

WEEKLY REPORT



MENTIONS

A mention is any update that contains the triggered keyword anywhere in the body of a conversation in social media. Replies are also considered mentions.



TWITTER



FACEBOOK



FORA



SENTIMENT



MOST POSITIVE



MOST NEGATIVE



FACEBOOK STATS



TWITTER STATS





FACEBOOK



TWITTER

COMING
SOON

MENTIONS

SENTIMENT

FOLLOWERS

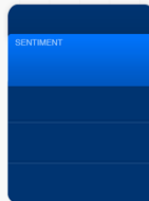
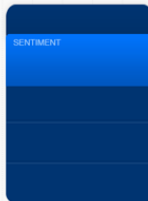
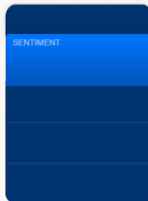
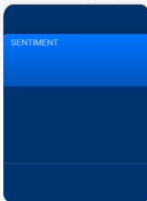
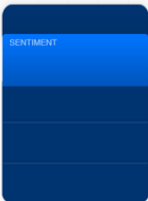
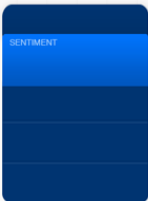
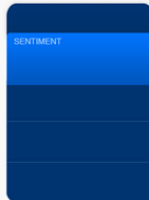
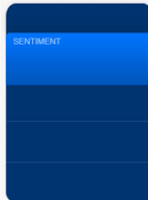
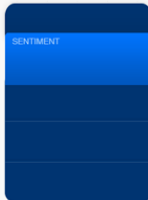
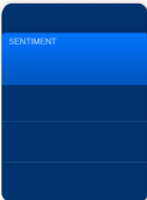
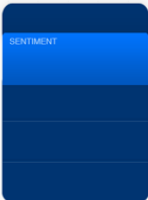
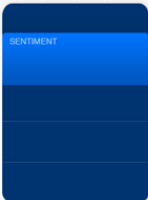


HOTTEST TOPICS

Topics mention together with the word 'coffee'.



KEY INFLUENCERS BY TOPIC



CONVERSATION REPORT



PROBLEMS

Problems reported by consumers on social media.

CONVERSATION REPORT

COMPLIMENTS

Compliments told by consumers on social media.

CUSTOMER SUPPORT



PROBLEMS OVERVIEW

Most common problems reported by consumers on social media.



#RESPONSES TO GET PROBLEM FIX

How long it on average took before the problems got fixed.

CUSTOMER SUPPORT



CUSTOMER SATISFACTION