizabethharvey Appreciate you waiting. I've added your pet to your booking. You should be
 @Andrew_47 You're welcome on behalf of MD. *PL
 @TheTweetini Hi There. Currently there's no advisory in place about Joaquin impact in JFK. *
 @TheKatieduke Awesome sauce! Welcome aboard. Sit back,relax and enjoy:-) *PL
 @vagautham Your miles never expire. *PL
 @MikeAParadise Hey Michael, I'll make sure to pass along your kinds words to leadership team
 @ksims66 Please follow/DM your confirmation number so I can take a look. *PL
 @brandonipp Hey Brandon, that's not good. Sorry that happened, You should report all thefts
 @Bramtic Thanks for your support, Brandon. #KeepClimbing!:) *RB

@blakekrone Nice! You deserve it, Blake. Thx for your loyalty!! *VM
 @RasuShrestha Glad to know you enjoyed it. Safety is our number one priority. *PL
 @MrGorbachev_ Hi. My apologies for this experience. If I can assist with flt information, pl
 @Jana_C_Shaw Thanks for taking the time to share this compliment. We'll be sure to send Jeff
 @RogerMitchell You're so welcome! We truly appreciate your loyalty:-) *PL
 @Ipsimus1 ...forward your commendation to her leadership. *MD 2/2
 @Ipsimus1 Thanks for the shout out, John. Could you please DM her location (gate/flight/etc)
 @MaryDlouhy Hmm...that's not good. Pls Follow & Direct Message your confirmation#, so I
 @Krock111 I am sorry to hear this. How can I be of assistance via Twitter. *PL
 @JDauss hi JD, I can assist you. Please follow and DM your SkyMiles account and I'll make it
 @joshuaJeffery Very sweet!!! *VM
 @ESRseattle Hi. Your travel day did not go as planned, so I'm thrilled to learn your bags di
 @JustNina_Diva I understand, and again I'm very sorry for the cancellation. *RS
 @Youngturqs Thanks for the information, Baha. I've added you to the paid standby list for the
 @AlexDudek1 Please follow/DM your bag file number. *DD
 @KituneKat You're most welcome. *MD
 @quotess4girls1 No, no limit. *NG
 @quotess4girls1 Yes you can. Either on the plane or under the plane is fine. *NG
 @MOLLYG633 ...for you via Twitter, feel free to let us know. *NG 2/2
 @MOLLYG633 Not good. Again my apologies. I trust they've given you the procedures for reimburs
 @MOLLYG633 Oh no! Sorry to hear Molly. Have you spoken with our Baggage Team yet? *NG
 @johnmccumber You deserve it John! Sit back, relax, and enjoy the ride. Happy Travels! :-) *M
 @Fortissimosity Sorry to hear. Pls follow/DM your confirmation # and I'll be happy to take a
 @HumaImtiaz Pls follow/DM your confirmation # and details. *NG
 @HumaImtiaz We can put the request in for you but there's no way to guarantee it'll be avail
 @HarrisIII ...experience today. *NG 3/3
 @HarrisIII ...to provide a consistently reliable product and an exemplary level of customer s
 @HarrisIII I apologize our service didn't meet your expectations and appreciate you taking t
 @ReneeRongen You're most welcome, Rene<U+00E9>. Enjoy your evening. *MD
 @LetTheBogeysGo Oh no! Not good. Pls follow/DM her confirmation # if rebooking assistance is
 @mtebony Are you in need of assistance? *DD
 @chat_zimmerman Oh no! Please follow and DM your confirmation. *DD
 @Rich_Larson My pleasure to assist:) *RS
 @Rich_Larson You're very welcome. She has been moved next to you in 3C. *RS
 @Rich_Larson Hello Rich, yes there will be armrest between the seats. That is the only barrie
 @e_larson We are unable to assign seats on KLM. Sorry to disappoint. *DD
 @chopstixnfork Please follow and DM your confirmation. *DD
 @FotosOnTheRoad ...notifications using this link: <http://t.co/Dp9tC5VSuP> *RS 2/2
 @FotosOnTheRoad Hello, currently I show DL0007 DXB-ATL is scheduled for an on time departure
 @inkhay1 Hmmm could you please DM details of this promotion and I can look into this? *RS
 @GonzalezAbidar ...platform. You will need to speak directly with the airport customer servi
 @GonzalezAbidar Hi Juan, my apologies for this experience. Unfortunately I can not provide a
 @brenda4villa Welcome back Brenda. Great to see you again. Thanks for letting us be your ride

@3GONZALEZ ...member will do their best to locate & return the bag to you asap. *RS 2/2
 @3GONZALEZ I'm very sorry to learn about this experience. Please immediately report this to
 @mkbthompson My apologies for this experience. We hope to serve you better in the future! *RS
 @mkbthompson ...able to DM a name so I may share this info? *RS 2/2
 @mkbthompson That is not good to hear Michelle. We expect all of our employees to be profess
 @roxiozolins Aww! Please follow and DM your confirmation #. *DD
 @roxiozolins Are you in need of assistance? *DD
 @SolutionsIQ Sorry to hear of your delay. Are you in need of assistance? *DD
 @HarrisIII I understand. While you're waiting, you can also call them at (800) 325 8224. You
 @ruthjccassidy Please follow/DM your confirmation number so I can take a look. *PL
 @lauren_eickholz Hi, Lauren. Please let me know if I can be of any assistance. Thanks. *AB
 @reeltake If you are arriving at the DTW airport, I would recommend at least 2hrs before the
 @reeltake You can check-in to a flight 24hrs before, on line. *MR
 @kimmykimkim802 You're so welcome! *PL
 @thebryanrose Wonderful! I was just thinking about you all and about to send a message. Have
 @bosbenji Hi Benjamin. I am glad we were able to make your trip an enjoyable one. Thank you
 @FotosOnTheRoad Absolutely my pleasure:-) *PL
 @FotosOnTheRoad Check -In Desk opens 4 hours before scheduled departure and closes 1 hour be
 @FotosOnTheRoad Please give me a minute let me take a look. *PL
 @fristachinator I'm really sorry for the inconveniences. *MR
 @Natalie_AF Hi Natalie. Please DM your SkyMiles and ticket number and I'd be happy to look in
 @firefighterAB Awesome sauce! So glad you like it. Thanks for the compliment. *PL
 @EaglesJake Please follow/DM your confirmation so I can take a look. *PL
 @lcdroneill Thanks. So what happened? *PL
 @EaglesJake Please accept my apology for the wait time. Due to weather we are experiencing h
 @DancingSueHul Yes that was the check in area of the Westjet website. Please DM your confirm
 @lcdroneill Please follow/DM your confirmation number and your family confirmation number wi
 @SyberCrimes I am so sorry it is not a free change. You can pay 50.00 if you want to make the
 @lcdroneill Hmm! That's not good to hear. Please follow/DM your details. *PL
 @Aousabdo Hi. We are sorry to hear of the trouble you are having. Is there anything we could
 @Ahamilton18 ...Leadership. *MR 2/2
 @Ahamilton18 We love to hear that! Thank you so much for taking the time to compliment our a
 @anthony_persi Oh no, that's not good. Are you using an Android or an Apple system? *MR
 @ictbu It would cost 100.00 for a bag over 50 pounds. *PL
 @Stazzio Thanks for your positive feedback. Hope to see you again soon! :-) *AB
 @ictbu Please let me check on this for you. *PL
 @MagentaRocks Bummer...Well I hope you had a great trip! So happy you've chosen us for your
 @multitaskerkate Thank you both for choosing Delta! Happy travels :-) *KC
 @Stazzio You're most welcome, Jocelyn. If you have the flight # and departure city, I'd be ha
 @DefyToBreathe We're excited to have you on-board. Have a great flight:-) *PL
 @alexphennesy Oh my goodness, was this due to weather? *AB
 @andresazorrilla You're welcome! So happy to be your Ride:-) Congrats on your new HOME. *PL
 @multitaskerkate Please see this link for more: <http://t.co/WObOKwIle2>. *KC

@multitaskerkate Hi Kate. At the age of 4 its is optional. Booster seats are not permitted.
 @wayne2222771 You are welcome! Anytime! *CS
 @IntegraalMD Mt apologies, Mr. Bonnin. Here is a link that will be of assistance: <http://t.co>
 @jonmaciello My apologies, Jon. Please follow/DM your confirmation # if you're in need
 @kellylcourtney I completely forgot to ask you for the flight number. I'm so sorry. *MR
 @alexphennesy We strive to provide the best flying experience to our customers. Please accept
 @JonPlanIt Oops! Please follow and DM the flight number and seat number. *DD
 @JenLebiedz You're most welcome, Jen. *MD
 @DavidASStart Sorry to hear this, Mr. Start. My apologies. Please follow and DM your confirmation
 @JenFalotico Awwh! Wishing him all the pretzels his little tummy can hold. :) *DD
 @Real_J_Eddy ...your file/bag tag number and I will reach out to Baggage Services. *RB 2/2
 @Real_J_Eddy Sorry to hear this. My apologies. Also congrats!!!! If you need any assistance v
 @iMalto Sorry to hear! I haven't received any reported issues of food poisoning. Hope you f
 @SusanWelsh2 Sorry to hear this. My apologies. Please follow and DM your confirmation #. *RB
 @arbagel Are you in need of assistance? *DD
 @JustinJGraff ...and possible flight options. *RB 2/2
 @JustinJGraff Sorry to hear this, Justin. Please follow and DM your confirmation number and I
 @JonasGomezB Hey Jonas, were you not offered the mobile boarding pass option? Please follow
 @southernvoyager Please follow & DM your ticket # and I will check your options. *JJ
 @SarahKrafty Indeed, we hope to see you again soon! *JJ
 @southernvoyager Sure thing, how may I assist? *JJ
 @JenLebiedz Hi Jen. Please follow and DM your Delta confirmation number and I'll check seat a
 @SarahKrafty Nice, looks relaxing! *JJ
 @AndieMacDowell13 Hi Andie. Thanks for the shout out. It's a pleasure to greet you on board.
 @AMOWens23 Enjoy the ride! :-) *JJ
 @tedbowling Glad you enjoyed it, hope to see you onboard soon! *JJ
 @doocci I will be happy check. Which flight number are you inquiring about? *RS
 @doocci following. *DD
 @Sdsoderstrom Hi Stan, sorry to hear about your delay. Please DM your confirmation number for
 @TheSalesLion ...apologies for any inconvenience. *RS 2/2
 @TheSalesLion You're very welcome and thank you for sharing your feedback. We'll use y
 @ajwcvg You're welcome! *RS
 @t0203050901 Your contact number is + 43 (0)1 360 277 3461. *DD
 @ajwcvg Hi Amos, I show the SEA counter hours are 4:15 am - 11:30 pm. *RS
 @TheSalesLion ...at 1-888-750-3284. A team member will be glad to work with you to resolve tl
 @TheSalesLion ...also recommend you try clearing cache & try another browser. If issues
 @TheSalesLion Sorry about that Marcus. Another option is to call our Reservations team to con
 @JosephLewis2408 ...will do their best to locate & return the bag to you asap. *RS 2/2
 @JosephLewis2408 I'm very sorry to hear this Joseph. Pls immediately report this to our airp
 @MClark_Live ...<http://t.co/ss99Yr9uYU> *RS 2/2
 @MClark_Live WooHoo! We appreciate your loyalty Mark:) Please read this link details regardin
 @awizemann We appreciate the kudos Alan! Thank you for choosing Delta for your travel! *RS
 @stubobs1 ...Service team for assistance at (800) 325 8224 between 7am & midnight (ET) f

@stubobs1 ...their best to locate & return the bag to you asap. If you have already done
 @stubobs1 That is not good to hear Stuart. Please immediately report this to our airport Bag
 @amandalinfoot ...the airport customer service team. You would need to inquire directly with
 @clearydome Have a great flight! :-) *AB
 @MichelleBetos it you should appear after you have paid your first bill. *AB
 @MichelleBetos Hi, Michelle. In the first 30 days once you complete the spend requirements,
 @CKaway Sorry to hear! Please follow and DM your confirmation. *DD
 @Stumpeed Again, I sent a message to the gate. No airline can expedite the security or Custom
 @flcarneiro Please follow and DM your confirmation and I will take a look. *DD
 @Stumpeed Hi. Pls Follow/DM your confirmation# and I will advise the gate of your status. Pl
 @ChrisLBoston Hey Chris, we apologize for the inconvenience. Our Support team is aware of th
 @ohmygatos19 Hey Tony, we'll definitely working on that. Pls see an agent at the airport for
 @teropiojen ...website are currently down. Our Support team is aware & working to correct
 @teropiojen Good morning Jennifer. TSA Pre-Check is a random selection process managed solely
 @ckrowland Hey Cindy, the Delta counter opens at 4am at MCI airport. *VM
 @msearches Hey Marc, a few passengers have reported issues this morning. Currently, our Supp
 @ColetteInTheLab Yes, I understand. This has been reported. *RS
 @ColetteInTheLab ...any inconvenience. You may check in at the airport upon arrival. *RS 2/
 @ColetteInTheLab I do not show any reason that would prevent online check in. I have reported
 @yaboy_dcurr Thanks for the additional info. Pls let me know if I can assist seat assignment
 @ColetteInTheLab Yes, that is correct. *RS
 @ColetteInTheLab Sorry to hear you are having problems trying to check in. Please DM your cor
 @yaboy_dcurr Hi. My apologies for the issues with the app. Pls share more details, so I pass
 @kiyonna_marquay Sorry to hear this. If you haven't done so already, please see a Baggage Ser
 @Steve032 ...this issue further for you. *SB 2/2
 @Steve032 Terribly sorry for this frustration. Please reach out to us at 1-888-750-3284 and
 @DaleLips Hi Dale! Currently, flts will depart as scheduled. You may view your flt status her
 @MikeVega4 What a great way to start the day :-) Happy travels! *SB
 @ChipRitter ...must apply for TSA PreCheck in order to receive it. See here for details:http
 @ChipRitter Glad to help! Unfortunately, once you leave a secured area, you will have to go t
 @lou_jocks Please accept my apology for the delay and the boarding confusion. *PL
 @julespieri For reimbursement, that's administered by Gogo. Sorry to disappoint you. *EC
 @JoshSchall82 Hey Josh, pls Follow & DM your confirmation#, so I can take a closer look.
 @johnbennett3028 Awe....thank you! We definitely appreciate you and thank you for choosing t
 @nathanjmartin ...reference number. *PL 2/2
 @nathanjmartin Nathan. Have you filed a claim with the baggage service office when you arriv
 @mdcorbin Melissa, we respond via Twitter. Reservations is available at 1-800-221-1212 *VM
 @ChipRitter Unfortunately, we do not. You will have to reclaim and recheck your bags. *SB
 @LostConsultant You're so welcome! *PL
 @tooleise Oh no! Please let me know if I can be of any assistance. *PL
 @codea You're so welcome! Glad to hear you got assistance. *PL
 @VistaRick Hi Rick. Unfortunately, miles cannot be used for Comfort + seating. *SB
 @StephenGrubba We support our Survivors and Celebrate Life:-) *PL

