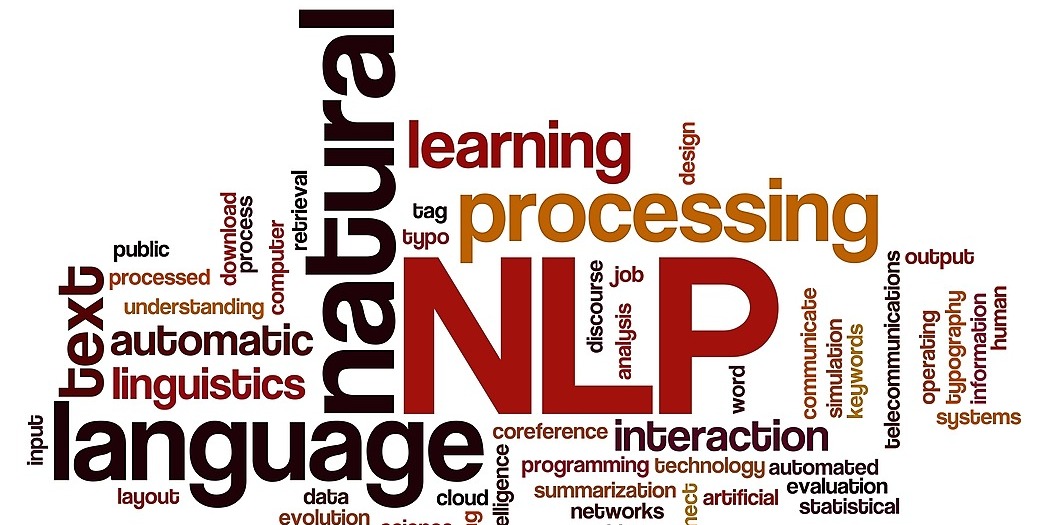
**Project of Intelligent Information Access and Natural Language Processing**

**Emotional City**



**Professors:**

Pierluigi CASSOTTI

Giovanni SEMERARO

**Student:**

Davide DI PIERRO 716234

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# Introduction

**Emotional City** is an integrated platform that, through public sources (newspapers, social platforms, opendata, etc.) carries out an NLP pipeline that involves **sentiment analysis process** and **lexical semantic change detection.**

The goal is to collect all the tweets written in Apulia, and concerning Apulia, of the last eighteen months. From these tweets, it will then be necessary to perform sentiment analysis to collect statistics on topics related to our region. For the collection and some preliminary analysis, Crowd Pulse can help us as it is able to retrieve data from Twitter by filtering them by keywords, users or geolocation. It also has plugins that allow some preliminary operations such as tokenization, stopword removal, lemmatization and sentiment analysis with SentIt.

# Twitter API

## II.I API v1.1

All Twitter APIs that return Tweets provide that data encoded using JavaScript Object Notation (JSON). JSON is based on key-value pairs, with named attributes and associated values. These attributes, and their state are used to describe objects.

At Twitter we serve many objects as JSON, including **Tweets** and **Users**. These objects all encapsulate core attributes that describe the object. Each Tweet has an author, a message, a unique ID, a timestamp of when it was posted, and sometimes geo metadata shared by the user. Each User has a Twitter name, an ID, a number of followers, and most often an account bio.

With each Tweet we also generate "entity" objects, which are arrays of common Tweet contents such as hashtags, mentions, media, and links.

There are a set of **Data Dictionaries** for these fundamental Twitter objects. Reflecting the JSON hierarchy above, here are links and further descriptions of these Objects:

* [Tweet](https://developer.twitter.com/en/docs/tweets/data-dictionary/overview/tweet-object) - Also referred to as a ‘Status’ object, has many ‘root-level’ attributes, parent of other objects.
  + [**User**](https://developer.twitter.com/en/docs/tweets/data-dictionary/overview/user-object) - Twitter Account level metadata. Will include any available account-level enrichments, such as [Profile geo](http://support.gnip.com/enrichments/profile_geo.html).
  + [**Entities**](https://developer.twitter.com/en/docs/tweets/data-dictionary/overview/entities-object) - Contains object arrays of #hashtags, @mentions, $symbols, URLs, and media.
  + [**Extended Entities**](https://developer.twitter.com/en/docs/tweets/data-dictionary/overview/extended-entities-object) - Contains up to four native photos, or one video or animated GIF.
  + [**Places**](https://developer.twitter.com/en/docs/tweets/data-dictionary/overview/geo-objects) - Parent to ‘coordinates’ object.

