

# Amazon Alexa Review Analysis

Total Reviews  
3K

Average Rating  
4.46

Positive Reviews (%)  
87.04%

Most Common Variation  
Black Dot

Search Model: All  
Search  
Select all

Select all

Negative

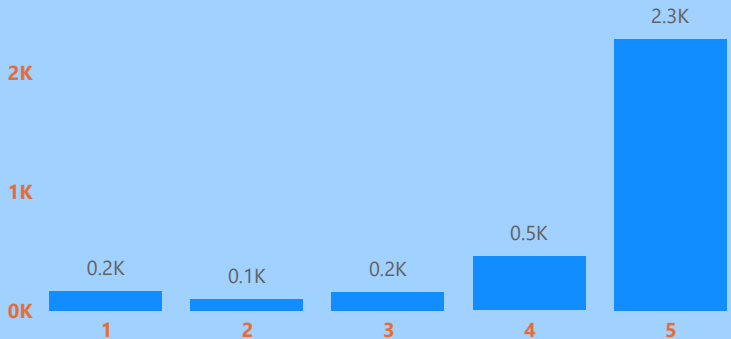
Neutral

Positive

5/16/2018

7/31/2018

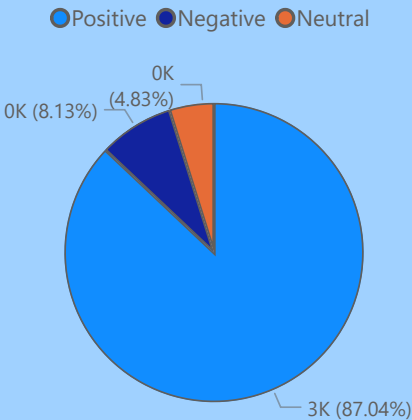
Reviews by rating



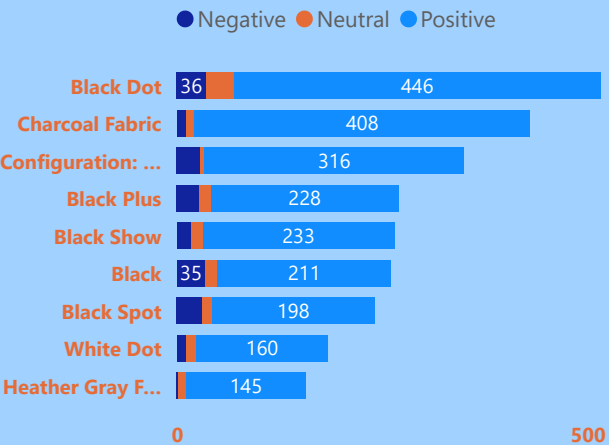
Average Review Length by sentiment



Reviews by Sentiment



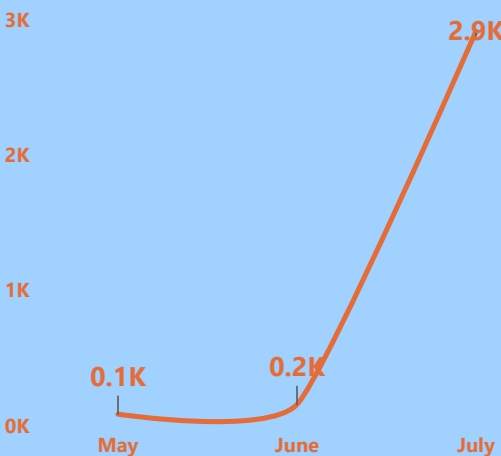
Total Reviews by variation and sentiment\_from\_rating



Drill Down View

Month	variation	Sum of rating	sentiment_from_rating	Sum of w
July	Black	1	Negative	
July	Black	1	Negative	
June	Black	1	Negative	
June	Black	1	Negative	
Total		14057		

Sentiment Over Time





Back

Drill Down View

Month	variation	Sum of rating ▲	sentiment_from_rating	Sum of word_count	verified_reviews
July	Black	1	Negative	0	
July	Black	1	Negative	65	&#34;NEVER BUY CERTIFIED AND REFURBISHED ECHO DOT &#34; I bought a &#34;Certified and Refurbished &#34; even acknowledge the command. Never buy a refurbished Echo dot. The unit I received was probably never was certi perfectly.Very disappointed !!!!
June	Black	1	Negative	25	All the new Amazon products I have are great everything I bought refurbished is complete garbage. I will never purch
June	Black	1	Negative	24	Bought 2 and both quit connecting to wifi and responding to voice within 9 months. Hard and soft reset will not fix t
June	Black	1	Negative	14	Bought this for my son and it didn't work. He had to return it.
June	Black	1	Negative	24	cant seem to get this thing to sink with my wireless not sure If I will be returning it will try one more time.
June	Black	1	Negative	6	Does not work all the time
July	Black	1	Negative	3	Dont trust this....
July	Black	1	Negative	16	Great product but returning for new Alexa Dot. Refurbished is already giving me problems with connection.
June	Black	1	Negative	19	great product, but useless overall. Too many unnecessary features. Unless you have a smart home you don't need it
July	Black	1	Negative	36	I bought an echo dot that had been refurbished but its stops whatever function its performing quite often, doesn't w Echo dot.
July	Black	1	Negative	38	I returned 2 Echo Dots & am only getting refund for 1. I returned 2 in one package. I want my refunds for both of the
May	Black	1	Negative	30	I set up the Echo Dot and it worked for an hour and then died completely. DO NOT BUY refurbished!!!! I sent back for
July	Black	1	Negative	114	I wanted to use these as a radio and intercom as we get terrible fm reception where i live. The speech recognition sof English she is from the north i am from Texas neither have an accent from our birth area and yet it does not do a goo reception was poor to marginal. I had to buy Wifi range extender for office and the other is ten feet from our router. disconnected dust collectors.
May	Black	1	Negative	52	If you want to listen to music and have it come through several of the Echo/Dot units simultaneously, YOU MUST PAY these so I could have one in each room, is that not enough of my money??!!!!?
July	Black	1	Negative	10	I'm an Echo fan but this one did not work
July	Black	1	Negative	36	Item has never worked. Out of box it is broken. Spent several days trying to get it working and running same &#34;fi refurbished device.
July	Black	1	Negative	20	Item no longer works after just 5 months of use. Will not connect to wifi and unresponsive to reset requests.
June	Black	1	Negative	4	I've already returned it.
July	Black	1	Negative	50	Never could get it to work. A techie friend looked at it for me and said the adapter wasn't strong enough to power it replace the adapter and hope it works then.
July	Black	1	Negative	2	not working
June	Black	1	Negative	55	Now I'm weary about these picking up conversations when you are not actively using them - heard about this happen release something widespread or push some firmware to prevent this. If they have, I have not heard about it yet.
Total		14057		79672	