@LostConsultant I totally agree. Please follow me. So we can talk privately. *PL
 @waelaamh Hello, Wael. Should be available in two weeks for your return 10Sep2016. *RD
 @ChereCoen Hi there. Thanks so much for your patience while we resolve this issue. My apologies.
 @HadleyCoulter Hello Hadley. Not good to hear. If you are needing assistance, pls let me know.
 @OSUBuckeyeGrad Ha! KeepClimbing!:) *RB
 @RobinPNW Hello Robin. Very sorry for your frustrations. We will look into this. *RD
 @Detroit_Red The 7P segment to ATL has availability, however the ATL>LAX segment does not.
 @AndrewJMyers If two seats are available together there should be no issue. *RD
 @gsstan ...team members. *RD 2/2
 @gsstan Hello Andrew. Apologies for the delay. Any possible refund of your ticket, you will hear from me.
 @kimbokars I am so sorry for the delayed response as well as the long line at MSY. Has all changed?
 @AndrewJMyers Hello, Andrew. Unfortunately not. *RD
 @LostConsultant Thanks for your patience all day. *PL
 @SrGaia I agree. Thank you for the feedback. It is greatly appreciated. *PL
 @MonkeeCharms19 ...Services for an update. *RB 2/2
 @MonkeeCharms19 Sorry to hear this. My apologies. Please follow and DM his name and file/baggage.
 @DavidTropfish Very sorry for her inconvenience. *RD
 @Detroit_Red My apologies for the delay. How soon can you be at the airport? *RB
 @DavidTropfish Got you. We are here. *RD
 @chrispollard You're welcome. *RD
 @AlexReiff Hello Alex. Apologies for the delay. If you are needing assistance, pls let me know.
 @Real_J_Eddy ...questions pertaining to your bags please direct with the baggage associate who is handling your bags.
 @Real_J_Eddy A member from baggage services will be contacting you very shortly. Both bags have been located.
 @UnicornPDX What two flights are you speaking of? If you have a confirm #, pls follow/DM info.
 @jkw4444 You're very welcome! *RS
 @HoffmanCheri ...Customer Care Monday-Friday 8:00am-7:00pm ET 800-455-2720 *RS 2/2
 @HoffmanCheri Hello Cheri, I'm very sorry to hear about this experience. You may make a reimbursement request.
 @jkw4444 Hi Julie, to make voluntary changes and receive quotes you will need to contact our Customer Care.
 @Real_J_Eddy ...for GEG? *EC 2/2
 @Real_J_Eddy I'm check with baggage on the latest updates. There's a note about Customs. Did you see it?
 @Miriam26Lopez You can take a carry-on for free, while one checked bag will be \$25 in coach.
 @JoshuaIsWrong I'm sorry for your delay. If you're in need of rebooking help, please let me know.
 @LeahATX77 Can you DM me the confirmation? *WG
 @TaylorVecsey They will contact you directly to follow up. *RS
 @TaylorVecsey You're welcome. *RS
 @lbo888 According to the flight info, you may be able to make up time in the air & still arrive on time.
 @RealAlexPreston Can you DM the confirmation in question? *WG
 @TaylorVecsey ...Corporate Customer Care via email using this link: <http://t.co/rKwjYw072S>
 @TaylorVecsey Hi Taylor, I'm very sorry to hear you have had an unpleasant experience. You are not alone.
 @StacyKildal I'll let him & his managers know! Thanks! *WG
 @krissoko ...review. *RS 2/2
 @krissoko Hello Kris, all special meals must be requested a minimum of 24 hours in advance. I'll make sure.
 @jhvirgo We miss you too John! *RS

@benjablake ...please let me know. You may DM details. *RS 2/2
 @benjablake Hi Ben, I'm very sorry to hear that you have had an unpleasant experience. If I
 @MarigoPR Thank you for flying with us! *WG
 @annebalcom ...hang in the closet. *RS 2/2
 @annebalcom Hello Anne, you may wish to speak with our airport Customer Service team at the
 @worldtrav20xx I'm very sorry to hear about this Douglas. Could you please DM your confirmat
 @dcbergeson Thank you. Could you follow this account, so I can DM you? *WG
 @dcbergeson Can you DM your confirmation? *WG
 @dcbergeson Only the airport can offer hotel vouchers, so you'd have to talk to a gate agent
 @Real_J_Eddy You can find more info at <http://t.co/N85Bmfc917> but the bags are in GEG & a
 @jfmogro Our reservations team will be able review the fare rules of your ticket with you. *
 @KrisVazquez Thank you. I'll let Cabin Maintenance know to take a look at the flight ASAP. *
 @jfmogro ...review all options. I am unable to complete this request via Twitter. *RS 2/2
 @jfmogro Hello, to make changes you will need to contact our Reservations team at 1-800-221-
 @ZulaPT You're welcome! Have a great night:) *RS
 @KrisVazquez My apologies for that. What flight is this on? *WG
 @joshcollesano ...it at the airport. *WG 2/2
 @egpkpioneer ...provided. *VM 2/2
 @egpkpioneer Sandy, if you need an immediate resolution to this issue, you must contact out
 @egpkpioneer ...resolve the issue. *VM 2/2
 @egpkpioneer Hey Sandy, pls call our online customer support team at 1-888-750-3284. A team
 @AnneDoerr That applies to Medallion members. *BB
 @rafanellir We certainly understand your frustrations. We'll be sure to share these details w
 @AnneDoerr Anne, our airport team can also confirm this for you. *BB
 @rjrogo Sorry for the information overload today, Richard! Its great to have you traveling w
 @bekah_stewart Great! *BB
 @rschmidt_MD ...here: <http://t.co/sGbqJSi1Xt>. You may also want to contact JAX Lost & For
 @rschmidt_MD That's not good to hear. We'll make every effort to locate the bag. To assist us
 @JoeRivera1966 Hey Joey, pls Follow & DM the Skymiles and the tkt# of the flight. *VM
 @Chaserpro31 Please DM your ticket number and I will further advise you of your options. *
 @AnneDoerr Anne, you will receive the first bag free, <http://t.co/lVX4A4Qrpd> *BB
 @RSstudi0 Please let us know if rebooking assistance is needed. *SB
 @RSstudi0 ...you on your way as soon as we can. Sorry for the wait. *SB 2/2
 @RSstudi0 Please know that we perform many safety checks, but issues sometimes present thems
 @justinbettman You can call the number I previously provided for Online Support help. *VM
 @stvtntmoore I'm very sorry to hear about your delay Steven. If rebooking help is needed pleas
 @meghanmetz We'll definitely pass along your feedback & concerns. Thanks for hanging in t
 @aalbishi74 Please check with our Reservations Team for options. Thank you for tweeting us.
 @aalbishi74 Thank you for sending your confirmation. I reviewed your info and I see there ma
 @EbunOkubanjo Hi there. Please refer to this link regarding a U.S number: <http://t.co/ZmxhkC>
 @LanceJRichards ...that we do value you and your loyalty with us. *SB 4/4
 @LanceJRichards ...appear there were no complementary or Global upgrades available. I'm sorry
 @LanceJRichards ...holding first class eligible tickets without seating that were given prior

@LanceJRichards Apologies for any misinformation. Unfortunately, after viewing the manifest,
 @Tommyyyx Another time, I hope Tommy. Another time! *VM
 @UnitedAmanda Hi Amanda. I am terribly sorry to hear this. Please let me know if I can help?
 @jadaloree Hi Jada. So sorry for the inconvenience. Thanks for sharing your feedback. *SD
 @tweetflo Pls DM your confirmation # and details so that I may forward to Inflight Leadership
 @tweetflo Oh no. We strive to provide excellent customer service to all. *DR
 @BettyCox1 Hi Betty. DL845 will be arriving in Terminal A gate 1. *SD
 @Tendrid Hi there. So sorry for the delayed response. How can I help? *SD
 @Tommyyyx Hey Tommy, sorry you were not able to enjoy our Delta Comfort Plus seats on that f
 @LanceJRichards Sorry for your experience. When you spoke to the agents what did they advise
 @RoswellVoter We've put out an advisory for the inclement weather in the Carolinas. [http://t](http://t.co/NjqbaY)
 @annelikesbeer That's never fun to run from terminal to terminal. My apologies for the incon
 @kevincastanhei1 Pls know safety is our top priority. Provide your flt details via DM and I'
 @CCH211 Yea! So happy the app is working for you now. *PL
 @unjustgod We have already stated our Corporate Customer Care team will contact you. Thank y
 @SieliSimon My pleasure! We're only a Tweet away:-) *PL
 @JohnGrahamGolf Hey there Mr. John So glad to see you again! We LOVE being your ride home. E
 @SieliSimon @Delta Following. How may I be of assistance? *PL
 @unjustgod Hello. Not good to hear. Pls let me know how I can assist. *RD
 @w_strickland Nice pic! Thanks for sharing:-) Good thinking. *PL
 @A_Sognatore Hello. Pls see all info related to pet travel via this link: <http://t.co/NjqbaY>
 @DonalNeligan We're here to help should you need us. *QB
 @JohnZelo I can email your itinerary. Pls follow/DM your confirm # for your privacy. *RD
 @4162_514 You're most welcome! *EC
 @studbuffon Miles based on your ticket price (base fare plus any carrier-imposed surcharges)
 @yunchristopher Please give us a quick call, we'll be glad to check. 888 750 3284 *QB
 @2corpratgypsies Hello. Not good to hear. Pls let me know how I can assist. *RD
 @JohnZelo Hello John. You can print your boarding pass online via our website. *RD
 @KateUeh Once you have a Gold Delta Skymiles Amex credit card you do. *PL
 @jporta2 Please see the link to file a complaint. <http://t.co/rKwjYwwvEi> *PL
 @4162_514 ...Also, I've added you the airport standby list. *EC 2/2
 @4162_514 You're ticketed for the 7:30P (DL1638). DL1738 is the 6:20P you want to SDC/standby
 @ZeiglerDanny Hi Danny. Please follow and DM your SkyMiles information, I can help you with
 @lisathompson032 Hi Lisa. It solely depends on the reason for the cancellation or your need
 @Biggatorsims ...<http://t.co/jF5WmVPJz1> *AA 2/2
 @Biggatorsims My apologies for the delay, We'd be happy to offer some mileage credit. You can
 @jdbt Hello, Joshua. Very sorry to hear. We will get you to your destination shortly. Thank
 @jdreyer Understood and you're very welcome. We'll do all possible to assist. Thank you. *
 @thesoccerdad1 My apologies for that. We hope to have you deplaned very soon. *AA
 @crownover ...some resolution to this instance. *AA 2/2
 @crownover Very sorry for any inconvenience. Once they arrive back, pls have them contact us
 @alwaysthankful7 You're very welcome. Have a great night :) *RS
 @picsoung Thank you. A team member will be in touch with you. *AA

@jperrin83 Hello Jason. Apologies for the delay. Pls, let me know how I can assist. *RD
 @kameo227 Hi. How may we assist you? *AA
 @bb502 ...request. You may also request mileage credit via our website at <http://t.co/P482w1>
 @bb502 Hi. The name change can be submitted here <http://t.co/rKwjYwwvEi>, your government iss
 @alwaysthankful7 It is also based on availability for the SkyMiles award upgrade. *RS
 @alwaysthankful7 Hi Mia, yes you can. Currently it will require 12,500 SkyMiles. *RS
 @crownover Very strange. What is there current status? How may we assist at this time? *AA
 @Livingbliss ...options. *RD 2/2
 @Livingbliss Hello, Lisa. I recommend contacting our Reservations team at 1-800-221-1212. Th
 @Dick_Gosinya My apologies for the bag delay. If you speak to an airport bag agent, they can
 @jdreyer Done. I sent a message to the airport to look for the wallet. If its found, they'll
 @FrancesDeLancey ...folder for your email confirmation. *RS 2/2
 @daniel_adornes Yes, it's possible to make, even then. *WG
 @FrancesDeLancey Hello, on your statement there will be a 13 digit ticket number beginning w
 @daniel_adornes Yes, that is a possible connection to make. *WG
 @gopherfan2 ...1-888-750-3284. A team member will be glad to work with you to resolve the iss
 @gopherfan2 ...navigational assistance is needed to complete the upgrade online, pls call ou
 @gopherfan2 Hello Josh, you are able to check for upgrades upon check in for your flight ton
 @trothman34 And we can't wait to have you fly again also! *WG
 @chieberry74 Pls call our online customer support team at 1-888-750-3284. A team member will
 @NickRogersRx I'm sorry, but I'm not able to offer a refund on something like this. Apologies
 @NickRogersRx Do you have the ticket number for the trip? *WG
 @NickRogersRx I don't see a receipt for anything other than the ticket itself, so it may have
 @ryno1185 My apologies for the lack of helpfulness. My info says it's currently delayed unti
 @nllngstad You're welcome. Take care. *AA
 @ryno1185 What flight are you checking on? *WG
 @nllngstad We will make every effort to locate your item. To assist us, pls complete the fo
 @doocci Hello, I show we are already following. *RS
 @megannkoontz Thanks for the kudos to Cynthia. We are glad to hear she was a joy to work wi
 @devans812 My apologies, due to congestion sometime gate space is at a premium. *AA
 @chmsant Excellent! I'll certainly pass it on! *WG
 @AceHaddock Hey Cole, did you speak with an agent at the airport for more information? *VM
 @gtonge1971 ...<http://t.co/SS0gvx1VKn>. Typically only Delta Studio is complimentary for the l
 @gtonge1971 Hey Gary, pls visit our website & select the flt you'll be travelling on to :
 @justviola88 Peter, pls Follow & DM your Delta confirmation, so I can take a closer look
 @IamSherry0 Enjoy your journey with us. *VM
 @gewest We appreciated the kind words guys. Love the pic. Thx for sharing!! *VM
 @SallieDeSilva So sorry for this frustration, Sallie. We do appreciate you and hope that you
 @reallygood1185 No worry. *BB
 @reallygood1185 Mike, please confirm the flight that you are trying to choose. *BB
 @IamSherry0 Hey Sherry, pls Follow & DM your confirmation that reflects the seat change.
 @janed_hill ...may contact them to get your bag information. *BB 2/2
 @janed_hill Jane I am showing a KLM ticket number please follow me in a DM and I will prov

@handstomysself Lisa, please DM your confirmation number and I can confirm that for you. *BL
 @ASutberry We know delays are never fun and I'm sorry that your travel has been impacted today.
 @andreapants143 Yeah! That's a great way to start the day. Now relax and enjoy your flight ;)
 @ASutberry Terribly sorry for the delay. Please let us know if rebooking assistance is needed.
 @realantmoney Sounds like we've let you down. Please let us know how we can help. *SB
 @janed_hill Jane I am sorry that your bag has been delayed, please DM your ticket number and we'll look into it.
 @ChadBiagini Thank you, for choosing Delta! *BB
 @ChadBiagini Sure as long as it can fit in the overhead bin. *BB
 @okg8tr My pleasure! :-) AN
 @sootawn Hi, it could take up to 7 to 10 business days after filling out the form. VI
 @okg8tr ...http://t.co/AKUEAIxrX3 AN 2/2
 @okg8tr Got it. Wi-Fi service is available, but you must go through our partner GoGo . Please follow @DeltaGoGo for more info.
 @okg8tr Hi Randy. Let me look into this for you AN
 @zeekcrse Hi, I'll be happy to check the availability of upgrades on your flight. Pls follow @DeltaUpgrades for more info.
 @harrelson_b I am so sorry that you feel that way. This is not a generic response. Sorry that we couldn't do better.
 @melblackrose Glad to hear that our Airport Team took great care of you! Thanks for the compliments!
 @kate_wiley1 Welcome aboard! Enjoy! ML
 @AnnCamden ...them. TP 2/2
 @AnnCamden Oh, my! All the best to the passenger. Our staff is well-trained to handle emergencies.
 @mchvdm Hey Marjolein, I agree. It is beautiful!! *LS
 @jhritzen Hi Jay, thank you for compliment. We take pride in serving our valued passengers.
 @briandessart Thanks for showing your support. #BreastCancerAwareness *QB
 @MarneyReid I love it! Keep the momentum going! :-) AN
 @GregoryMarsh25 Hi Gregory. So sorry for the inconvenience. Thanks for sharing your feedback with us.
 @jperrin83 Oh, no! Let me see if I can help. Pls follow and DM the file reference number. *PL
 @SA_Thompson Gooooood morning Steven, welcome home, Sir! We are happy that you're flying with Delta.
 @vyodaiken I understand now. I would encourage you to reach out to our Online Support team at 1-800-325-6273.
 @kriswitha_K Hi there. Please follow me for a DM? *SD
 @ratlilly ...equivalent to our "Medallion". BTW, you're not "just Silver". We appreciate you being a member.
 @ratlilly Hi Robert. "Elite" it's the premium term Air France and KLM Flying Blue program use.
 @kristynashville Oh no! Delays are never fun. Please follow/DM your confirmation number so I can look into it.
 @johnkannady Hi John, Let me take a look. Please follow/DM your confirmation number. *PL
 @WinstonUK Hello Mark. Not good to hear. If you are needing assistance pls let me know. *RD
 @p2peters Hi Paul, how can I be of assistance via Twitter? *PL
 @burgerandbrew Hmm! Ashley that's not good to hear. Is there anyway I can assist you via Twitter?
 @AirlinesDotOrg We love being a part of our future generation. It's just who we are:-) *PL
 @burgerandbrew ...frustration. *PL 2/2
 @jshaffer007 ...follow & Direct Message your Delta confirmation so that I can check the status of your bag.
 @jshaffer007 Hi Josh. My apologies for the delayed flight. Our airport teams are working to get your bag as soon as possible.
 @JeremyMerrill Understandable. Hope you make it for the event. *PL
 @himolin ...the date of the missing bag. *JH 2/2
 @himolin Hi. My apologies for the missing bag. For your privacy, pls follow & Direct Message me.
 @tweeteemmllee ...your travel experience. *PL 2/2

@tweeteemmllee Generally it will take up to 30 days for a response. Its answered in the order

@abctraveler59 Alan. It sure is. We are so excited to have you on board. Have a great flight

@THEANTHEMGIRL Oh wow. That is a nice picture. Happy Travels! *JH

@JeremyMerrill I understand how frustrating when you have an event with your son. I am truly

@JCUK1981 Hello John. Let me check on this. Pls follow/DM your confirm # for your privacy. *

@GSRiderX ...information, pls contact the sales team at 800-221-1212. *AA 2/2

@GSRiderX No, not worthless those booking classes will confirm you a seat in the main cabin.