The following JSON illustrates the structure for these objects and some of their attributes:

{

"created\_at": "Thu Apr 06 15:24:15 +0000 2017",

"id\_str": "850006245121695744",

"text": "1\/ Today we\u2019re sharing our vision for the future of the Twitter API platform!\nhttps:\/\/t.co\/XweGngmxlP",

"user": {

"id": 2244994945,

"name": "Twitter Dev",

"screen\_name": "TwitterDev",

"location": "Internet",

"url": "https:\/\/dev.twitter.com\/",

"description": "Your official source for Twitter Platform news, updates & events. Need technical help? Visit https:\/\/twittercommunity.com\/ \u2328\ufe0f #TapIntoTwitter"

},

"place": {

},

"entities": {

"hashtags": [

],

"urls": [

{

"url": "https:\/\/t.co\/XweGngmxlP",

"unwound": {

"url": "https:\/\/cards.twitter.com\/cards\/18ce53wgo4h\/3xo1c",

"title": "Building the Future of the Twitter API Platform"

}

}

],

"user\_mentions": [

]

}

}

## II.II Tweets

The following API endpoints can be used to programmatically retrieve Tweets:

* GET statuses/show/:id
* GET statuses/oembed
* GET statuses/lookup

### II.II.I Filter tweets

Filters have the goal to return statuses that match one or more filter predicates. Multiple parameters may be specified which allows most clients to use a single connection to the Streaming API. Both GET and POST requests are supported but GET requests with too many parameters may cause the request to be rejected for excessive URL length. Use a POST request to avoid long URLs.

The track, follow, and locations fields should be considered to be combined with an OR operator.

These are the filter parameters:

* name: Description
* follow: A comma separated list of user IDs, indicating the users to return statuses for in the stream.
* track: Keywords to track. Phrases of keywords are specified by a comma-separated list which will be used to determine what Tweets will be delivered on the stream. A phrase may be one or more terms separated by spaces, and a phrase will match if all of the terms in the phrase are present in the Tweet, regardless of order and ignoring case. By this model, you can think of commas as logical ORs, while spaces are equivalent to logical ANDs (e.g. ‘the twitter’ is the AND twitter, and ‘the,twitter’ is the OR twitter). The text of the Tweet and some entity fields are considered for matches.

Specifically, the text attribute of the Tweet, expanded\_url and display\_url for links and media, text for hashtags, and screen\_name for user mentions are checked for matches.

* locations: Specifies a set of bounding boxes to track. A comma-separated list of longitude, latitude pairs specifying a set of bounding boxes to filter Tweets by. Only geolocated Tweets falling within the requested bounding boxes will be included—unlike the Search API, the user’s location field is not used to filter Tweets.

Each bounding box should be specified as a pair of longitude and latitude pairs, with the southwest corner of the bounding box coming first. Bounding boxes do not act as filters for other filter parameters. They are in OR logic.

* delimited: Specifies whether messages should be length delimited.
* stall\_warnings: Specifies whether stall warnings should be delivered.
* language: This parameter may be used on all streaming endpoints, unless explicitly noted. Setting this parameter to a comma-separated list of [BCP 47](http://tools.ietf.org/html/bcp47) language identifiers corresponding to any of the languages listed on Twitter’s [advanced search](https://twitter.com/search-advanced) page will only return Tweets that have been detected as being written in the specified languages. For example, connecting with language=en will only stream Tweets detected to be in the English language.

### II.II.II Locations

Tweets can be associated with a location, generating a Tweet that has been ‘geo-tagged.’ Tweet locations can be assigned by using the Twitter user-interface or when posting a Tweet using the API. Tweet locations can be an exact ‘point’ location, or a Twitter Place with a ‘bounding box’ that describes a larger area ranging from a venue to an entire region.

There are two ‘root-level’ JSON objects used to describe the location associated with a Tweet: coordinates and place. Places are specific, named locations with corresponding geo coordinates.

Tweet location operators:

* **point\_radius**: The point\_radius: operator allows you to specify a circular geographic area and match Tweets containing Tweet-specific location data that fall within that area. To use, define a central lon-lat coordinate, and then set the radius (up to 25 miles). Any Tweet containing a geo Point that falls within this region will be matched. Additionally, Tweets containing Twitter Places will match where the geo polygon defined for the Place falls fully within the defined point-radius area. Places whose polygons fall outside the defined point-radius area to any extent will not match.

