OBJECT DIAGRAM

Kat: Customer —book→ Review Site: Agoda

Yesha: Customer —book→ Review Site: Booking

Paola: Customer —book→ Review Site: TripAdvisor

Review Site: Agoda / Review Site: Booking —User— Customer

Customer —Input— Post

Customer —Input— Rate

Extracted Data

Proceeds

Cleaning

Proceeds

Bag of Words —Display— Result: Graphical Report