@ekm172 Hello. Not good to hear. Pls let me know how I can assist. *RD

@CotterVN You can find other numbers for different countries here: <http://t.co/ZmxhkCBsLO> *W

@JohnsonWillG Yes, the flight is awaiting departure clearance. *AA

@GSRiderX Understood. However, you're booking class to qualify would need to be Y, B, M and y

@nickdcarson We will make every effort to locate your book. To assist us, pls complete the f

@NessaDziemian Totally agree with you 100%!! Now that's how you do it! Enjoy, Nessa :-)

@garybinnyc ...at 800-221-1212 *MD 2/2

@GSRiderX Yes, I show you went from 'V' to 'S' booking class. *AA

@JohnsonWillG I'm showing the flight just departed and scheduled to arrive CLT at 10:34p. *

@GSRiderX Hmm..currently your fare does not qualify for an upgrade. *AA

@garybinnyc Gary, for purchasing assistance you may reach out to our Online Support team at 8

@MissVernEe Sure. Pls direct message the baby's name and date of birth. *AA

@LittlePasch ...service, fare price, etc. :) *MD 2/2

@LittlePasch You're most welcome! Timing will only be a deciding factor against another Gold

@LittlePasch ...on the upgrade list. *MD 2/2

@LittlePasch Tim, your check-in will have to be done at the airport. However, once it's done

@dooski We want to make sure you get back safely. I'm sorry for the delay, but hopefully it v

@brimcleod That's what we like to hear! Tweet 'ya later. *EC

@GreggBraver Sorry for the disruption, we hope to serve you better, if given the opportunity

@mytranguyen Hi there. How may we assist you? *AA

@soarescode Can you DM the confirmation? *WG

@ESueHuff If you've left the airport, you can report the damage to Bag Service by writing ht

@traveling_meg Our American lines are 24 hours. Our overseas ones may not be, but you can ca

@JWCraftPR You're welcome, they'll be able to assist you. *AA

@JWCraftPR Sure. Pls contact our sales team at 800-221-1212, agents are available to assist y

@nickdcarson You'll be contacted once the item is located. *AA

@nickdcarson Unfortunately not, submission of that form is the most effective way to locate t

@BetsyAleja Can you DM the confirmation to me? *WG

@kbuttrey Thank you. Likewise, take care! *AA

@kbuttrey Yes, its not available. *AA

@BetsyAleja How did you choose to receive your boarding pass? *WG

@kbuttrey ...LAX-MSP-PHL arriving 10:55p. *AA 2/2

@kbuttrey Thank you. Currently, the only flight showing available as SDC eligible with the v

@kbuttrey Yes, subject to availability. I'd be happy to review your confirmation #. *AA

@uncle_warny Please feel free to contact that team back during their operating hours. *AA

@KiloIndiaMike I wouldn't - its incredibly beautiful. Thanks for sharing. *AA

@uncle_warny Ok, understood. Glad it got addressed. Thanks for letting us know. *AA

@uncle_warny Interesting..pls contact our Customer Care team at 800-455-2720 Hours: 8:00am-7

@BecGee Thanks. Let me take a look. *MR

@mArieAmb Please follow us and DM your email address and I'll be happy to forward this over

@melissalyttle Woo hoo! Enjoy the ride today, Melissa. Thank you for flying with us. *SB

@mArieAmb You may wish to contact Baggage Service directly at 1-800-325-8224 and they can ser

@jmmohr Someone took your seat? *MR

@bengiegarcia Almost a private plane! Have a relaxing flight. *MR

@mArieAmb Okay, with this code, you will begin your claim process here:<https://t.co/eWaznE7q>

@minfante1011 I'm very happy to hear that Michael! Have a wonderful day! *MR

@BecGee Oh no. What's the flight number? *MR

@Katadhin Thanks for the shout out! We LOVE being your ride. Have a wonderful day! *MR

@LacieGlenn That is awesome to hear, thank you for choosing Delta! *BB

@GolfPaleo I have reached out to our SkyMiles for assistance. *MR

@mArieAmb I'm sorry to hear this. Have you received a delayed claim # from our Baggage Servi

@GolfPaleo Hi Kyle! Let me take a look. *MR

@andreladon Awesome...looking forward to seeing more :-) *SB

@jacobweihrach Sing away, Jake :-) *SB

@NguyenLinc Hi Lincoln! Sorry to hear that you are having some issues. Please let us know if

@andreladon Wow...how awesome is that. We appreciate you for traveling with us. *SB

@jcharanis I'm glad to hear that. Thank you for taking the time to share. *MR

@e1_to_cdr Please DM your confirmation number and I can further advise you of this. *BB

@insightsguy We will forward your suggestions to Cabin serviced and Marketing. *KC

@simpsonbook Hi Donald. Please DM the confirm# and I'd be happy to request that for you. *KC

@insightsguy Hi Kaenan. Thank you for traveling with us. we appreciate your feedback. *KC

@ddh43 ...*SB 3/3

@ddh43 ...reply, please contact us here:<http://t.co/roFfdIAuu>. A Customer Care specialist w

@ddh43 Hi there! Sorry for the confusion. The information that you provided was passed along

@RichardBlais Hi Richard. Glad you are enjoying. Thank you for your loyalty. *KC

@Krivera23 Hi Keith. Please DM your confirm number and I'll take a look. *KC

@shansen111 I am not showing other options available via DEN, our airport staff will advise

@adewus4real Let's take a look at your reservation. Please follow/DM your confirmation. *ML

@Lovingwireless I can place you on the 530pm flight out of Atlanta which arrives in Memphis

@mac_horn Domestic Delta flights are Y,B,M,S,Q,H, and K classes. *CK

@mac_horn International Delta flights will be Y, B ,and M classes. *CK

@_Nan_ The attachment can not be opened by our system for security reasons. DM the informat

@Lovingwireless Thanks Jarrad, one moment while I take a look at your reservation. *ML

@tdavis5 You're welcome. *HW

@angiemarchese13 Wow! Now that's what I call making things happen! :) Glad to hear our team's

@_Nan_ Please DM your ticket number and details of the incident and I will forward your con

@KariSaul Ok, I'm sorry about that. Those are the numbers for Nairobi. You can try the US

@tdavis5 Thanks for your patience, I am not showing wheelchair assistance. i will go ahead a

@bigallyg Hello. Not good to hear. Pls follow/DM your confirm # for your privacy. *RD

@cairinthecity Hello, Caroline. I recommend contacting our Reservations team at 1-800-221-1212.
 @BetsyJohnsonEsq If you can give me the flight number for the gate, I can send it to airport.
 @TheHollySweet You're welcome! We aim to please! :-) *SD
 @TheHollySweet Wow! Thanks for such an awesome shout out!!! :-) *SD
 @BParlay Pls follow/DM your confirm # for your privacy. *RD
 @WarlandZero ...follow/Direct Message your Delta confirmation # & I'll report this to our
 @WarlandZero Hi Brian. Thx for bringing this to my attn. All boarding passes are checked. If
 @stef_bell ...here: <http://t.co/EcUbRXGfnl> *MD 2/2
 @stef_bell This option will be available for editing once you log in your SkyMiles account.
 @BParlay Hello, Brandon. Not good to hear. Apologies for this. Pls, let me know how I can ass
 @livelylife I don't see your Alaska number on your account. Please follow ad DM your Alaska a
 @simonjcole ...delays & other gate agents. *JH 2/2
 @simonjcole Hi Simon. Thx for publicly complimenting our ATL coworker Mary Beth Henley. We a
 @micky80546375 Hello. Oh no! Sorry about this. If you are needing assistance pls follow/DM y
 @riamylove Hello, Miae. Sorry for the inconvenience. Let me check on this. Pls follow/DM your
 @echezueli ...reservation & work with you. *JH 3/3
 @echezueli ...Support team at 1 of our worldwide locations here: <http://t.co/xpEZNKiH6W>. A t
 @echezueli Hi Elizabeth. If the voucher was used on Air France, pls tweet them directly or p
 @stef_bell Hi Stef. You may opt out by deselecting it on your SkyMiles profile page. *MD
 @kparkerbrown Not too sure. Feel free to contact our Online Support Team at 888 750 3284. Th
 @collegegolfcamp Yes, cancel or change under our Risk Free Cancellation policy. *AA
 @kparkerbrown ...inconvenience. *NG 2/2
 @kparkerbrown Our IT Team is aware of the website issues and are working diligently to get i
 @tvTechDirector We're excited about it too, Jonathan! Welcome to the next level! :) *MD
 @madisonnnnpage Oh no! We expect our team to provide exemplary service at all times. I apolog
 @MarissaSchrader We love you back! :) *MD
 @PWPStudio You're welcome! *JH
 @chaphya Our IT Team is aware of the website issues and are working diligently to get it res
 @joymh You're welcome! *RD
 @PWPStudio ...inconvenience. *JH 3/3
 @PWPStudio ...not have an estimated time of resolution. Pls try back later. Thx for your pat
 @PWPStudio Hi Our IT dept is aware of the issue & is working quickly to resolve the prob
 @AtlantaHumanist ...800-221-1212, agents are available to assist you with booking. *AA 2/2
 @AtlantaHumanist Unfortunately not, the team is actively troubleshooting the issue. You're w
 @joymh Hello, Joy. Yes, apologies for this inconvenience we are currently working on this iss
 @pts116 ...area. However, we've allowed ticketed passengers to make changes at no charge. *
 @pts116 Understood and thanks for your willingness to assist. Currently, we don't have any c
 @MarissaSchrader I'm sorry for the inconvenience, Marissa. I'm glad you were able to access
 @benjamingaines The cause of the website issues is unknown right now, but it's being looked
 @AnnaPasic Hi Anna. Pls contact our Reissue Desk at 800 221 1212. They'll be happy to assist
 @BigClapp ...to look at seat options. *NG 2/2
 @BigClapp Hi Phil. Usually the exit rows open for purchase 24hrs prior to departure. Pls fol
 @decoqween My pleasure! Have a wonderful trip! *MR

@decoqween I have assigned 7CD on that segment. Sorry for the changes. *MR
 @decoqween Thanks. Let me take a look. *MR
 @G_Schneemann Wonderful to hear. Glad you were able to retrieve it. Have a great day! *AA
 @decoqween Hi Debbie! Please DM your ticket number. I will take a look. *MR
 @DiersWilliam Hi William. The counter will open at 415a. *NG
 @TerryLinhart Good morning Terry! Thanks for letting us be your ride. Happy Travels! :-) *NG
 @California1412 My pleasure. *NG
 @California1412 Thanks. The counters in Terminal E will open at 4a. *NG
 @California1412 Hi Carleene. What airport are you at? I'll be happy to check the ticket count
 @MiYAH_BaddAzz Sorry to hear Miyah. Pls follow/DM your confirmation # if assistance is needed
 @bdemon231 Customer Care is closed until 8a Eastern time, but you can reach them at 800-455-2
 @shinyfromlot Sorry to hear you are receiving an error. Pls contact our Online Support Team a
 @bdemon231 I hope you're okay! I'll let Cabin Maintenance know to fix the seat. If you were
 @physiquejustin So sorry, we're unable to quote fares via Twitter. *NG
 @physiquejustin Got it! Feel free to contact our Online Support Team at 888 750 3284. They'll
 @svchappel That doesn't look good, but a flight attendant may be able to adjust that. *WG
 @merhl Hi Joe, glad you enjoyed your flight. I will forward your compliment and suggestion. T
 @CM_Holloway01 Great! We are searching for ya :). *VI
 @de_strategist We will pass this along to our leadership team. Thank you for flying Delta. *
 @frisbeerab No, sorry...we don't have access to those in Twitter, either. *TP
 @luxtraveltracy Thank you for choosing Delta. *HW
 @de_strategist Thank you for the kind words. We love to hear how awesome our flight attendan
 @alitalien You're welcome Alexandria....happy spending! *LS
 @joannie Ahh! I'm sorry for your frustration, Joanna. :(We truly appreciate your loyalty to
 @TahoeATX16 I greatly apologize for the inconvenience. Thank you for your loyalty. *ML
 @TahoeATX16 I have placed a remark in the record to alert our gate agents that you are trav
 @erindick Congrats on your Million Mile flight! This is awesome! Thank you for your continu
 @CM_Holloway01 Our pleasure Christine! Were you advised to fill out the lost item form? That
 @TahoeATX16 Our gate agents should be able to arrange seating together for the return flight
 @KimberlyBrooke8 Sorry to hear this. I would like to understand what you were charged and why
 @TahoeATX16 Jared, thank you again for your patience. I am unable to move your family's seat
 @frisbeerab An adult beverage does sound good, but we don't have access to those via Twitter
 @AmyHarrison74 I am so sorry Amy. I will definitely forward this to our Operations team. Plea
 @adetocqueville In the future, pls reach out to a flight attendant whenever possible so you
 @adetocqueville I apologise for your discomfort. *LS
 @CM_Holloway01 You will be contacted as soon as we have an answer. Thanks for your patience.
 @SoBeOrganized Hi. Just a follow up to the service provided yesterday. Was the issue resolve
 @rsonnysampayan Just one moment while I research your question. *CK
 @michael_sproul Hi. Just a follow up to the service provided yesterday. Was the issue resolv
 @freepenguins Hi James, I really regret that those are your thoughts. Please let me know if
 @NealTomasin Hi Neal, pls follow/DM your conf# along with detailed information of what's happ
 @_SherylJ_ Okay. Yes, you will have to contact them. *SD
 @kirkfromfargo Hi. Just a follow up to the service provided yesterday. Was the issue resolve

@_SherylJ_ Are you flying on Virgin ticket stock or a Delta ticket stock? *SD
 @UnitedAmanda Amanda, that is definitely what we do not like to hear. Let me know if I can h
 @vabsiibarra Hello. Our Online Customer Team is happy to assist. Pls call 1-888-750-3284. *
 @amandatoryS Got it. I will take a look for you. One moment please. *CM
 @JCCodeHound I totally understand your frustration. Once your item has been located, someone
 @ahokie Thanks for the pic. Truly a great cause. *HW
 @mankonpp Hi Sundeep. Please follow/DM your confirm # and your request. I will be happy to t
 @tim_enloe Thank you! *MR
 @KenWPac Ken, sorry you haven't taken off yet. I'm sure you'll be on your way shortly. *LS
 @LUVBYMANY Sorry to hear about your experience. Pls follow/DM your conf# and I'll be glad to
 @tim_enloe Wow! We love to hear that. I'm sending a message to the Leadership now. Thank you
 @amandatoryS I will be happy to forward to the Operations team. *CM
 @lindajdunn Sorry for the delay. Pls follow so I can send you a private message. *LS
 @bb502 You're most welcome, Alicia. *MD
 @JamesFleury91 Sorry for the delay. Your case will be responded to shortly. *RD
 @KhinKhinSlone ...please reach out to our airport Team to check the possibility to move you t
 @KhinKhinSlone Hi Khin. I see your seats. I'm sorry I can't change them since there's no othe
 @DylanElise90 ...& midnight (ET). A team member will do their best to update you on the s
 @DylanElise90 ...single item reported. For an update , pls contact our Central baggage Servi
 @DylanElise90 Hi Dylan. We understand that every lost item is very important, & we will u
 @SteveLunny You may wish to speak with American Express at 800 257 0770. *DD
 @jdsmth ...be glad to work with you regarding any issues. My apologies for the service. *MD
 @jdsmth Hi Jason. That is not good to hear. For questions or comments regarding the wifi serv
 @JamesFleury91 Hello, James. Unfortunately, a response can range from 14-30 days from an initi
 @dana_budovitch ...kiosk or one of our airport team member. *RD 2/2
 @dana_budovitch Hello, Dana. You can print your boarding pass online. Or you can also receive
 @penaetis ...securely under the seat in front of the passenger. For more details, pls see: h
 @penaetis ...to carry personal items on board the aircraft due to limited overhead space. P
 @penaetis Oh Ok. I understand. Paxs traveling on Delta Connection flts, & only those flts.
 @Nick_Pierce15 Your card is from American Express. You may wish to speak with them at 800 25
 @MzDivineDove Hello, Rita. Not good to see. Apologies for your frustrations. *RD
 @lfaguer Sure thing, have a great flight. :-) *JJ
 @followbl Fingers crossed! *RD
 @alexperson So sorry to hear Alex. Pls follow/DM your confirmation # if rebooking assistance
 @SydneyBaby__ Please follow and DM your confirmation and I will take a look. *DD
 @cezgambo You're welcome. *NG
 @miamiowangeles You can also track you luggage via this link: <http://t.co/1Y3R2vs9bg>. If reb
 @cezgambo The second piece is \$40. *NG
 @DreammSin ...We expect our team to provide exemplary service at all times. I apologize this
 @DreammSin Hi there! We sincerely appreciate you providing your feedback. I will definitely
 @miamiowangeles This is the most recent information that we have. Pls see an agent at the ai
 @vcmonkey Have a great evening. We appreciate your loyalty. *DD
 @cezgambo ...50lbs or 115 linear inches. *NG 2/2

@cezgambo Golf clubs are the same price as regular checked luggage. If this is your only bag

@nique_gray This link should be helpful <http://t.co/RdugUpaJGI>. *DD

@vcmonkey Yes, you can. *DD

@miamioangeles This flight was diverted to Omaha due to no operating runway lights in DSM.

