**Notes**

**Dashboard 2**

Our second dashboard exposes relevant features from our Dataset that we consider pertinent to making the proper predictions. Based on age, we noticed that most customer satisfaction was present among people around 39 – 60 years old. Most customer dissatisfaction was present among younger ages, such as 23-36 years old, which we believe could be because younger people will most likely fill out a survey.

As our highest values, 2340 customers 25 years old voted unsatisfied with the service, and only 1980 customers 39 years old felt satisfied with the service.

On the other hand, we analyzed the correlation between long- and short-distance flights and their correlation with satisfaction. We classified the data as follows: flights under 844 miles would be considered short distances, while the ones above would be long distances. Our results show that 3.641 customers were satisfied with short-distance flights and 2047 with long-distance flights. This confirms there is a correlation between flight length and customer satisfaction, considering many factors as, for long flights, people have higher expectations for the amenities, and the flight experience could be more stressful.

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We wanted to analyze all the features that could impact the satisfaction rate and customer experience, so we classified the travel class by satisfaction. We had three categories: Eco, Eco Plus, and Business. The results were pretty consistent between the business class and the economic class. Business got the highest satisfaction with 47.87%, against 44.88% for Eco and 7.24% for Eco Plus. This concludes that satisfaction is not drastically impacted by the travel class.

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Description automatically generatedThe overall satisfaction rate regarding genre was balanced; both males and females got similar results. This indicates that there is no correlation between genre and satisfaction when taking a flight.

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