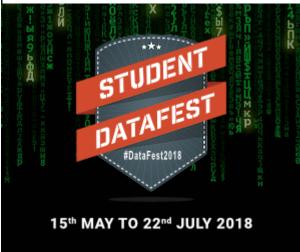
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# Introduction

Twitter has become an inevitable channel for brand management. It has compelled brands to become more responsive to their customers. On the other hand, the damage it would cause can't be undone. The 140 character tweets has now become a powerful tool for customers / users to directly convey messages to brands.

For companies, these tweets carry a lot of information like sentiment, engagement, reviews and features of its products and what not. However, mining these tweets isn't easy. Why? Because, before

STUDEN

n a lot of cleaning. These tweets, once extracted can come nmar and poor spellings – making the mining very difficult.

s the steps of cleaning this data related to tweets before is of Twitter, you can of course apply these methods to any to execute these cleaning steps.

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fective Text Data

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# ining 💓 for a brand?

re brand ig the

It is used to identify the pain points of customers i.e. customer relationship management

It is widely used for predictions and forecasting

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# **Business Problem**

Let's say, we want to find the features of an Apple iPhone which are most popular amongst the fans on Twitter.

### What to do next?





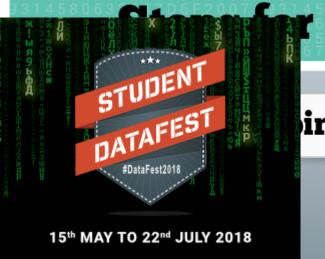




We've extracted all the tweets related to consumer opinions of iPhone. Here's a sample tweet on which we'll perform data cleaning

THAN SHOP R

"I luv my 6lt;3 iphone 6amp; you're awsm apple. DisplayIsAwesome, sooo happppppy:) http://www.apple.com"



**Data Cleaning** 

ing HTML characters

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ecoding data

STEP 02

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tweet = original\_tweet.decode("utf8").encode('ascii','ignore')

#### Output

"I luv my <3 iphone & you're awsm apple. DisplayIsAwesome, sooo happppppy:) http://www.apple.com"</p>



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STEP **05** 

## **Removal of Punctuations**

All the punctuation marks according to the priorities should be dealt with. For example: ".", ",","?" are important punctuations

#### that should be relained while others need to be removed.



l of Expressions

STEP **06** 

n transcripts) may contain human [Crying], [Audience paused]. These relevant to content of the speech and

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'[A-Z][^A-Z]\*', original\_tweet))

are awsm apple. Display Is Awesome, sooo pple.com"

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Slangs lookup

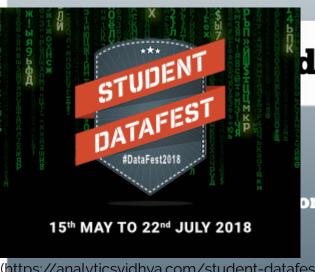
STEP 08

Code

tweet = \_slang\_loopup(tweet)

**Outcome** 

>> "I love my <3 iphone & you are awesome apple. Display Is Awesome, sooo happppppy:) http://www.apple.com"



# dardizing word

or \_, s in itertools.groupby(tweet))

(https://analyticsvidhya.com/student-datafest-

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# moval of URLs

STEP

t data like comments, reviews, and tweets

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"I love my iphone & you are awesome apple. Display Is Awesome, so happy!", <3,:)

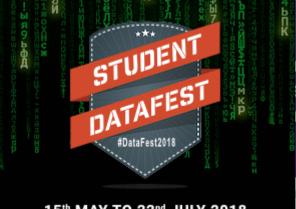
# **Advanced Data Cleaning**

### **Grammar checking**

Grammar checking is majorly learning based,

huge amount of proper text data is learned and models are created.

Many online tools are available for grammar correction purposes.



elled errors are algorithms like the Levenshtein Distances, er modules and packages to fix these

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insights from free text



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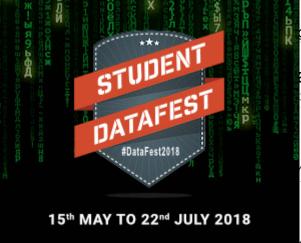
4. Text Mining Hack using Google API <a href="http://bit.ly/1LDPF6c">http://bit.ly/1LDPF6c</a>

For more resources on analytics/data science, visit

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and refer the python codes to perform Text Mining and follow your s.analyticsvidhya.com/t/download-infographic-step-for-text-data-