@ChevyCletus Hi. My apologies. For your privacy, pls follow & Direct Message your Delta

@asbergman SDC is sold out. If you are changing, it will be a flight change and the fee will

@DameKimK Hmm, strange. Pls see the flight attendant for assistance as this plane may have th

@D_Acres If you would like to speak with someone by phone. You may call our Reservations Team

@Longsx3 I understand. Again my apologies for the inconvenience. *NG

@kibbeeceo Hi SJ. Pls DM your confirmation # and I'll be happy to assist. *NG

@merlin_aka_sly ...tweet back today between 8a-8p ET for further assistance. *NG 2/2

@merlin_aka_sly My apologies for the delay in receiving your miles. Currently the desk which

@Haartz Hello. I'm not quite sure but I'll be sure to pass this question/suggestion on to our

@CWunder Your flight is operated by Air Europa. You will check in at the Airport with UX. *DD

@CWunder Sorry to hear. Please follow and DM your confirmation. *DD

@mattmogle There's no way to know what seat you would have, on which flight, if you miss your

@mattmogle Oh no! Well I can understand your concern. You should be able to make that connect

@MikeGrella Hi Mike. I'm sure there's a way. Pls contact our Online Support Team at 888 750 3

@mattmogle ...your 2nd, then you'll be rebooked on the next available flight. *NG 2/2

@mattmogle Hi Matt, this should be a enough time as we're still selling these flights together

@WhittakerLeigh Year starts over on Jan. 1. *NG

@t3soon Yes you can. *NG

@bryanhenry Please follow and DM your ticket number and SkyMiles number. *DD

@manueljdo Sorry to hear! Are you getting an error message? *DD

@JeffreyRKuhns Great to hear! I will notify our Leadership Team. Thank you for choosing us. *

@antsinurpants13 Direct message for privacy. *DD

@antsinurpants13 Please follow and DM your confirmation. *DD

@dsmoov12 Sorry for this delay. We are working hard to have you pulled into a gate soon! *NG

@AlanCordleSS Hi Alan. Trust me, that's definitely not it. Pls follow/DM your confirmation #

@greglyda Thanks for sharing. We will be sure to address this issue. *NG

@nms8400 Here is the fax number 404 773 1945. Pls make sure to write your SkyMiles number so

@rishsvision I understand your frustration. Pls remain in the gate area until further notice

@nms8400 Hi, Natalie. Congrats on the wedding! :) You will need to fax us a copy of the marr

@Shaya_NYC Hi Shaya, that's not good. Have you spoken to the Baggage Service agent? *AD

@BillSiegmond If it was turned in to airport personnel, the Lost & Found Dept. will conta

@BillSiegmond Bill, you mentioned you left your folder in the seat pocket. We're not respons

@JeffWigs Wow! Jeff that's a beautiful shot thanks for sharing. We really appreciate your

@MAMcConnell And we're excited about it as well. Enjoy your flight! *AD

@zemberoni Hi Ron, So happy you approve! Enjoy your time there :) *VI

@byimani And that's a good look to have. Sit back, relax and enjoy your flight! *AD

@LSUTIGERSATL1 Oh yeah Heath, sit back, relax and enjoy yourself. *AD

@rishsvision Our apologies. That's not good to hear. I'm sure they'll have you on your way

@derekakessler If you haven't already done so, please reach out to a flight attendant if y

@derekakessler ...situation *KC 2/2
 @derekakessler I do understand. Again we do apologize for your disappointment. *KC
 @BillSiegmond I understand. Again, they want contact you until it's located. *LS
 @AllieRands ...*AN 4/4
 @AllieRands ...that you please continue to check with the agents there at the airport for the
 @AllieRands ...regarding the crew. I know delays are never easy to deal with and I wish I had
 @AllieRands Thanks for your patience. I reached out to our local Operations Team and unfortunately
 @gsaldanha You may wish to speak with our Airport agents in regards to hotel accommodations.
 @1005Math ...apologies for the delays & cancellation. *JH 2/2
 @1005Math Hi Matt. For your privacy, pls follow & Direct Message your Delta confirmation #
 @_taylorcarlin ...the Northeast. For your privacy, pls follow/DM your Delta confirmation # for
 @_taylorcarlin Hi. My apologies for the delay. We are experiencing higher than normal twitter
 @Mrs_Hartmann ...Experience rep at 1-800-323-2323 for assistance. A team member will do their
 @Mrs_Hartmann Hi Stefanie. For log in help, pls visit our website here: <http://t.co/EPHpxGRW>
 @Sammysam04A Sorry for the delay! Please follow and DM your confirmation #. *DD
 @ScottyBonner ...Direct Message your Delta confirmation #. My apologies for the delay. *JH 2/2
 @jeanpauljh Are you in need of assistance? Please follow/DM your confirmation. *DD
 @Jeff_Matus Hello Jeff, please allow 24 hours for the miles purchased to be posted to a SkyMiles
 @MaryCateDuffy ...Message your Delta confirmation #. *JH 2/2
 @MaryCateDuffy Hi. I'm sorry to hear the flight was cancelled. If you need assistance rebooking,
 @philromano I am unable to access the confirmation you provided. Please provide your ticket number
 @billthay You may wish to request to speak with a "red coat" or supervisor. *DD
 @natalielewis77 Hi Natalie. Are you trying to upgrade it to a Comfort seat or to first/business
 @jaclyn_fu Sorry for the extra wait time, Jaclyn. I'm glad to know you've been taken care of
 @Geotopher ...number. I will report it right away. *MD 2/2
 @ScottyBonner Hi Scott. Our airport teams are working to get you safely home asap. If you need
 @Geotopher I'm sorry to hear it, Kristopher. Please follow, DM details of your issue along with
 @XxBLTxX So sorry to hear you're having this issue. Pls contact our Online Support Team at 800
 @ama_nkansa Sorry to hear this! You may wish to speak with our Baggage Team at 800 325 8224 to
 @mattmogle Hi Matt. I show you were confirmed on that flight and you were awaiting a seat assignment
 @acristo102 Direct message for privacy. *DD
 @ccoryna Hi Chrysta. Yes, you can choose to retrieve your luggage in HAN. Pls inform the Baggage
 @SandraSperino Please follow and DM your confirmation and I will send a message to the Airport
 @katieshawz ...items to you asap. *RS 3/3
 @katieshawz ...assistance at (800) 325 8224 between 7am & midnight (ET) A team member will
 @katieshawz Hello Katie, I'm very sorry to hear about this experience. Our Central Baggage
 @acristo102 Please follow and DM his confirmation. Is he immobile or does he need the chair?
 @DavidDeMetz87 Got it! I'll get this reported to our Tech team. Thx for the feedback. *KM
 @abouezzeddine Oh no! These weather related delays in the NE are really inconveniencing hundreds
 @AlexandraLynn91 We'll need his 6 character confirm # 6 to research further. *KM
 @SandraSperino Is there a Delta gate agent at the gate area? *DD
 @vvuksan Sorry to hear Vladimir. We hope to have you on your way soon. Pls let me know if assistance
 @2naboat Glad to hear the flight crew was able to assist! Have a great night:) *RS

@BrookeRadio You deserve it Brooke! Thanks for letting us be your ride. Happy Travels! :-) *
 @olivialieberman You're welcome! *RS
 @DavidDeMetz87 David, sorry the web's giving you trouble! Can you tell me what type of device
 @AlexandraLynn91 Understood, you can tweet on his behalf if that works. Just need to be sure
 @nicholls_lee_a That's awesome to hear, Lee! We love being your ride. Thank you! *MR
 @Lulu_Jones Please follow/DM your baggage claim file # and I<U+2019>ll be happy to check on
 @alejules I'll be happy to review this further. Please follow/DM your conf #. *AB
 @ccoryna On behalf of *NG, you're very welcome. :-) *AB
 @bethanywilcoxon I completely understand. Again my apologies. *NG
 @ccoryna Sorry for the delay in my response. You will not have to pay to recheck your luggage
 @Lulu_Jones Have you filed a claim with the Baggage Service office at the airport? *AB
 @Lulu_Jones We strive to provide the best flying experience to our customers. Please accept
 @schminTweets Hi Imran! Please file a claim for the bonus miles <http://t.co/smJZ6lgNw1> *MR
 @MikeKing711 ...Personally, I think you will still have enough time to make it. *NG 2/2
 @MikeKing711 Sorry to hear of this delay. Currently you're scheduled to arrive at 1010a into
 @rlujanloveless and I will pass your complaint to leadership. *AB
 @rlujanloveless Oh, no. Please follow/DM the airport location and any other pertinent details
 @Maudsquad5 Please follow me for a DM. *MR
 @Maudsquad5 Thanks. A crew delay is the reason for the flight delay. I'm so sorry for the tr
 @Lulu_Jones Not good to hear, Lucy. Please let me know if I can be of any assistance. Thanks
 @rlujanloveless I can certainly understand your frustration. Again, I apologize for your exp
 @Choggs22 Thank you for choosing Delta for your travel Chris! Have a great flight! *RS
 @MikeKing711 Fingers crossed for you. The next flight departs ATL at 201p. *NG
 @rlujanloveless Not good! We should be professional and courteous at all times. My apology f
 @olivia_matz ...Direct Message your Delta confirmation #. *JH 2/2
 @olivia_matz Hi Olivia. That is not good to hear. I can review your itinerary for options or
 @lggolden1 I am so sorry to hear that. We hate good byes:-(Please let me know if there is s
 @Denzil_Baynes Hi Denzil! Please DM your ticket number. I will take a look. I'm sorry for th
 @TaylorBiehl Sit back,relax and enjoy:-) *PL
 @XxBLTxX Brandon, I am so sorry for th experience. Let me know if I can be of any assistance
 @al_cuadra Please visit the baggage service office and file a claim. *PL
 @torstenfgross So sorry to hear about your travel expericne. Let me know if I can be of any
 @nada0815 Hi! I'm confident that the video streaming has subtitles. Let me confirm that. *
 @RyanSweet15 That's so good to hear. We hope that means we'll get to see you again soon:-) *
 @MarcEvanJackson OK. I will report the issue. Happy Travels! *JH
 @RonniSM Thanks for taking the time to share this compliment. We'll be sure to send Karla so
 @AndyDeLozier Thanks for taking the time to share this compliment. We'll be sure to send th
 @Itsmekelly I am so sorry to hear of your travel experience. *PL
 @terodan Does this mean you are going to make your cruise? *PL
 @MarcEvanJackson ...need assistance rebooking a flt? *JH 2/2
 @MarcEvanJackson Hi Marc. Thx for bringing this to my attention. I will inform the JFK airpor
 @gpiazzon You can try back next week. I show the same flight today at terminal 4. I am not su
 @pisci25 Switching to another flight would be a fee. *PL

@Jax6655 Please provide the gate and the flight numbers. I will share this with Leadership.
 @ShelMKE Great to know:-) *PL
 @JKennedy8 Your'e welcome. Enjoy your weekend! *JH
 @quinlanty Hi Tyler, yes you may use 40,000 miles or pay \$245USD. *RS
 @JKennedy8 ...<http://t.co/QOCsiKrrCl>. A team member will do their best to assist you in reso.
 @JKennedy8 The baggage service team would be the best team to discuss the issue. Or you can c
 @jennifer_s_dail ...as we receive an update. *CS 3/3
 @jennifer_s_dail ...would be sending it either today or tomorrow. I have sent them another m
 @jennifer_s_dail I certainly understand your frustration. Our baggage team has advised that t
 @Mdrtrnea_Mike Awesome... We appreciate you too!! *VM
 @SteveShuffler I'm sorry for your experience, Steven. Rudeness is definitely not expected fr
 @JKennedy8 ...Baggage Service team for assistance at (800) 325 8224 between 7am & midnight
 @JKennedy8 ...will do their best work with you to resolve any issues. If you have already don
 @JKennedy8 Hi Joanna. That is not good to hear. Pls immediately report this to our JFK airpor
 @DaveBautista Great to hear, Dave! #KeepClimbing!:) *RB
 @AgelessPassions For your privacy, pls follow & Direct Message your delta confirmation #
 @benjitheblunted ...will be glad to work with you regarding any issues. My apologies for the
 @benjitheblunted Hi. That is not good to hear. For questions or comments regarding the wifi s
 @SteveShuffler That's not good to hear, Steven. Please let me know if you need assistance. *
 @ricksouthend Hmm....I can definitely review your case & forward any issues to their lea
 @laceyg22 Please provide your ticket number and Skymiles number so I can take a look. *PL
 @BLAZERJLW Awesome! Hope this is the start of an amazing journey for you two. :-) *JJ
 @thekettleslayer Glad to have you aboard! *JJ
 @cincypaul Thanks for the shout out, Paul. We're very proud of our flight crew. :) *MD
 @antigonimcccloud You're most welcome. We can't wait to greet you back on board. :) *MD
 @ShannonMellano Not good! My apologies. Please follow and DM your confirmation number. *RB
 @MusicMustang78 ...and I will see how you look. *RB 2/2
 @MusicMustang78 While you are now ETA SLC at 8:43P, the pilot should be able to make up some
 @Formula1RB This link should help <http://t.co/svrkVIIz3T>. *DD
 @MusicMustang78 Sorry o hear this. Please follow and DM your confirmation number and I will l
 @yellmk ...20980 Dept. 980 Atlanta GA 30320-2980. Their contact number is 800-455-2720 Monday
 @yellmk Hello, my apologies for this experience. You may submit your claim/receipts to Corpor
 @NickxHarrison You're welcome! *RS
 @AleYeahDesign ...it for you. *MD 2/2
 @AleYeahDesign Hi Chris. I'm sorry for your experience. Please follow and DM your Delta conf
 @TheJRiv ...available. Could you please DM your confirmation number? *RS 2/2
 @TheJRiv Hello Jason, unfortunately all seat assignments are subject to change. I would be ha
 @lexylynn13 Hello Lexy, I'm very sorry for the wait at the counter. If I can be of assistance
 @DeltaBravo33 Beautiful pic, Dorian! #KeepClimbing!:) *RB
 @DusterMH53J Wow! Please thank him for his service on behalf of Delta Air Lines!:) *RB
 @allichristenson Thank you for choosing Delta for your travel Alli! Enjoy your vacation :) *
 @r_valdivia Sorry to hear that. Please DM your confirmation number for review. *RS
 @ryantaalbi ...*NG 3/3