Usage resembles the following: point\_radius:[lon lat radius]

* **bounding\_box**: The bounding\_box: operator allows you to specify a 4-sided geographic area and match Tweets containing Tweet-specific location data that fall within that area. To use, define lon-lat coordinates that represent the opposite corners of the box, such that each side of the box is up to 25 miles in length. Any Tweet containing a geo Point that falls within this region will be matched. Additionally, Tweets containing Twitter Places will match where the geo polygon defined for the Place falls fully within the defined point-radius area. Places whose polygons fall outside the defined point-radius area to any extent will not match.

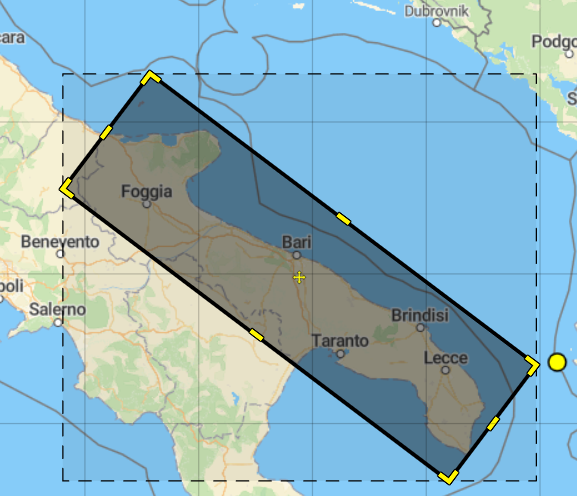
For our purposes I will suggest using **bounding\_box** approach because we can cover the Apulia region in this box. I used <https://boundingbox.klokantech.com/> to retrieve the coordinates of the box. Now I will report them, using the format used in Crowd Pulse (latitudine, longitude):

39.6176788304, 18.2602360711 - bottom left;

41.4837816668, 14.7748476736 - top left;

42.2822860976, 15.530690135 - top right;

40.4389399178, 19.0160785326 - bottom right;



For retrieving posts **regarding** the Apulia region (outside the region), we can query based on words. In this case, we can list the name of the region, the main cities, the mayor of the main town, attractions and typical foods. Here is a possible filter list:

puglia

pugliese

pugliesi

apulia

apulian

adelfia

alberobello

altamura

andria

aradeo

avetrana

bari

barletta

binetto

bisceglie

bitetto

bitonto

bitritto

brindisi

canosa

capurso

casamassima

cassano

castellanagrotte

taranto

terlizzi

triggiano

toritto

monopoli

polignano

polignanoamare

trani

tricase

triggiano

turi

valenzano

vieste

bat

foggia

lecce

gallipoli

portocesareo

torrelapillo

santamariadileuca

decaro

orecchiette

focacciabarese

barese

pataterisoecozze

panzerotto

panzerotti

cartellate

pasticciotti

pasticciotto

pettole

casteldelmonte

gargano

grottedicastellana

sannicola

trullo

trulli

trullodialberobello

trullidialberobello

castelloaragonese

castellosvevo.

It is true that if a post regards Cisternino and does not contain any words mentioned above, it would not be retrieved but I have to say that often in hashtags (or in the text) appear the region or the province, in the case in which the post is written outside the region.

For this purpose, combining the boundix\_box research with the hashtag query, we can collect a lot of data.

For the retrieving of data in the box and for query filtering, Crowd Pulse can help us.

## II.III User

The following API endpoints can be used to programmatically follow users, search for users, and get user information:

* GET users/lookup
* GET users/search
* GET users/show

# Crowd Pulse

Crowd Pulse is a platform for the semantic analysys of social contents. It allows to extract, filter, manipulate and analyze data retrieved from social (Twitter in our case). We can perform all these operations by means of a configuration file written in JSON inside the Crowd Pulse platform. Each configuration file is called **project**. Each project is composed by:

* Process: it contains information about the name of the project and logs’ path;
* Nodes: it contains plugins and the configurations of them;
* Edges: describe the sequence in which plugins activate;

The core of Crowd Pulse are the available plugins.