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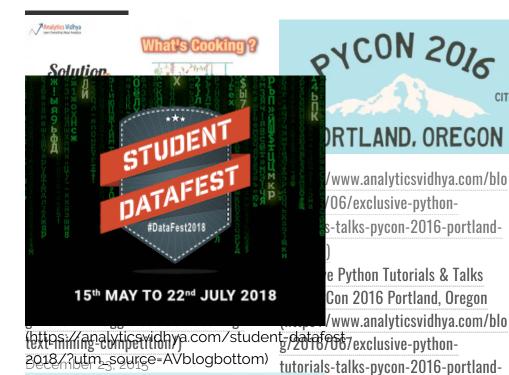
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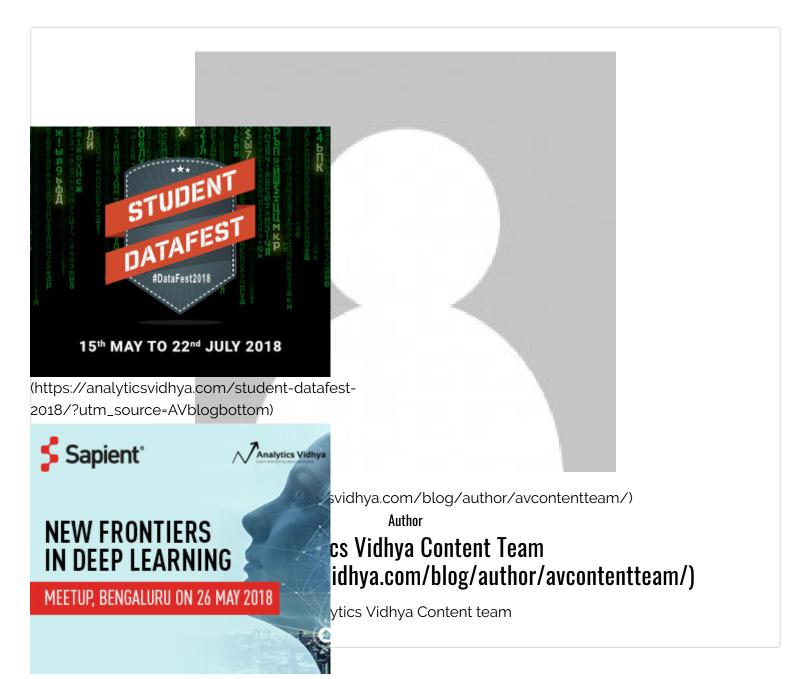
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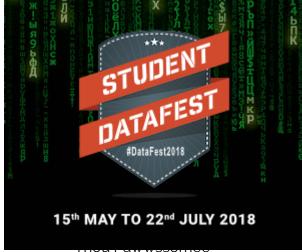
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Stemming is also an important step in text mining. You could include that too.



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encodings.

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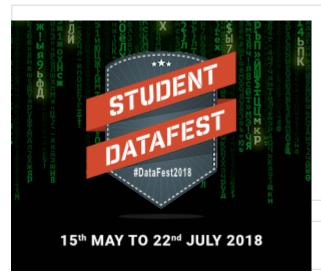
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Great resource. Thanks.

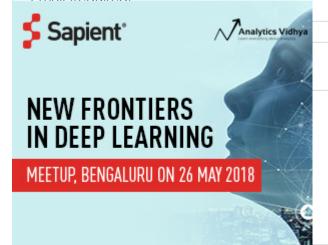
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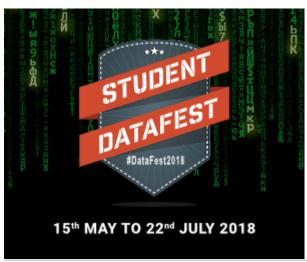
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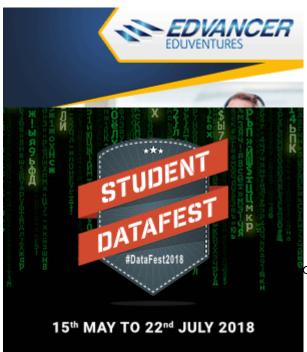
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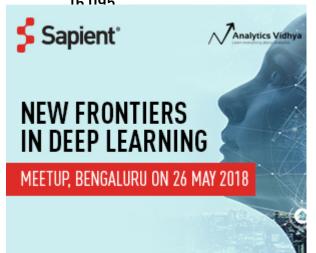
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