@ryantaalbi ...collect credit card info via Twitter. Feel free to contact our Sales Team at 8
 @ryantaalbi <U+2022>Hi Ryan. This change will involve a possible fee and difference in fare.
 @DailyTravelTips ...Cantonese:
 8am <U+2013> 7pm, Mon-Fri
 8am <U+2013> 5pm, Sat *DD 2/2
 @DailyTravelTips 400-120-2364
 Assistance available in English/Mandarin 24hrs a day, 7 days a week
 Assistance available in... 1/2
 @thematusv Nice! Thanks for letting us be your ride Matus! *NG
 @DailyTravelTips Where are you calling from? *DD
 @MasterJeef My pleasure. *NG
 @DailyTravelTips You may wish to speak with our Diamond Team at 877-220-6888 for assistance v
 @MasterJeef Hello. Wifi will only be available while flying over the US. *NG
 @Alaska_Keil Hi Keil. Sorry to hear about this delay. Pls follow/DM your confirm # and I'll l
 @CharleneKateD Pls fill out this form and attach your boarding pass at the end. <http://t.co>
 @mrsmgonzalez ...assistance is needed via Twitter. *NG 2/2
 @mrsmgonzalez I'm sorry to hear you say this Melanie. We expect helpful & friendly servi
 @CharleneKateD ...boarding pass. *NG 3/3
 @CharleneKateD ...that are traveling with us. If this cannot be done, once travel is complet
 @CharleneKateD Alaska should be able to add your skymiles # to your upcoming reservation. Th
 @DavinaMcGill ;-) *NG
 @CharleneKateD Hi Charlene. What's up? *NG
 @mottamarcus Were you trying to take an alternate flt? *SB
 @mottamarcus Hi Marcus! Are you currently experiencing a flt delay? Can you please clarify
 @aa1176bf31ee42a Yes, I do see Comfort + seating available together for both flts. *SB
 @milos002 You are most welcome! *SB
 @aa1176bf31ee42a My apologies! I totally read that wrong! *SB
 @aa1176bf31ee42a Hi Paul! To clarify, December 12th and January 1st? *SB
 @laurawolfmother Hey Laura, sorry you're not enjoying your journey with us. If I can be of a
 @elliott_echols Thanks for your feedback. I'll be sure to share this with our Cabin Maintenanc
 @milos002 This is great to hear. We do appreciate your kinds words. Happy travels :-) *SB
 @Petite_Ines Again, my apologies, Ines. Maybe one day you will give us the opportunity to mal
 @elliott_echols Oh no! So sorry to hear. Pls know we are working hard to get you pulled in an
 @Petite_Ines That<U+2019>s not good! We expect our team to provide exemplary service at all t
 @Kelley_Whalen You're most welcome! :-) *AB
 @KimberleyWlll My apologies. Please follow/DM your confirmation # if you<U+2019>re in need o
 @JustinMise Great to hear Justin! Thanks for the shout out. I will be sure to forward this f
 @Kelley_Whalen We love having you on board with us! Have a great Sunday! :-) *AB
 @Bklyn718 It's great to have you onboard with us today. Happy travels :-) *SB
 @HankAllenWX Hey Hank, we apologize for any inconvenience this issue may have caused to you.
 @SRiveraOfficial Hey Sebastian, pls Follow & DM your confirmation#, so I can review your
 @SandyWoodward89 My pleasure. *NG
 @DynaTodd What a great way to start your travel day :-) *SB

@coachcarroll178 Mathew, what seat are you trying to have assigned? *PL
 @LindzMalone Awe...thank you! *SB
 @josepdarnes Please provide your confirmation number so I can take a look. *PL
 @Lulu_Jones Lucy, feel free to reach out to the Baggage Service Office here (0)11 3396 8021.
 @KarenOT2030 Karen, you're very welcome!! *VM
 @ifacebob Hi Bob, you're able to transfer miles to other SkyMiles account here: <http://t.co>
 @recorduck Tom, you're welcome! Have a great flight:-) *PL
 @PerryRSmith Hi, Perry. Please let me know if I can be of any assistance. *AB
 @Johnnyguy51 It's been updated. Have a nice afternoon! *EC
 @CalvinTinson ...1-800-221-1212 and our Reservations team will be happy to assist. *SB 2/2
 @CalvinTinson Hey Calvin. Unfortunately, we are not able to make this change via Twitter. You
 @dude_abides_jxn Thanks for taking the time to share this compliment. We'll be sure to send
 @Always_JoJo21 Please follow/DM for further assistance. *AB
 @fschenone ...the assistance of a DL ticket agent. *EC 2/2
 @fschenone I'm sorry to hear you're having trouble with checking in. It would be best to comp
 @ckalapala Please DM your conf #. *AB
 @ckalapala I'd be happy to check on this for you. *AB
 @Always_JoJo21 I'm sorry, I cannot divulge passenger information. *AB
 @nataliegow ...quickly and safely as possible. *SB 2/2
 @dmull1985 Thank you. Your feedback is appreciated. *EC
 @discothecat I apologize for the inconvenience. Please know, upgrades are based on availabil
 @nisajoy ...our agents. Thanks for sharing your feedback. *SD 2/2
 @nisajoy Hi Joy. This is pretty rough to hear. My apologies for the inconvenience and delay.
 @macaroniglitter I'll need the ship number for the Breast Cancer. Did you happen to get the
 @Aj_Marshall17 ...look. *PL 2/2
 @Aj_Marshall17 AJ. Are you asking to cancel your flight and be refunded. Please follow/DM yo
 @CloseTheDeal Hi there. My apologies for the delayed response. Please DM your 13 digit tick
 @PowerCoupleLife I agree and certainly understand how that can be frustrating. Please follow
 @ejanderson1098 ...Please see the link for the complaint. <http://t.co/rKwjYw072S> *PL 2/2
 @ejanderson1098 I am so sorry the agents treated you that way. We expect our agents to be co
 @ZeeNickster Hello, Nick. Not good to hear. Sorry about all of this. Pls let me know how I ca
 @fulltimemom2013 Hello. Apologies for the delay. Pls let me know how I can assist. *RD
 @CloseTheDeal ...code has expired. *SD 2/2
 @misswish1981 Nice picture, Jennifer. #newpairofshoes #KeepClimbing!:) *RB
 @tnpuig Oh no! So sorry to hear about the delay. They are never fun. Please let me know if I
 @illuminayte I really wish there were more availability to offer upon your earlier arrival to
 @KristenSkiMom Kristen, that is a question you can ask TSA. *PL
 @Aj_Marshall17 Hmm! Are you on the tarmac? So sorry to hear about this delay. *PL
 @dmull1985 Sorry to hear that you're disappointed with us. Pls let me know if I can assist yo
 @High_Roller_Ent You can pass the issue on to Customer Care if you call 800-455-2720 between
 @ericzr1124 The fare would have to go down more than the change fee, which is \$200, in order
 @virgyfairy I'm glad that you were helped. My apologies for it taking so long. Have a great
 @araholiday Hello Ara. Not good to hear. Apologies for the delay. Pls let me know how I can

@RoshanPaudel While I am limited by twitter, I will be happy to assist where I can. How can I
 @SovannPen Sorry to hear this, Mr. Pen. Please follow and DM your confirmation number and I will
 @Vegashornplayer Thank you for your loyalty Chris! *RS
 @aussiegirl2208 Actually you can add a previously flown flight to your SkyMiles account up to
 @ChipL5 ...Please follow and DM your confirmation number.
 *RB 2/2
 @ChipL5 Sorry to hear of this problem, Mr. Lewis. You can reach GoGo customer service at 1-800-
 @virgyfairy I am following and listening Ms. Horne. How may I be of assistance? *RB
 @AlishaGrauso My apologies for the issues you've encountered today. Please let us know if you
 @KristiBrown01 We appreciate your loyalty! Thanks for the tweet. *EC
 @g3gunter Awesome pic! Thank you for choosing Delta for your travel needs:) *RS
 @22NicholasJ Glad to hear this, Mr. Johnson. Have a great beginning of the week! #KeepClimbing
 @OwenBrennan Thank you for your acknowledgements. I have forwarded them to the respected lead
 @DarcieMae11 The phone number is open 24hrs a day, so you can call them anytime. *WG
 @IsmailDevecioglu Please DM the confirmation, & I'll see what we have. *WG
 @DuckhuntinDawg Not good to hear. The baggage should be out shortly. *RD
 @IsmailDevecioglu What kind of help do you need? *WG
 @SeanFamoso Oh no! Please accept my apology. Please visit the baggage service office and speak
 @ShelleyJamie ...place you on standby for the 11a flt from ATL/MIA if you'd like? *SB 2/2
 @ShelleyJamie Since this is an Air Traffic control delay, I'm not sure how long they are holding
 @Grady91 Sweet. Happy travels!!! *VM
 @Consult_Ling Hi Ling! Are you trying to purchase an upgrade? *SB
 @Kyrrie_Twin Kyrrie, we offer a Risk Free refunds for issues like this. Did you contact us with
 @Ingo_Z Our baggage team can be reached directly at 1-800-325-8224. *BB
 @Kyrrie_Twin Kyrrie, what will the compensation be for? *VM
 @NcSuperStar I am following. You sure can. *PL
 @Kyrrie_Twin ...issue. *VM 2/2
 @Kyrrie_Twin Pls call our online customer support team at 1-888-750-3284. A team member will
 @schwabbyjs Fingers crossed! *VM
 @ShelleyJamie Hey Jamie! My apologies for the Air Traffic Control delay. Please let us know
 @Qorne Pls call our Reservations team at 1 of our worldwide locations, here: <http://t.co/xpE7>
 @Kyrrie_Twin Kyrrie, we're not able to hold payments. Did you process the tkt yourself online
 @CFletcher3 Thanks Charles. Have a great flight. *PL
 @emmyalleyne ...regarding the proper carry-on bag size. *VM 3/3
 @emmyalleyne ...professional & offer accurate information to our passengers. Pls know, we
 @emmyalleyne Clearly you're frustrated by this experience with us today & I apologize for
 @KenzieB144 Got it! We are not in charge of the menu for any of the restaurants. It has nothing
 @aasalim Thank you Antonio. One moment please. *CM
 @riosportstour Oh my! My apologies for the delay. Please follow/DM your confirm # and I will
 @dylan_burba24 ...kiosk at the airport. *RB 2/2
 @dylan_burba24 No worries, Mr. Burba. You can just have your confirmation # from your itinerary
 @NinaThornsborg Nina, so sorry you feel that way your last leg home is on Alaskan Air. *PL
 @aasalim Oh no! That's not good to hear. Please follow/DM your ticket # and details. *CM

@PowrfulKatrinka Aww! So nice to be appreciated:-) *PL
 @lounge_review Absolutely stunning pics. Thanks for sharing. *HW
 @WOGER_12 We're glad you decided to take a chance on us! *EC
 @Royalsfan71 Hi Howard. I am showing DL5248 is scheduled to leave at 2pm and arrive in ATL at 4pm. *PL
 @PowrfulKatrinka Your feedback is greatly appreciated. Thank you. *PL
 @ItsJacquiG Hey Jacqui! Welcome! Glad to see you! *KM
 @Emily_Parker Awesome! Enjoy Emily. :) *CM
 @tubelkain Travis, I hear you. That's a long time! Pls Follow & DM your confirmation# *VM
 @JillGwaltney ...compensation options. *PL 2/2
 @JillGwaltney Jill, please reach back out to us when your travel is complete so we can discuss. *PL
 @rachnanivas Thanks for the kind words. Have an awesome birthday! *EC
 @JonathanAllyn Please contact an agent at 800-455-2720 for assistance. *PL
 @tubelkain Travis, please disregard that, another pax *VM
 @NinaThornsbury Nina, you can certainly reach out to a flight attendant and have them moved. *PL
 @bbachofner Enjoy your flight Brian! :-) *ML
 @LLeal101 Please follow/DM with your bag tag information and I'll take a look. *ML
 @LLeal101 Liana, I'm sorry to hear that you are still waiting on your luggage. *ML
 @silvercontactor Hello Mark. Not good to hear. Pls follow/DM the bag tag # for your privacy. *ML
 @CassCahey Unfortunately I'm unable to view the link. *ML
 @CassCahey Oh No Cassandra! I'm sorry to hear your travel experience was not a pleasant one. *ML
 @flacindy Hello Cindy. Oh no! Very sorry for the delays. Pls DM your confirm # for your privacy. *ML
 @arogers12r April, thank you for bringing this to our attention. We appreciate your feedback. *ML
 @missmaryz Hello Mary. Apologies for the delay. Pls let me know how I can assist. *RD
 @LeeKincaid Please DM for a private message. *RB
 @flacindy My apologies for the mechanical delay. Your flight is estimated to depart at 7:45PM. *ML
 @Kyrrie_Twin Please follow and DM your confirmation #. I would like to take a look. *RB
 @_gracer You're all set. *LS
 @TchCzarina The miles would be redeposited. Please contact refunds to check on the status of your miles. *ML
 @Fetisoff Oh, that's not good to hear. Pls let me know if I can be of any assistance. I'm happy to help. *ML
 @kcavery Congratulations Casie on your earned status to Diamond! We appreciate your loyalty. *ML
 @lessersol You're welcome. Very sorry for the inconvenience. If you are ever needing assistance, please let us know. *ML
 @Jerry876_JA ...and crew. *RB 4/4
 @Jerry876_JA ...working to arrange another aircraft to continue the flight. Delta's to be here at 10:30pm. *ML
 @Jerry876_JA ...with no reported injuries. Reports from Delta personnel on scene are that no one was injured. *ML
 @carolyncaudex Carolyn, so sorry to hear about your bag. Let me see what I can find out for you. *ML
 @heathermorra You're welcome. :-) *ML
 @aliciasmithwar1 Very sorry to hear you feel that way. Pls let us know, if we can be of assistance. *ML
 @heathermorra We look forward to serving your travel needs in the future. Thanks for your loyalty. *ML
 @heathermorra Thank you for the kind words Heather! We are happy to hear that you had a great trip. *ML
 @KevLev4 Hi Kevin. So sorry for the inconvenience. I can't imagine how you must feel. Unfortunately, this is the way it goes. *ML
 @KevLev4 ...close the doors 10 to 15 minutes prior to departure to ensure that our flight leaves on time. *ML
 @Tcampv ...800 325 8224 for assistance? Try asking to speak with a manager/supervisor. *SD 1/2
 @Tcampv Oh wow! That's not right. I am sincerely sorry that this happened. Have you tried reaching out to the airline? *ML

@AlisonStClair Please DM your flight number and I'll see if I can be of assistance. *ML
 @47PB You're welcome! *SD
 @penguin2327 Hi there. So sorry to for the inconvenience. Have you tried reaching out to @go
 @47PB Hi Peter! Congrats on becoming Platinum!!! :-) *SD
 @watkinshort ...use 1-800-221-1212. *RS 3/3
 @watkinshort ...their wait more comfortable. My apologies for the incorrect # being provided
 @watkinshort The airport agents at their departure gate may be offering food/beverage carts
 @Tcampv Hi there. I am terribly sorry to hear this. Please let me know if I can help? *SD
 @mklundquist ...http://t.co/ljz1FjyL3M. *AA 2/2
 @mklundquist Nothing was turned in. At this point, to assist us in locating your wallet, pl
 @watkinshort ...let me know. *RS 2/2
 @ruud_vandeursen I show your seat as 38A for SEA-AMS. I am not sure why you are not able to v
 @ruud_vandeursen ...Customer Service team and they can print this out on your boarding pass
 @nikoleherriott You're welcome! *RS
 @vuhnesaa Awesome Vanessa! Glad you chose Delta as your airline of choice for your first fl
 @shannonigans808 Fantastic Shan! We look forward to having you aboard! :-) Thank you for cl
 @kyle_mistry If you can DM me the confirmation, I'll be glad to take a look. *WG
 @JohnWoell1 If you haven't please do so immediately. Again I apologize for the inconvenience
 @JohnWoell1 Have you reported this to our in-flight team? *ML
 @JohnWoell1 Oh no! John I apologize for the inconvenience. *ML
 @JohnWoell1 Hi John, thanks for contacting us. Are you having trouble with your in-flight
 @TaylorRaney44 It may be possible to be reimbursed for the stay, if you contact Customer Care
 @katyrnorris It could be a few things, but that doesn't mean that it won't show up later. *W
 @John_Vail Please know that our Baggage Service team are doing everything they can to make s
 @John_Vail John, I apologize for the inconvenience, being without your bags is difficult.
 @DStern127 Please DM me the confirmation & SkyMiles number, & I'll see if I can attac
 @katyrnorris Lost & Found only reaches out if the suit's been turned in. I'm sorry it has
 @MikeTKlein Oh No Mike! Let me see what I can find out for you. Please follow/DM your bag
 @TarynTatoo987 Taryn, thank you for contacting us. I'll be happy to look into this for you
 @bryanzulker Gate passes are only provided at the counter by the ticket counter agent. I ap
 @bryanzulker Bryan, unfortunately I have no authority in that area. *ML
 @Taylre Thanks for taking the time to share this compliment. We'll be sure to send Mary Anne
 @DeejayEarl_ ...of any assistance via Twitter. *PL 2/2
 @DeejayEarl_ Please know that I understand your frustration for the delay. Please accept my s
 @GSRiderX Marcos, I am showing that a fee is involved to request EC, our reservations team
 @ncapwell Please visit the baggage service office to file a claim about the bag. *PL
 @kasitex Terribly sorry to hear this. Please let us know how we can help. *SB
 @DrewElston Drew, I am sorry did you miss your flight? *PL
 @TheToothfish Yeaaaa!! *BB
 @lean_mac Thank you,thank you, for choosing Delta! *BB
 @ncapwell Hmm! Have you tweeted Air France? *PL
 @silvercontactor Baggage Service can be reached at 1-800-325-8224. *VM
 @silvercontactor Hey Mark, sorry about this experience. What did our Baggage Service team, s