## III.I Plugins

### III.I.I email-notify

It reads the configuration from an email.properties file containing the following parameters:

* email.host, the SMTP server (e.g. "smtp.gmail.com");
* email.port, the port to connect to;
* email.username, the username to connect to the server;
* email.password, the password associated to the username;
* email.use\_ssl, whether to use SSL for connection;
* email.from, the email address to send messages from;
* email.subject (optional, defaults to "CrowdPulse Notification"), the subject of the email;
* email.body\_success (optional, defaults to "The pipeline "{{NAME}}" has completed successfully."), the body of the email when the plugin completes successfully (occurrences of "{{NAME}}" will be replaced with the name of the process set in the plugin);
* email.body\_error (optional, defaults to "The pipeline "{{NAME}}" has ERRORED!"), the body of the email when the plugin errors (occurrences of "{{NAME}}" will be replaced with the name of the process set in the plugin);
* email.notify\_success (optional, defaults to true), whether to notify a successful completion;
* email.notify\_error (optional, defaults to true), whether to notify an errored completion;

### III.I.II social-twitter

This module contains several plugins (**extractor-twitter**, reply-extractor-twitter, profiler-twitter, twitter-profile-grapher) that need a twitter4j.properties file in the class loader accessible resources directory.

It must hold the following keys and related values:

* twitter.consumerKey: your Twitter consumer key;
* twitter.consumerSecret: your Twitter consumer secret;
* twitter.accessToken: your Twitter access token;
* twitter.accessTokenSecret: your Twitter access token secret;

Extractor-twitter will be used to retrieve tweets. There are different filters available:

* Based on content (terms, hashtag, etc.);
* Based on user (sent and received);
* Based on geo-coordinates(**bounding\_box** approach);
* Based on filters (language, date, etc.);
* Combination of filters;

### III.I.III social-facebook

This module contains a collection of plugins (extractor-facebook, profiler-facebook, reply-extractor-facebook, facebook-profile-grapher) that need a facebook4j.properties file in the class loader accessible resources directory.

It must hold the following keys and related values:

* oauth.appId, your Facebook application ID;
* oauth.appSecret, your Facebook application secret;

### III.I.IV data-java

Java data access layer for Crowd Pulse. The available plugins are:

* **message-fetch** to load messages stored on a database;
* message-rx-fetch to load messages stored on a database in a reactive way (experimental);
* message-filter to filter messages in a pipeline;
* **message-persist** to save messages in a database;
* profile-fetch to load profiles stored on a database;
* profile-rx-fetch to load profiles stored on a database in a reactive way (experimental);
* profile-persist to save profiles in a database;
* streamer to make the elements flow untouched in the stream;

Message-persist will be used to store data in a database given the name.

Message-fetch will be used to retrieve data given the name of the database.

The included packages are:

* entity: POJO classes of Crowd Pulse entities;
* repository: repositories for object persistence on MongoDB;
* plugin: shared IPlugin implementations to fetch, filter and persist Messages and Profiles;

### III.I.V detect-language-optimaize

Crowd Pulse message language detector. The optimaize plugin uses a list of bundled common terms to detect the language of all streaming messages.

### III.I.VI geo-profile-google-maps

Google Maps based Crowd Pulse profile geo-location fixer. To fix geolocation for profiles you need to create a geocoding.properties file and put it into the resources’ directory (must be accessible by the class loader).

This file must contain the geocoding.apiKey property, whose value must be a Google Geocoding API key. To get your key, do the following:

1. If you don't have on already, create a new project on the [Google Developers Console] ([*https://console.developers.google.com*](https://console.developers.google.com/)).
2. Go to "APIs & Auth".
3. Go to the "Credentials" sub-section and create a new Server Key. That's your key.
4. Go to the "APIs" sub-section and enable the "Geocoding API" from the Google Maps service.

### III.I.VII geo-message-from-profile

Crowd Pulse message geo-location fixer. The plugin fromprofile uses the geo-location information stored in the author profile to associate messages with an approximate geo-location.

### III.I.VIII index-uniba

Crowd Pulse message indexer. The index-uniba plugin needs an index-uniba.properties file in the class loader accessible resources directory. The file must contain the following properties:

* index.base is the base URL of the RESTful Web Service providing the indexing;

### III.I.IX tag-babelfy

Babelfy Crowd Pulse message tagger. The babelfy plugin needs a babelfy.properties file with a babelfy.key property. To get your API key you simply need to register on [babelfy.org](http://babelfy.org/).

### III.I.X tag-me

TagMe Crowd Pulse message tagger. The tagme plugin needs a tagme.properties file with a tagme.key property. To get your API key read the [Introduction](http://tagme.di.unipi.it/tagme_help.html#intro) on the [official Web site](http://tagme.di.unipi.it/). This plugin will be used and is responsible for entity-linking. It uses TAG.ME. Before this plugin, lemmatizer-stanford must be applied. You must specify a threshold for relevance (~0.15). This is preferred to Babelfy because we can easily set a threshold and we do not need any registration or properties file.

