**Slide 3 (The Problem)**

Which of these natural language processing examples might be useful in evaluating where airlines stand with their customers?

1. Chatbots for capturing leads
2. Voice search for gaining access to a wider audience
3. Sentiment analysis for understanding customers
4. Automated summarization for early identification of trends
5. AI copywriter for efficient ad generation
6. AI writer for efficient content generation
7. None of the examples seem applicable

**Slide 4 (Sentiment Analysis)**

A list containing words like "happy", "exciting", and "great" is an example of...

1. a negative lexicon
2. a word vector
3. a positive lexicon
4. a word cloud

**Slide 5 (data picture)**

Where could we get text data about airline customers' responses to airlines?

<free text>

**slide 12 (Results)**

Which airlines are customers responding more positively to, and which are they responding more negatively to?

<free text>

**slide 13/14 (Results)**

Have customer feelings about airlines been relatively consistent since Covid-19 began, or have their feelings shifted since June? If so, how?

<free text>