@tiffany_rogers Hey Tiffany, we really appreciate your loyalty. Thx for allowing us to be your
 @HappyLionphoto Hey John, sorry about this experience. Did you get your bag? *VM
 @smackfu Hey Scott, pls Follow & DM your confirmation#, *VM
 @rtrdanib Dani, please accept my apology for the travel expericne. Let me know if I can be of
 @kevinjsimmons Great. I am glad they were able to get their items back. *PL
 @d_dunford99 So sorry to hear about the bag issue. Please contact a baggage agent at 1800-321-2200
 @lagunitasmrk You're so welcome! Sit back, relax and enjoy the flight:-) *PL
 @MarkScottPR I'm sorry there was a mix-up. We appreciate the love. Please know that we <U+263A
 @jennieveenyc Hi Jennie. If you've filed a claim with our Corporate Baggage as previously sug
 @theyoungrens Wow that's cool! After pulling up your booking, Delta One is sold out. *EC
 @ncbiggio ...confirmation #. My apologies for the delay. *JH 2/2
 @ncbiggio Hi, Nancy. I will be glad to review your reservation with you. For your privacy, p
 @hbar_Squared ...My apologies for the issue. *JH 2/2
 @hbar_Squared Hi. I can review your reservation for options. For your privacy, pls follow & DM
 @jazzboltwo ...*PL 3/3
 @jazzboltwo ...the ticket since it is a China Eastern to see what happened to your mileage cr
 @jazzboltwo Okay you would need to fax over the ticket copy and boarding pass along with your
 @KingMinzly Hi Minzly. My apologies for any issues. If you need assistance, pls DM your Delta
 @xoJCo Jess, I can't make any promises but I'll see. Please follow/DM your conf#. *EC
 @allison_dunc Thanks for sharing the pic and the shout out. Enjoy your flight. *HW
 @ChristinaHeintz Next time don't stay away so long :-) *EC
 @jazzboltwo Thanks give me a minute let me take a look. *PL
 @gamapau Would you like me to email you a ticket? *PL
 @AskTheNP Okay. Please follow/DM your confirmation number so I can take a look. *PL
 @lukesinclair I guess I am confused. Please let me know how I can assist you. *PL
 @lukesinclair Hmm! I show that you are assigned a delta comfort seat 16G. *PL
 @bailcam That's amazing! My apologies for the delay. *EC
 @scottswonger ...# so that I can review your reservation with you. My apologies. *JH 2/2
 @fjkeegan Awh! Certainly understand. *KM
 @DontNeedATANN ...frustration. *EC 2/2
 @DontNeedATANN We're working to locate your luggage. Please continue speaking with baggage f
 @seanmclnews Hi Sean. I'm sorry to hear it. Please follow and DM your Delta confirmation num
 @Alex_Donn Hope to see you again on a Delta flight! *EC
 @SIDDARTH85 Hi Siddarth. Please follow and DM your confirmation # and I will be glad to look
 @FirstMatePete Hi, thanks for contacting us. Please follow/DM with your confirmation number
 @kindle_emily Again, if I can take a closer look, for better assistance, pls share your conf
 @smartysarahs I agree! They are the best! Thanks for the compliment. *AN
 @skgreen Glad it all worked out. Congratulations! *HW
 @Thrawn33 There's been some recent changes. Please view the following link. <http://t.co/hYVH3>
 @GOPoffcourse Sooo happy we're meeting your expectations. We greatly appreciate you choosing
 @wjoooooooood ...funds on hold by your bank will be released. *MD 2/2
 @wjoooooooood If you have not received a confirmation number with a ticket number issued in your
 @kristenbaker17 ...at this for you. *AN 2/2

@kristenbaker17 Hi Kristen. I sincerely apologize for your delay. Please follow and DM your
 @CherylShuman Great to hear! Thanks so much for flying with us. Have a wonderful day. *AA
 @jessicao_x3 We'll do our best to locate the item. To assist us, pls complete the following :
 @gilinskysfunk Yikes! Are you still in the airport Cher? *KM
 @jdthoffman Hi Justin. I am glad that we were able to get you re-booked so quickly. Thank you
 @tander123 Hi Terry. Let me look at your confirmation#. One moment please. *AN
 @Montewyo Great picture! *WG
 @DaisyFuentes I'm very sorry for the late reply. I hope that you're doing okay. If the situation
 @mapletits Oh my! What did you need help with? *WG
 @jbossie42 Actually, do you have any info about the pet? A file number, perhaps? *WG
 @digger9375 ...Pls see: <http://t.co/akUp6E5YYK>. I will also pass your comments on to our team
 @digger9375 Hi Matt. Thx for bringing this to my attention. While all movies do not have Clo
 @dreamelder Very sorry for the disruption. If we can assist via Twitter, pls let us know. *
 @cantwell_chase ...at your reservation. For your privacy, pls follow & Direct Message you
 @cantwell_chase Hi Chase. Congrats on your wedding. I'm sorry to hear you booked the wrong da
 @lizamegin Oh No Liza, this is not good! Please follow/DM your confirmation number and I'll t
 @MelanieAlise87 You and Mr. Lloyd are all set. You are most welcome, it was my pleasure!
 @N_Katz Sure. Following. *AA
 @MelanieAlise87 Unfortunately, I'm unable to provide reimbursement via twitter. This must be
 @MelanieAlise87 Great! One moment while I get those seats for you. *ML
 @jbossie42 Yes, it looks like it'll be better for your friend to keep speaking with Cargo con
 @PLEDGE_03 Welcome! *WG
 @MelanieAlise87 Are you both able to assist in case of emergency and 15 years of age or older
 @MelanieAlise87 I have exit row seats available in row 12 CD. *ML
 @MelanieAlise87 flight 4244. This flight is departing at 6:53 pm arriving in Halifax at 10:
 @MauraNeill You do the same. Happy Travels! *LS
 @MauraNeill Good morning, and welcome aboard. *LS
 @Carangelo0 I'm sorry. How may I help you? *AN
 @brad_kobetich ...Inflight Leadership Team. *AN 2/2
 @brad_kobetich Thank you for sharing this with us! I absolutely love the picture. I will be
 @deacontm Hi Todd, the curbside checkin is open from 4:30 am until 7:30 pm. *LS
 @nmsmith5 Thank you for your loyalty. *AN
 @Carangelo0 I'll be glad to forward your comments to our Boston Airport Team. I apologize
 @nmsmith5 They will contact you via email. *AN
 @KelcieBrown1 Hi Kelcie, we're so sorry for any inconvenience. Pls let me know if I can be o
 @perrysrosette Yes, generally. You can view more information regarding our Onboard Experience
 @catedunn And...we greatly appreciate your loyalty. Have a great day! *AA
 @AmitKapoor5 Wonderful to hear. Thanks so much for sharing and we greatly appreciate you cho
 @nmsmith5 Nicole, I was able to forward your concern to our SkyMiles Team and they will fol
 @nmsmith5 Hi Nicole. I'll be glad to look at this for you. One moment please. *AN
 @Carangelo0 I sincerely apologize for this experience. What airport are in? *AN
 @smooveWRX Good Morning! That's a beautiful photo! *MR
 @mariorolando Thanks for the awesome words! I'm so glad the Madrid Team did such a fantasti

@Carangelo0 Oh no! Not the worst airline. Do you have a confirmation or ticket # that I may
 @bishopVSC :-) Thank you for your loyalty. *ML
 @Hare1008 If you have a SkyMiles based ticket then additional charges would be in miles. Do y
 @Lauraquintastic Lauren, take a look at our Global page, <http://t.co/pVGkVq0o4u> *BB
 @Debrutsid . *LS
 @lifewithlarissa On behalf of WG, thx so much! *KM
 @KPFdigital It appears that the flight does not have satellite or WiFi available. *LS
 @Priscillagk Got cha! Delta's CEO is Mr. Richard Anderson. You can email your concerns here:
 @stevelokam Hi Steve! That's not good. Please DM your ticket number. I will take a look. *M
 @KPFdigital Hi Kenneth. I cannot locate a flight 473 from NRT -JFK. Can you provide me with a
 @erinjkelly I see. It'd be best at this point to have her file a Lost & Found report here
 @BenForney Please reach out to a flight attendant to see if alternate seating is available.
 @BenForney Hi Ben. We apologize for any discomfort you may be experiencing. *KC
 @MartinBrahier Yes, that's great news! *LS
 @tomokuldo941 Hi! *MR
 @carlamjaspers Hi Carla! Our Lost and Found will reply you back if the item is found. *MR
 @starrscience Hi Mary. We are sorry to hear of the delay and any resulting inconvenience. Pl
 @Hare1008 Hi! Any changes to the a reservation may accrue additional changes/miles. *MR
 @jcro77848 Thank you for such kind words. *BB
 @TravelAtRandom Yummy! I could use a late biscuits and gravy right now :) *MR
 @nerdsped My apologies you took it as being sarcasm when I was being sincere. *LS
 @Mbird323 That's not good. Please share the flight number. *MR
 @melpel17 ...Libya 333 km (207 mi) from Malta. My apologies for the issues. *JH 2/2
 @melpel17 I'm sorry but we do not have reps in Malta. Pls call the #s in Italy, 80 km (50 mi)
 @annediehl Sorry for the mechanical delay. Hopefull,y you should begin boarding in a moment.
 @Geekymz Hey Grace, do you need some help? *HW
 @Monsoon60 Sorry for the cancellation. Please let us know if you'll need to make alternate f
 @steveuk10 ...30days for a response. Have you tried calling? 1-800-455-2720 option 2/4. *EC
 @steveuk10 We haven't forgotten about you. The response has been a bit longer to reply back
 @SamDiGennaro We will be sure to share your concerns with Leadership. *KC
 @SamDiGennaro Hi Samantha. I do apologize for the poor impression you've received. *KC
 @WarithNiallah ...Experience rep. AS team member will be glad to work with you to resolve any
 @WarithNiallah Hi Warith. I'm sorry to hear you feel this way. Pla call 1-800-221-1212 for a
 @jclangamer I'll be happy to link and document both reservations. Pls follow/DM information.
 @bigbobkuhn An agent will contact you once the item is found. *KC
 @bigbobkuhn Hi. Please fill out a Lost and Found claim form via this link: <http://t.co/ljzLF>
 @DyslexiaGeorgia ...concerns from the link provided and a coordinator will address it with y
 @DyslexiaGeorgia I'm sorry to hear this wasn't handled properly. You can request for a Red C
 @innercitydoge Oh no! This terrible to hear! did you file a claim with the Corporate Baggage
 @BebeSally ...from one of our expert Customer experience reps. They will do their best to wor
 @BebeSally Hi, Sally. You view and/or Redeem eCredits here: <http://t.co/gFwxgqsru>. Or you ca
 @matthewtwill Hi Matt, pls reach out to our Reservations Team at 1-800-221-1212. they will
 @787forlife Thank you! We're laser focused on enhancing the customer experience onboard. We a

@graveyardbeach Oh No, this is not good to hear! Please follow/DM your confirmation and I'll

@nmsmith5 My pleasure! Thank you for your loyalty. *AN

@J2Carroll Happy Birthday! Let's take a look, what's your confirmation #? Pls follow & d

@JoshRink All of our flights between those spots go through ATL & MSP, so MSP may be a s

@nmsmith5 ...details. <http://t.co/4ExPA5eJ9z> *AN 2/2

@nmsmith5 The base miles each way are 5368 and 50% of this is 2684 for the sum of 8052 MQM's

@nmsmith5 ...*AN 3/3

@nmsmith5 ...purchased "Z" and "S" class of service on VS. Earning 100% of the base miles and

@nmsmith5 Thank you for your patience. I contacted our SkyMiles Team and they confirmed that

@99scherbin Sorry to hear you feel this way. It is my sincere hope you'll give us another op

@cgsamp Can you DM your confirmation, so I can look at it? *WG

@newenglandsarah You're very welcome Sarah. :-) *ML

@oatti84 I'd be happy to take a closer look, pls follow and direct message your confirmation

@xtinecarmen What a great picture! Thanks for sharing! *WG

@soraparuq Thanks for choosing Delta. *ML

@soraparuq Hi DL, on behalf of KC you're welcome. Yes you can make that change online the c

@juvenalia They won't, as this is a common issue that they have no problems with. *WG

@sleepypotamus The delay appears to be for a late-arriving crew. My apologies for your delay

@maria_ressa Thank you so much for the compliment Maria and thank you for your loyalty to D

@peterdholmes1 Peter, I am sorry that your flight was missed, unfortunately those fees are

@terrytravels1 ...and off-shore. *AA 2/2

@terrytravels1 To ensure we're able to meet our customer demand, we have a global presence in

@vicorly Oh No Victor! Please follow/DM your confirmation number and I'll see how I can he

@GrumpysHoneyB Wow, what a beautiful shot! Breath taking!!! *CK

@hyzteric The infant must weigh 20 pounds or less and must be held during takeoff and landing

@hyzteric You may request the SkyCot at the boarding gate. *ML

@vicorly At this time the estimated departure is 1:30 am and the estimated arrival into Min

@vicorly Our Aircraft Maintenance team are working diligently to fix the problem and get yo

@vicorly Hi Victor, I apologize for the flight delay. *ML

@heleneheld Please follow and DM your confirmation #. I should be able to assist you with th

@hyzteric Please follow/DM your confirmation and I will check availability. *ML

@hyzteric on equipped aircraft for some international flights. SkyCots can be requested, but

@heleneheld ...your flight for tonight? *AN 2/2

@heleneheld Currently, our Reservations Team are not accepting calls due to a system mainten

@ElGatoBravo ...inconvenience. *AN 2/2

@ElGatoBravo Currently they are not accepting calls due to a system maintenance. Please tr

@brianjeremy You're welcome. Enjoy your flight! :-) *ML

@Northwest102 In terms of seating, no changes. However, the services offered may differ, i.e

@hyzteric Michel, thank you for contacting us. Onboard bassinets, also known as SkyCots, a

@catecros Please forward your confirm number and I'll take a look. *KC

@catecros Hi Cate. Thanks for contacting us. We apologize for the changes and any resulting

@haskins19 Hi! Please let me take a look. *MR

@ChrisIsPoopin Sorry about the boarding process! Can you follow/DM your confirm #? I'll get t

@cwilliams206 Hi Court. Are you traveling alone or with someone? *KC
 @kali31337 Hi Kali. We would be happy to have you fly with us. Please visit us on <http://t.co>
 @DisabilityAndMe Certainly! We look forward to hearing from the passenger. *MR
 @chris_robison Hi Chris! What's going on? *MR
 @318to469 Hi Mrs. Lee! Please DM your ticket number and I will take a look. *MR
 @CarsonKressley Thank you Carson. Enjoy your flight! *LS
 @lisathompson032 Hi Lisa. I am sorry to hear of this. Please DM your confirm number and I'll
 @GoldrayGlass Oh yes, it is really cool! I will share your comment with our team. Thanks. *
 @meliannrose Please forward the flight number and seat number so I can report this to cabin m
 @meliannrose Hi Melissa. Thank you for contacting us. We apologize for the discomfort. *KC
 @TourWonk Hi W! We love you right back! We all into Pink, especially during Oct. *MR
 @Tall_Twiggy Interesting idea Crystal. I'll make sure my leadership team receive this request
 @MrJohnFlowers OK, I will. *MR
 @bsabo678 I totally understand. Can you follow/DM your confirmation so I can take a look at
 @Brandi_Herbert1 And what a beautiful day it is Brandi! Gorgeous pic. *LS
 @d_wave27 Please follow and DM I have found the terms but its a bit lengthy. *KC
 @giseleparc The inbound arrived at 2:53p, right now everything should be fine into RDU. Cong
 @crodrigu38 I see. Can you DM your confirm #? I'd like to take a closer look. *KM
 @_GJR_ Sorry for the delay. Pls follow/DM your confirm # for your privacy. *RD
 @jacobtweissman Hi Jacob. How shortly after the booking did you travel? *KC
 @JoelleDunn4 Hi Joey. On behalf of LS, you're most welcome. :) *MD
 @DrBillBerman Hi. Are they on the same confirmation or reservation # as you? If so, pls see
 @RenesPoints Hi! Great pic. We appreciate your Loyalty :-) *KC
 @giseleparc The inbound equipment was later from LGA due to maintenance. *HW
 @finztotheleft Wonderful Kathy. Thanks for the feedback. I have forwarded this to Leadership
 @_GJR_ Hello. How can I assist? *RD
 @KerKilbourne ...facilities, contact Standard Parking) and 773-686-6148 (Food service locati
 @KerKilbourne ...security screening locations, contact TSA), 773-601-1817 (Airport Transit S
 @KerKilbourne Hi. If the bag was lost In the public areas of terminal, contact Chicago police
 773-377-1210 (At... 1/3
 @michaelbish Hi Michael. At what point are you receiving the error?. Are you attempting to b
 @giseleparc Give me a moment let me check for you. *HW
 @Stryker850 To determine the exact fare you may wish to contact Reservations at 800 221 1212
 @Stryker850 There are seats available for purchase. We are unable to quote fares via twitter
 @naomirrr Nemo, the flt should operate from Terminal 4. *KM
 @IMgabimagalhaes Yikes! That's not the response we we're going for! Can you follow/DM your f
 @mikeoliver93 ...Direct Message your Delta confirmation #. *JH 2/2
 @Dhennessy1888 Hi Derek, I'm not showing wifi is available on that flight. *AD
 @brendafay27 I've passed the information along. I'm glad they made your Delta experience a p
 @svchappel It's my pleasure. :) *CM
 @svchappel I will forward your comments to our Leadership team. :) *CM
 @flockacons Hey Micheal, so you don't like our music? I<U+2019>ll be sure to forward your co
 @socialepicurean Thank you so much for that information. *CM