### III.I.XI tag-open-calais

OpenCalais Crowd Pulse message tagger. The opencalais plugin needs a opencalais.properties file with a opencalais.key property.

### III.I.XII tag-wikipedia-miner

Wikipedia Miner Crowd Pulse message tagger. The wikipediaminer plugin uses the [Wikipedia Miner](http://wikipedia-miner.cms.waikato.ac.nz/) service to perform message tagging.

### III.I.XIII categorize-wikipedia

Crowd Pulse Wikipedia tag categorizer. The wikipedia plugin tries to associate Wikipedia categories to non-stop-word tags in the Messages flowing through the stream.

### III.I.XIV tokenize-open-nlp

Apache OpenNLP based Crowd Pulse tokenizer. The tokenizer-opennlp plugin needs a series of tokenization models in the class loader accessible resources directory, in the form of: LANGUAGE-token.bin.

LANGUAGE is the two-characters representation of the language of the model.

Here's a list of available token models:

* [Italian](https://github.com/aciapetti/opennlp-italian-models/raw/master/models/it/it-token.bin) ([source page](https://github.com/aciapetti/opennlp-italian-models));
* [English](http://opennlp.sourceforge.net/models-1.5/en-token.bin) ([source page](http://opennlp.sourceforge.net/models-1.5/));
* [German](http://opennlp.sourceforge.net/models-1.5/de-token.bin) ([source page](http://opennlp.sourceforge.net/models-1.5/));
* [Danish](http://opennlp.sourceforge.net/models-1.5/da-token.bin) ([source page](http://opennlp.sourceforge.net/models-1.5/));
* [Dutch](http://opennlp.sourceforge.net/models-1.5/nl-token.bin) ([source page](http://opennlp.sourceforge.net/models-1.5/));
* [Portuguese](http://opennlp.sourceforge.net/models-1.5/pt-token.bin) ([source page](http://opennlp.sourceforge.net/models-1.5/));
* [Northern Sami](http://opennlp.sourceforge.net/models-1.5/se-token.bin) ([source page](http://opennlp.sourceforge.net/models-1.5/));

This plugin will be used. It executes the tokenization of the retrieved tweets. In its configuration we can specify the minimum number of characters a word must contain to be considered useful and if we want to consider mentions, urls or hashtags.

### III.I.XV lemmatize-morphit

Crowd Pulse lemmatizer. The lemmatizer-it plugin needs two files in the class loader accessible resources directory:

* morphit contains a list of terms, lemmas and related POS tag (fetch it from the [official website](http://sslmitdev-online.sslmit.unibo.it/linguistics/morph-it.php)).
* tanl-morphit contains a mapping from TANL and MorphIT POS tags (included in this repo).
* Crowd Pulse lemmatizer implemented with Stanford CoreNLP.

### III.I.XVI lemmatize-stanford-corenlp

Crowd Pulse lemmatizer implemented with Stanford CoreNLP. The lemmatizer-stanford plugin needs additional lemmatization models in the classpath (see [*http://nlp.stanford.edu/software/corenlp.shtml*](http://nlp.stanford.edu/software/corenlp.shtml)). This plugin will be used for lemmatizating. This because, with respect to Morph-it, is richer and contains POS-tags which are “classic” one for other of analysis. The algorithm proposed is fundamentally a pipeline in which several annotators apply to raw data. The entire pipeline is reported in the website above.

### III.I.XVII lemmatize-multi

Multi-language Crowd Pulse lemmatizer. The lemmatizer-multi plugin redirects the lemmatization of messages to lemmatizer-it and lemmatizer-stanford according to the message language.

### III.I.XVIII pos-tag-open-nlp

Multi language Crowd Pulse Part-of-Speech tagger. The postagger-opennlp plugin needs a series of POS tagging models in the class loader accessible resources directory, in the form of: LANGUAGE-pos-maxent.bin.

LANGUAGE is the two-characters representation of the language of the model.

