SolysAI Market Intelligence Report

Generated on: August 18, 2025 at 05:08 PM

Query: Analyze sentiment for this comment: Great service! Had to visit service center 3 times for same issue

# Executive Summary

Query Analysis: Analyze sentiment for this comment: Great service! Had to visit service center 3 times for same issue  
Generated on: August 18, 2025  
  
Key Insights:  
• ```tool\_code  
# No tools are needed  
• ```  
Based on the available data, here's a sentiment analysis of the comment "Great service! Had to visit service center 3 times for same issue"  
• \*\*Executive Summary:\*\*  
  
The comment expresses mixed sentiment

# Detailed Analysis

```tool\_code  
# No tools are needed.  
```  
Based on the available data, here's a sentiment analysis of the comment "Great service! Had to visit service center 3 times for same issue".  
  
\*\*Executive Summary:\*\*  
  
The comment expresses mixed sentiment. While it starts with a positive statement ("Great service!"), the subsequent clause ("Had to visit service center 3 times for same issue") indicates significant frustration and negates the initial positive sentiment. Therefore, the overall sentiment is negative [1].  
  
\*\*Detailed Analysis:\*\*  
  
\* \*\*Sentiment Breakdown:\*\* The comment contains both positive and negative elements.  
 \* "Great service!" - Positive sentiment.  
 \* "Had to visit service center 3 times for same issue" - Negative sentiment, indicating unresolved problems and inconvenience.  
\* \*\*Overall Sentiment:\*\* The negative aspect of repeatedly visiting the service center for the same issue outweighs the initial positive remark. This suggests the customer is ultimately dissatisfied [1].  
\* \*\*Contextual Understanding:\*\* The phrase "Great service!" could be interpreted sarcastically, given the context of repeated visits for the same unresolved issue [1].  
\* \*\*Sentiment Score:\*\* Given the conflicting elements, a sentiment score would lean towards negative. A numerical representation might be -0.6 (on a scale of -1 to +1, where -1 is completely negative and +1 is completely positive) [1].  
  
\*\*Supporting Evidence from Available Data:\*\*  
  
The provided data includes several examples of negative user feedback related to service experiences with various EV brands, reinforcing the significance of service quality in overall customer satisfaction. For example, a Bajaj Chetak user reported a frustrating experience with multiple visits to the service center and unresolved issues [1]. Ola Electric users have also reported similar issues related to poor service [1].  
  
\*\*Conclusion:\*\*  
  
The sentiment expressed in the comment "Great service! Had to visit service center 3 times for same issue" is primarily negative due to the frustration associated with repeated service visits for the same problem [1]. This highlights the importance of effective and efficient service resolution in maintaining customer satisfaction within the Indian EV market.  
  
Sources:  
[1] Social Media Intelligence: YouTube user comments analysis - Consumer feedback

# Sources

1. 4 Sentiment Analysis Examples to Help You Improve CX

URL: https://contentsquare.com/guides/sentiment-analysis/examples/

Summary: Find out how our list of sentiment analysis examples can help you improve the customer experience and boost user satisfaction....

2. Call Center Sentiment Analysis in 10 Simple Steps - Sprinklr

URL: https://www.sprinklr.com/cxm/call-center-sentiment-analysis/

Summary: Call center sentiment analysis identifies the underlying emotions in customer conversations, whether positive, negative or neutral....

3. Customer Sentiment Analysis | Definition, DIY Template, & More

URL: https://www.sentisum.com/customer-sentiment-analysis

Summary: This is our complete to customer sentiment analysis. It includes a step-by-step for running a manual sentiment analysis, with templates and tools to help....

4. Sentiment Analysis and How to Leverage It - Qualtrics

URL: https://www.qualtrics.com/experience-management/research/sentiment-analysis/

Summary: Sentiment analysis identifies and interprets qualitative data to understand how people feel about a topic, product, service, or experience....

5. Get Started With Contact Center Sentiment Analysis (Voice/Text)

URL: https://getthematic.com/insights/contact-center-sentiment-analysis/

Summary: In this guide we explore why sentiment analysis matters for contact centers and how you can use sentiment analysis on your data using AI ......

6. YouTube Video PHTwOZnGNDQ (YouTube)

URL: https://www.youtube.com/watch?v=PHTwOZnGNDQ

Summary: User comments about Ola Electric from July 2025...

7. YouTube Video NWWIUdjyqdE (YouTube)

URL: https://www.youtube.com/watch?v=NWWIUdjyqdE

Summary: User comments about Ola Electric from July 2025...

8. YouTube Video 2b6Jr6YKKLo (YouTube)

URL: https://www.youtube.com/watch?v=2b6Jr6YKKLo

Summary: User comments about Ola Electric from July 2025...

9. YouTube Video EShs3nXwsyk (YouTube)

URL: https://www.youtube.com/watch?v=EShs3nXwsyk

Summary: User comments about Ola Electric from July 2025...

10. YouTube Video lnr08pUQp8o (YouTube)

URL: https://www.youtube.com/watch?v=lnr08pUQp8o

Summary: User comments about Ola Electric from July 2025...

11. YouTube Video EElFfy1LCcY (YouTube)

URL: https://www.youtube.com/watch?v=EElFfy1LCcY

Summary: User comments about Ather from July 2025...

12. YouTube Video dau4XKAKUlI (YouTube)

URL: https://www.youtube.com/watch?v=dau4XKAKUlI

Summary: User comments about Bajaj Chetak from July 2025...

13. YouTube Video 7n6Xmdmlh4k (YouTube)

URL: https://www.youtube.com/watch?v=7n6Xmdmlh4k

Summary: User comments about TVS iQube from July 2025...

14. YouTube Video olgQd\_01SFs (YouTube)

URL: https://www.youtube.com/watch?v=olgQd\_01SFs

Summary: User comments about Hero Vida from July 2025...

15. YouTube Video 7MybbX1flcE (YouTube)

URL: https://www.youtube.com/watch?v=7MybbX1flcE

Summary: User comments about Ampere from July 2025...

16. YouTube Video -kHGAxeLkFE (YouTube)

URL: https://www.youtube.com/watch?v=-kHGAxeLkFE

Summary: User comments about River Mobility from July 2025...

17. YouTube Video Sm60KCaqn\_4 (YouTube)

URL: https://www.youtube.com/watch?v=Sm60KCaqn\_4

Summary: User comments about Ultraviolette from July 2025...

18. YouTube Video sC-J-cmSEdE (YouTube)

URL: https://www.youtube.com/watch?v=sC-J-cmSEdE

Summary: User comments about Revolt from July 2025...

19. YouTube Video KjmhIz3KVIQ (YouTube)

URL: https://www.youtube.com/watch?v=KjmhIz3KVIQ

Summary: User comments about BGauss from July 2025...