@morettiphd Hi. For your privacy, pls follow & Direct Message your Delta confirmation # :
 @cwilliams206 According to the Department of State you must have a round trip ticket to enter
 @socialpicurean Oh my. So sorry to hear about this. Which airport are you located? I will d
 @victoriavaneyk Hi Victoria, I totally understand. Thanks, for your feedback. *AD
 @Sennz Oh no! I will be happy to take a look. Please follow/DM your confirm #. *CM
 @jenn_peterson Sorry for the delay. Hope you are on your way soon. *DD
 @brendafay27 Yay, thanks for the shout out! Please follow and direct message me your conf# s
 @hayhunhad Thank you for the information. I will definitely forward your comments to the Ope
 @mmmeincke Hi there. My apologies for the delay. I see the equipment is arriving late to DTW
 @satiip Woohoo! Way to go Marla and Mira! Happy Travels. :) *DD
 @lukenbaugh1 You're welcome! Have a great day! *RD
 @jeffcarp If you do not make your connection, the gate agent will advise of other options. I
 @jeffcarp ...719pm. *DD 2/2
 @svchappel That sounds yummy. :) *CM

```
length(corpus) # confirm the size of the corpus
```

```
[1] 2
```

Deliverable 13: Create a Document Term Matrix (DTM)

```
dtm <- tm::DocumentTermMatrix(corpus, control = list(tm::weightTf)) # create dtm
# data wrangling
dtm.tweets.m <- as.matrix(dtm)
term.freq <- rowSums(dtm.tweets.m)
freq.df <- data.frame(word=names(term.freq),frequency=term.freq)
freq.df <- freq.df[order(freq.df[,2],decreasing = T),]
freq.df
```

	word	frequency
2	2	17516
1	1	1278

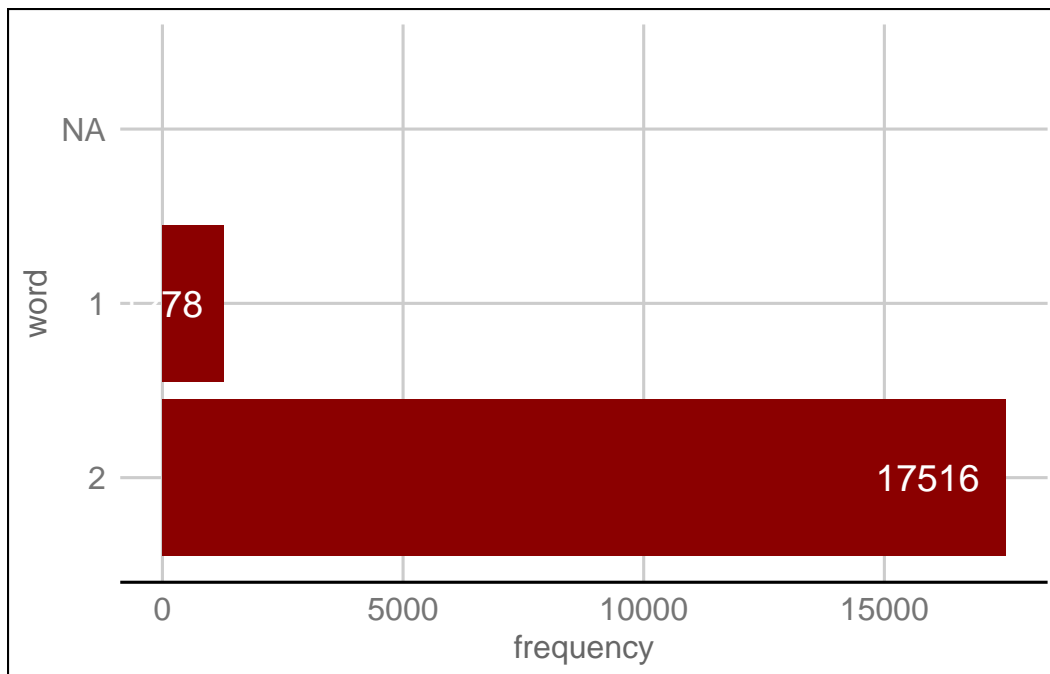
Deliverable 14 & 15: Create an Object to Represent Frequency Using ggplot

```
freq.df$word <- factor(freq.df$word, levels = unique(as.character(freq.df$word)))

ggplot2::ggplot(freq.df[1:20,], aes(x=word, y=frequency)) + # create a bar plot
  ggplot2::geom_bar(stat="identity", fill="darkred") +
  ggplot2::coord_flip() +
  ggthemes::theme_gdocs() +
  ggplot2::geom_text(aes(label=frequency), colour="white", hjust=1.25, size=5.0)
```

Warning: Removed 18 rows containing missing values or values outside the scale range (``geom_bar()``).

Warning: Removed 18 rows containing missing values or values outside the scale range (``geom_text()``).



Part 3: Introduction to the Tidyverse and Tidytext

Deliverable 16: Create an Object Consisting of Jane Austen Books


```
original_books <- janeaustenr::austen_books() %>% # assign austen_books to a new object
  dplyr::group_by(book) %>%
  dplyr::mutate(linenumber = dplyr::row_number(),
  chapter = cumsum(stringr::str_detect(text, stringr::regex("^chapter [//divxlc]", ignore_case = TRUE)))
  dplyr::ungroup()

original_books # view object
```

```
# A tibble: 73,422 x 4
  text                book                linenumber chapter
  <chr>              <fct>              <int>    <int>
1 "SENSE AND SENSIBILITY" Sense & Sensibility      1         0
2 ""                Sense & Sensibility      2         0
3 "by Jane Austen"   Sense & Sensibility      3         0
4 ""                Sense & Sensibility      4         0
5 "(1811)"           Sense & Sensibility      5         0
6 ""                Sense & Sensibility      6         0
7 ""                Sense & Sensibility      7         0
8 ""                Sense & Sensibility      8         0
9 ""                Sense & Sensibility      9         0
10 "CHAPTER 1"        Sense & Sensibility     10         0
# i 73,412 more rows
```

```
class(original_books)
```

```
[1] "tbl_df"      "tbl"        "data.frame"
```

Deliverable 17: Create a Tidy Version of “original_books”

```
tidy_books <- original_books %>% # create a tibble
  tidytext::unnest_tokens(word, text)

tidy_books # view tibble
```

```
# A tibble: 725,055 x 4
  book                linenumber chapter word
  <fct>              <int>    <int> <chr>
1 Sense & Sensibility      1         0 sense
```

```

2 Sense & Sensibility      1      0 and
3 Sense & Sensibility      1      0 sensibility
4 Sense & Sensibility      3      0 by
5 Sense & Sensibility      3      0 jane
6 Sense & Sensibility      3      0 austen
7 Sense & Sensibility      5      0 1811
8 Sense & Sensibility     10      0 chapter
9 Sense & Sensibility     10      0 1
10 Sense & Sensibility     13      0 the
# i 725,045 more rows

```

```
class(tidy_books) #
```

```
[1] "tbl_df"      "tbl"        "data.frame"
```

Deliverable 18: Apply Stopword Dictionary to tidy_books

```
data(stop_words) # load stop_words into environment
stop_words
```

```

# A tibble: 1,149 x 2
  word      lexicon
  <chr>    <chr>
1 a        SMART
2 a's      SMART
3 able     SMART
4 about    SMART
5 above    SMART
6 according SMART
7 accordingly SMART
8 across   SMART
9 actually SMART
10 after    SMART
# i 1,139 more rows

```

```

tidy_books <- tidy_books %>% # remove stop words with anti join
  dplyr::anti_join(stop_words, by = dplyr::join_by(word))

```

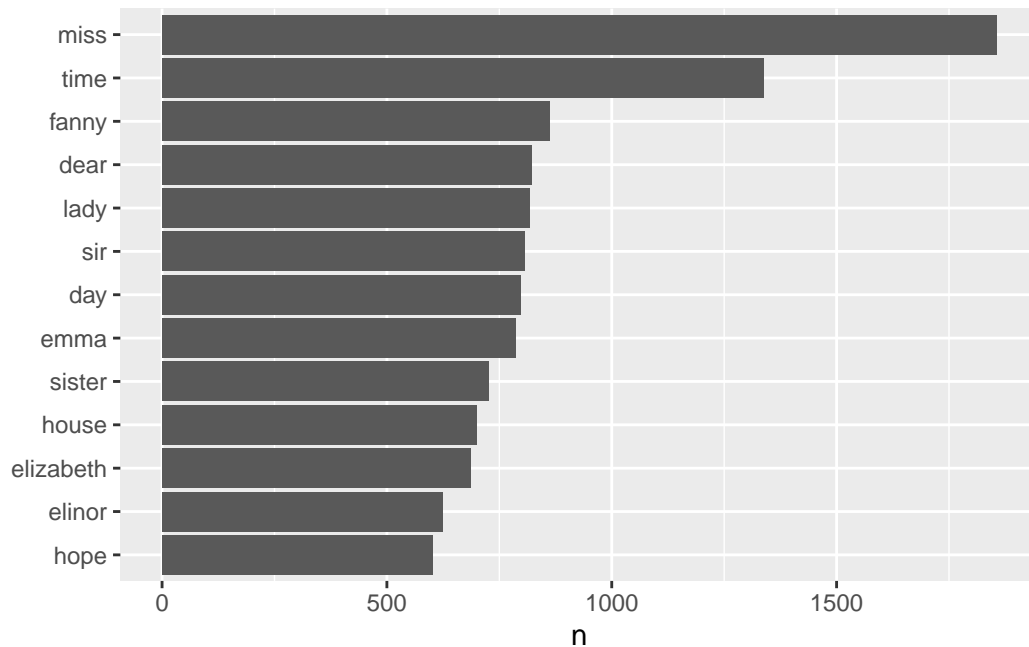
Deliverable 19: Count Words in tidy_books

```
tidy_books %>% # obtain word count
  dplyr::count(word, sort = TRUE)
```

```
# A tibble: 13,914 x 2
  word      n
  <chr> <int>
1 miss   1855
2 time   1337
3 fanny   862
4 dear    822
5 lady    817
6 sir     806
7 day     797
8 emma    787
9 sister  727
10 house  699
# i 13,904 more rows
```

Deliverable 19: Visualize Words in tidy_books

```
tidy_books %>% # create a bar chart of most occurring words excluding stop words
  count(word, sort = TRUE) %>%
  filter(n > 600) %>%
  mutate(word=reorder(word, n)) %>%
  ggplot(aes(word,n)) +
    geom_col() +
    xlab(NULL) +
    coord_flip()
```



Deliverable 20: Create hgwells Object Using Project Gutenberg

```
hgwells <- gutenbergr::gutenberg_download(c(35, 36, 5230, 159)) # download hgwells texts
```

Determining mirror for Project Gutenberg from <https://www.gutenberg.org/robot/harvest>

Using mirror <http://aleph.gutenberg.org>

```
Warning: ! Could not download a book at http://aleph.gutenberg.org/1/5/159/159.zip.
i The book may have been archived.
i Alternatively, You may need to select a different mirror.
> See https://www.gutenberg.org/MIRRORS.ALL for options.
```

```
hgwells
```

```
# A tibble: 15,303 x 2
  gutenbergr_id text
      <int> <chr>
1         35 "The Time Machine"
```

```

2          35 ""
3          35 "An Invention"
4          35 ""
5          35 "by H. G. Wells"
6          35 ""
7          35 ""
8          35 "CONTENTS"
9          35 ""
10         35 " I Introduction"
# i 15,293 more rows

```

Deliverable 21: Create Tidy Version of hgwells

```

tidy_hgwells <- hgwells %>% # create tidy version of hgwells data object
  tidytext::unnest_tokens(word, text) %>%
  dplyr::anti_join(stop_words, by = dplyr::join_by(word))
tidy_hgwells

```

```

# A tibble: 52,313 x 2
  gutenber_id word
    <int> <chr>
1         35 time
2         35 machine
3         35 invention
4         35 contents
5         35 introduction
6         35 ii
7         35 machine
8         35 iii
9         35 time
10        35 traveller
# i 52,303 more rows

```

Deliverable 23: Count Words in tidy_hgwells

```

tidy_hgwells %>% # obtain word count
  dplyr::count(word, sort = TRUE)

```

```
# A tibble: 10,320 x 2
  word      n
  <chr>    <int>
1 time      396
2 people    249
3 door      224
4 kemp      213
5 invisible  197
6 black     178
7 stood     174
8 night     168
9 heard     167
10 hall     165
# i 10,310 more rows
```

Deliverable 24: Create bronte Object

```
bronte <- gutenbergr::gutenberg_download(c(1260, 768, 969, 9182, 767)) # download bronte text
```

```
Warning: ! Could not download a book at http://aleph.gutenberg.org/1/2/6/1260/1260.zip.
i The book may have been archived.
i Alternatively, You may need to select a different mirror.
> See https://www.gutenberg.org/MIRRORS.ALL for options.
```

```
bronte
```

```
# A tibble: 59,000 x 2
  gutenbergr_id text
  <int> <chr>
1      767 "Agnes Grey"
2      767 "A NOVEL,"
3      767 ""
4      767 "by ACTON BELL."
5      767 ""
6      767 "LONDON:"
7      767 "THOMAS CAUTLEY NEWBY, PUBLISHER,"
8      767 "72, MORTIMER ST., CAVENDISH SQ."
9      767 ""
10     767 "1847."
# i 58,990 more rows
```

Deliverable 25: Tidy the bronte Object

```
tidy_bronte <- bronte %>% # tidy the bronte data object
  tidytext::unnest_tokens(word, text) %>%
  dplyr::anti_join(stop_words, by = dplyr::join_by(word))
tidy_bronte
```

```
# A tibble: 191,011 x 2
  gutenber_id word
      <int> <chr>
1         767 agnes
2         767 grey
3         767 acton
4         767 bell
5         767 london
6         767 thomas
7         767 cautley
8         767 newby
9         767 publisher
10        767 72
# i 191,001 more rows
```

Deliverable 26: Identify Frequent Words in tidy_bronte

```
tidy_bronte %>% # obtain word count
  dplyr::count(word, sort = TRUE)
```

```
# A tibble: 20,692 x 2
  word      n
  <chr>    <int>
1 "time"    821
2 "don\u2019t" 625
3 "day"     593
4 "hand"    585
5 "miss"    544
6 "eyes"    527
7 "till"    472
8 "heart"   469
9 "half"    449
```

```
10 "night"          430
# i 20,682 more rows
```

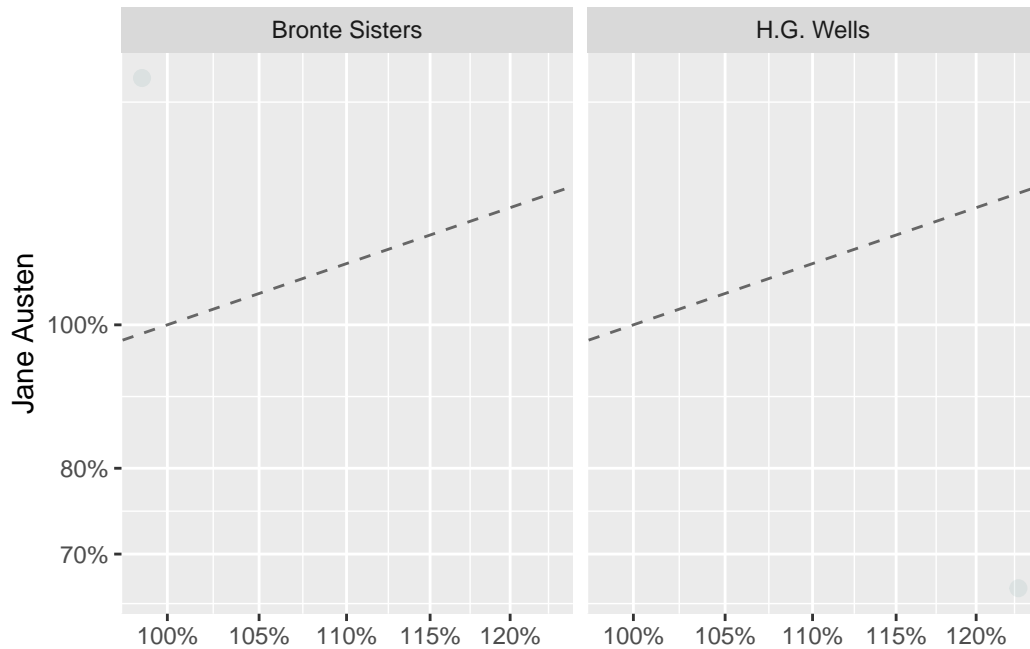
Deliverable 28: Visualize Word Frequency Amongst Three Objects

```
frequency <- bind_rows(mutate(tidy_bronte, author="Bronte Sisters"),
                        mutate(tidy_hgwells, author="H.G. Wells"),
                        mutate(tidy_books, author="Jane Austen")) %>%
  mutate(word = str_extract(word, "[a-z'] +")) %>%
  count(author, word) %>%
  group_by(author) %>%
  mutate(proportion = n / sum(n)) %>%
  select(-n) %>%
  spread(author, proportion) %>%
  gather(author, proportion, "Bronte Sisters":"H.G. Wells")
```

Deliverable 28: Visualize Word Frequency Amongst Three Objects

```
ggplot(frequency, aes(x = proportion, y = `Jane Austen`, color = abs(`Jane Austen` - proportion))) +
  ggplot2::geom_abline(color = "gray40", lty = 2) +
  ggplot2::geom_jitter(alpha = 0.1, size = 2.5, width = 0.3, height = 0.3) +
  ggplot2::geom_text(aes(label = word), check_overlap = TRUE, vjust = 1.5) +
  ggplot2::scale_x_log10(labels = percent_format()) +
  ggplot2::scale_y_log10(labels = percent_format()) +
  ggplot2::scale_color_gradient(limits = c(0, 0.001), low = "darkslategray4", high = "gray75") +
  ggplot2::facet_wrap(~author, ncol = 2) +
  ggplot2::theme(legend.position="none") +
  ggplot2::labs(y = "Jane Austen", x = NULL)
```

Warning: Removed 2 rows containing missing values or values outside the scale range (``geom_text()``).