Here's a list of available POS tagging models:

* [Italian](https://github.com/aciapetti/opennlp-italian-models/raw/master/models/it/it-pos-maxent.bin) ([source page](https://github.com/aciapetti/opennlp-italian-models));
* [English](http://opennlp.sourceforge.net/models-1.5/en-pos-maxent.bin) ([source page](http://opennlp.sourceforge.net/models-1.5/));
* [German](http://opennlp.sourceforge.net/models-1.5/de-pos-maxent.bin) ([source page](http://opennlp.sourceforge.net/models-1.5/));
* [Danish](http://opennlp.sourceforge.net/models-1.5/da-pos-maxent.bin) ([source page](http://opennlp.sourceforge.net/models-1.5/));
* [Dutch](http://opennlp.sourceforge.net/models-1.5/nl-pos-maxent.bin) ([source page](http://opennlp.sourceforge.net/models-1.5/));
* [Portuguese](http://opennlp.sourceforge.net/models-1.5/pt-pos-maxent.bin) ([source page](http://opennlp.sourceforge.net/models-1.5/));
* [Northern Sami](http://opennlp.sourceforge.net/models-1.5/se-pos-maxent.bin) ([source page](http://opennlp.sourceforge.net/models-1.5/));

### III.I.XIX pos-tag-simple-it

Simpler Crowd Pulse Part-of-Speech tagger for Italian messages. The simplepostagger-it reduces complex POS-tags to the "n", "v", "a", "r" set.

### III.I.XX pos-tag-simple-en

Simpler Crowd Pulse Part-of-Speech tagger for English messages. The simplepostagger-en reduces complex POS-tags to the "n", "v", "a", "r" set.

### III.I.XXI pos-tag-simple-multi

Multi language simpler Crowd Pulse Part-of-Speech tagger. The simplepostagger-multi plugin reduces complex POS-tags to the "n", "v", "a", "r" set.

### III.I.XXII rem-stop-word-simple

Text-based Crowd Pulse stop word remover for tags, tokens and categories. The simple plugin needs a series of stop words files in the class loader accessible resources directory. These files will be loaded if specified in the plugin configuration, e.g.:

"stop-word-step": {

"plugin": "simple",

"config": {

"apply\_to": ["tokens", "tags", "categories"],

"dictionaries": {

"all": ["stop-words-{{LANG}}", "generic-stop-words"],

"tokens": ["stop-words-{{LANG}}-tokens", "some-tokens"],

"tags": ["stop-words-{{LANG}}-tags"],

"categories": ["stop-words-{{LANG}}-categories", "exclude-categories"]

}

}

}

This plugin will be used. It executes the stopword removal for the tweets. In its configuration we can specify to which parts it must execute like tokens, tags or categories and the dictionary to be used to remove unrelevant words. We can also specify custom words to remove.

### III.I.XXIII infogram

Crowd Pulse info-graphics generator. The infogram plugin needs a infogram.properties file in the class loader accessible resources directory. The file must contain the following properties:

* infogram.apikey is the API key for your Infogram account
* infogram.secret is your secret key for your Infogram account

The configuration for the plugin can specify a path where the generated infographs must be saved as PNGs. If no path is set, the files will be saved into the system temporary directory.

### III.I.XXIV sentiment-sentit

SentIt based Crowd Pulse message sentiment analysis plugin. The sentiment-sentit plugin needs a sentit.properties file in the class loader accessible resources directory, with the sentit.key value holding the SentIt API key.

This plugin will be used. It performs a Machine Learning algorithm called SentIt that returns the polarity of tweets (1: positive, 0:neutral, -1:negative). This is preferred to the approach with SentiWordNet and MultiWordNet because it has been realized from the University of Bari (in particular by professors Novielli and Basile) and so we can have access without limits. Moreover, this system has been oriented to analyze data coming from social networks.

At the end of the execution, we can see the results through the View panel. We can view pie charts, histograms and word clouds based on the viewpoint we focus on.

### III.I.XXV sentiment-sentiwordnet

SentiWordNet and MultiWordNet based Crowd Pulse message sentiment analysis plugin. The sentiwordnet plugin uses both MultiWordNet and SentiWordNet to provide a sentiment value for messages. Therefore, you need a few file in the class loader accessible resources directory:

* LANGUAGE\_index [MultiWordNet](http://multiwordnet.fbk.eu/english/home.php) files, where LANGUAGE is the two-characters code for the language you want to support (you can fetch English and Italian indexes [here](https://github.com/frapontillo/multiwordnet-simple)).
* sentiwordnet is the [SentiWordNet](http://sentiwordnet.isti.cnr.it/) file, containing mappings from WordNet synsets to sentiment values.

SentiWordNet has been updated several times during years so we are not use that we can exploit at best its functionalities. Also for this reason, we will prefere SentIt.