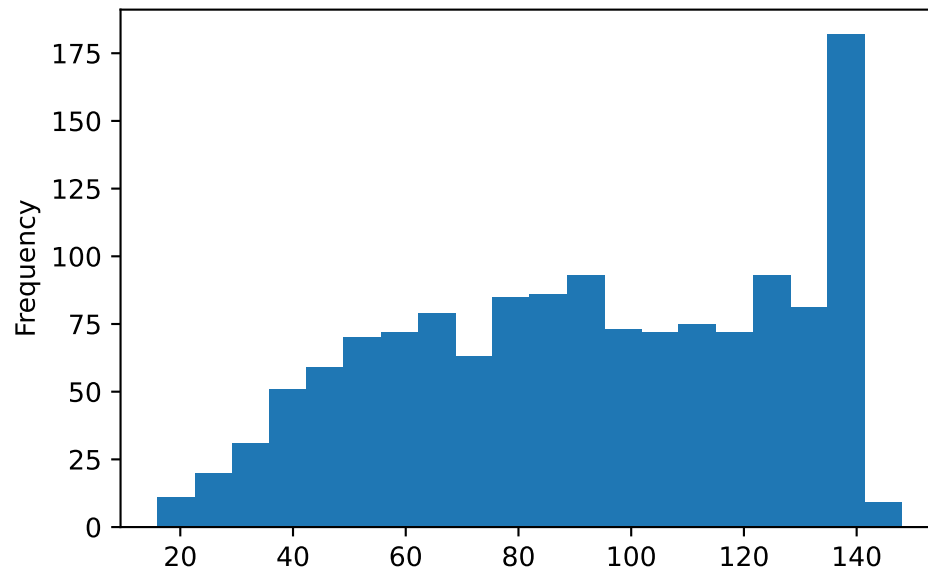
Part 4: Word and N-Gram Frequencies using Python

```
# import libraries
import nltk, sklearn
import matplotlib.pyplot as plt
import numpy as np
import pandas as pd
import seaborn as sns
from nltk.corpus import stopwords
from sklearn.feature_extraction.text import CountVectorizer, TfidfVectorizer
```

Step 2. Analyzing Twitter Data

```
tweets_df = pd.read_csv("~/Library/CloudStorage/OneDrive-Personal/001. Documents - Main/023.
tweets_df['char_count'] = tweets_df['text'].apply(len) # create new column variable

tweets_df['char_count'].plot.hist(bins = 20)
plt.show()
```

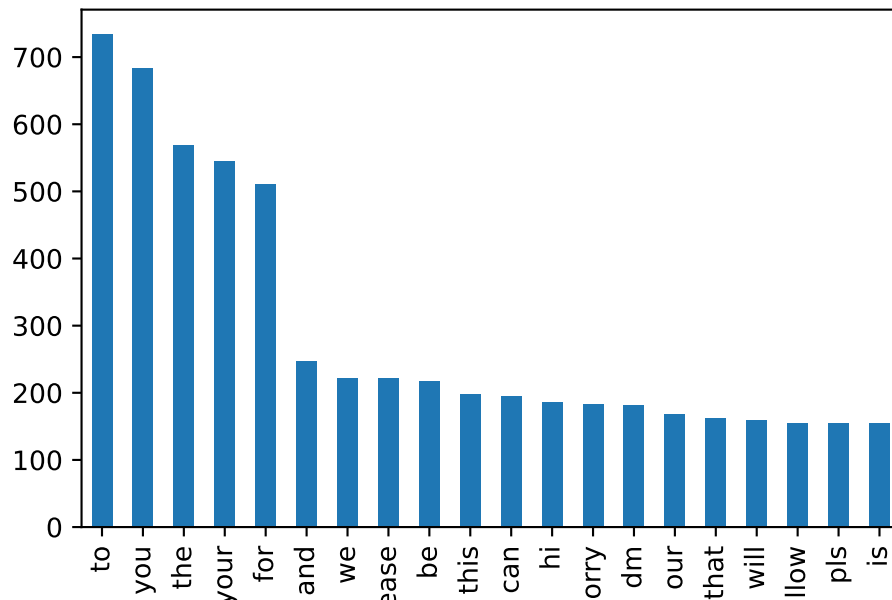


3. Word Count (Term Frequency) in Each Tweet

```
cv = CountVectorizer() # begin instance of count vectorizer
tf = cv.fit_transform(tweets_df['text'])
tf_feature_names = cv.get_feature_names_out()

tf_df = pd.DataFrame(tf.toarray(), columns = tf_feature_names) # create df

tf_df.sum().sort_values(ascending = False).head(20).plot.bar() # create a bar plot
plt.show()
```

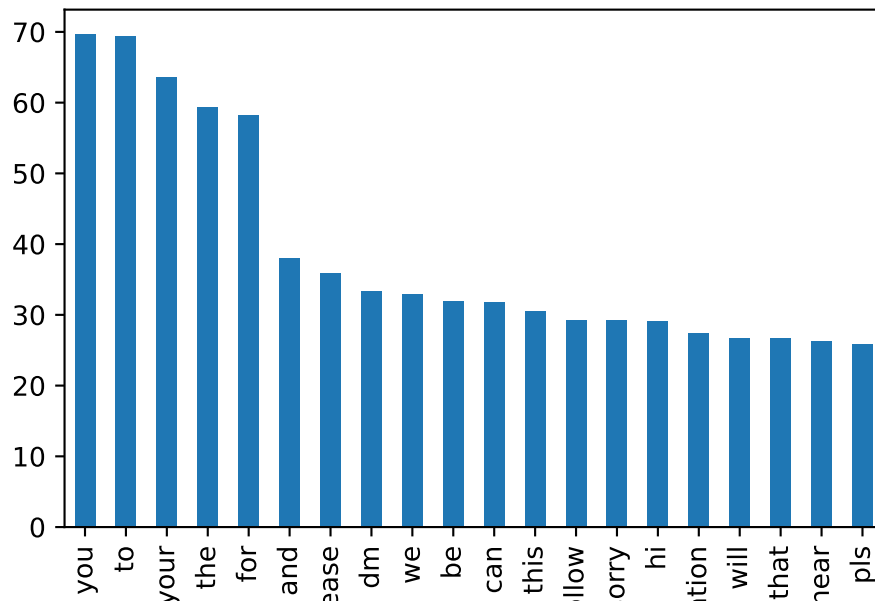


4. Word Count (TF-IDF) in Each Tweet

```
tfidf = TfidfVectorizer() # create an instance of class
tfidf_matrix = tfidf.fit_transform(tweets_df['text'])
tfidf_feature_names = tfidf.get_feature_names_out()

tfidf_df = pd.DataFrame(tfidf_matrix.toarray(), # convert to df
                        columns=tfidf_feature_names)

tfidf_df.sum().sort_values(ascending=False).head(20).plot.bar() # create bar plot
plt.show()
```



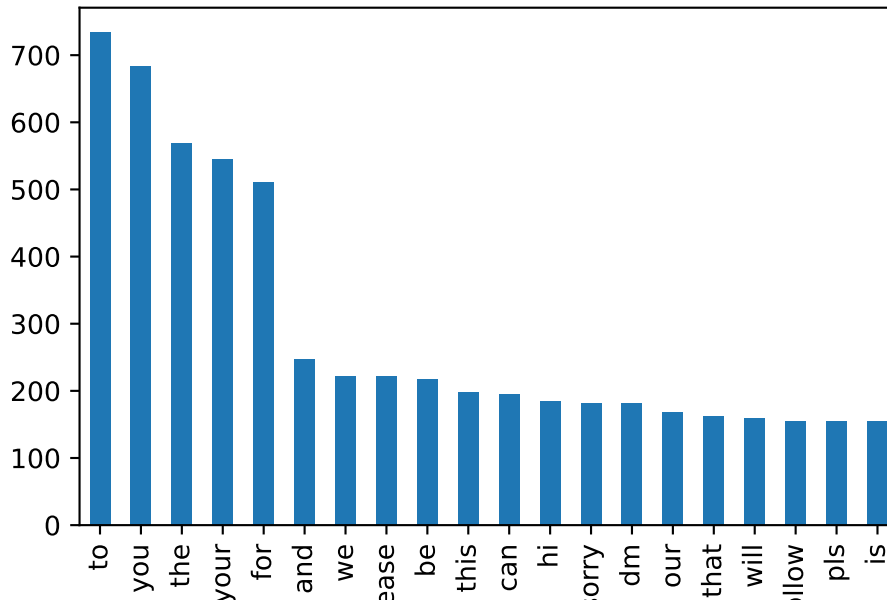
5. Most Common Words

```
tf_df.sum().sort_values(ascending=False).head(20) # see most common 20 words
```

to	734
you	683
the	568
your	545
for	511
and	247
we	222
please	221
be	217
this	198
can	195
hi	185
sorry	182
dm	181
our	168
that	162
will	159
follow	155

```
pls      154
is       154
dtype: int64
```

```
tf_df.sum().sort_values(ascending=False).head(20).plot.bar() # create a bar plot
plt.show()
```



6. Most Common Phrases (Bigrams and Trigrams)

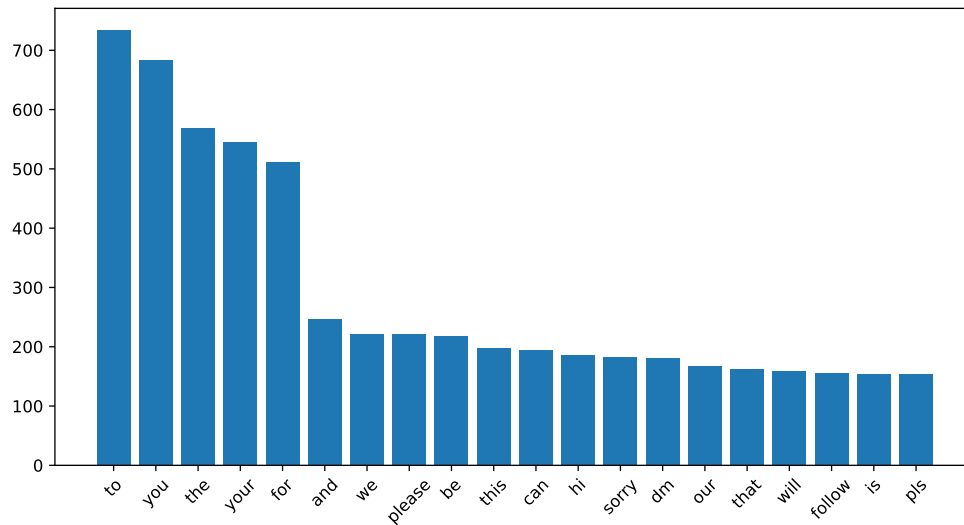
```
bigram_vectorizer = CountVectorizer(ngram_range=(2, 2)) # create an instance of class
bigram_matrix = bigram_vectorizer.fit_transform(tweets_df['text'])
```

7. Plotting Most Common Terms

```
# create a function to create a plot of most common words
def plot_most_common_words(count_data, count_vectorizer, top_n=20):
    words = count_vectorizer.get_feature_names_out()
    total_counts = count_data.sum(axis=0).tolist()[0]
    count_dict = (zip(words, total_counts))
    count_dict = sorted(count_dict, key=lambda x:x[1], reverse=True)[0:top_n]
    words, counts = zip(*count_dict)
```

```
plt.figure(figsize=(10, 5))
plt.bar(words, counts)
plt.xticks(rotation=45)
plt.show()

plot_most_common_words(tf, cv)
```



Step 3: Analyzing Jane Austen's Novels

1. Creating Dataset

```
nltk.download('gutenberg') # download gutenberg package
```

True

```
from nltk.corpus import gutenberg # import gutenberg
# compile austen texts with list comprehension
austen_texts = gutenberg.raw(fileids=[f for f in gutenberg.fileids() if 'austen' in f])
```

2. Preprocessing the Data

```
nlTK.download('stopwords') # download stopwords package
```

True

```
stop_words = set(stopwords.words('english')) # select english stopwords
austen_words = nlTK.word_tokenize(austen_texts) # tokenize austen texts
# filter words with list comprehension
filtered_words = [word for word in austen_words if word.lower() not in stop_words]
```

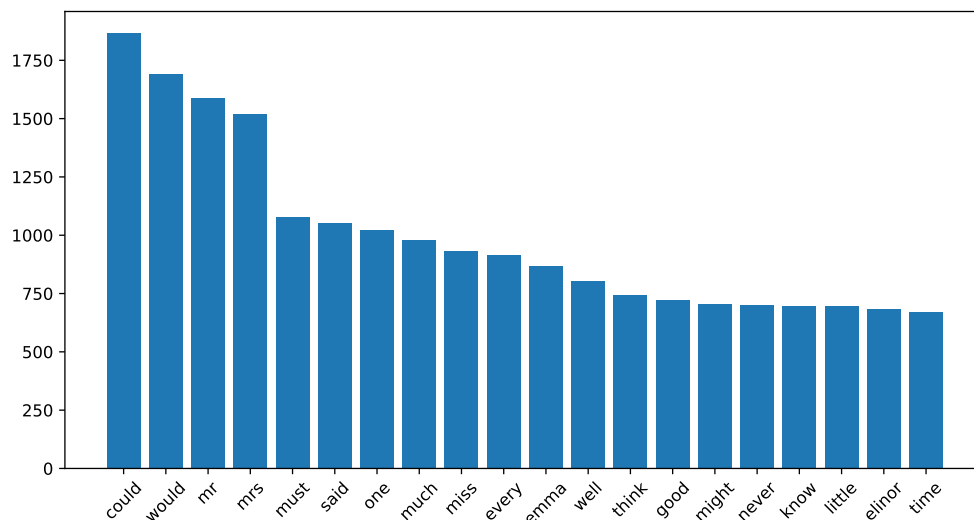
3. Analyze TF and TF-IDF

```
cv = CountVectorizer() # initiate class instance
tf = cv.fit_transform(filtered_words) # count words
cv_feature_names = cv.get_feature_names_out()

tfidf = TfidfVectorizer() # initiate class instance
tfidf_matrix = tfidf.fit_transform(filtered_words) # create tfidf matrix
tfidf_feature_names = tfidf.get_feature_names_out()
```

4. Visualization

```
plot_most_common_words(tf, cv) # create a plot of most common words
```



```
plot_most_common_words(tfidf_matrix, tfidf)
```

