

Sentiment and Reviews (Text analysis) FLIPKART

Number of products for which
review scrapped

273

Total reviews scrapped

2538

Overall sentiment
of reviews

2.79

We have scrapped
reviews for 273
products.
We aggregated these
products into 17 distinct
product categories.

Total products

17

Products Sentiment Products wise

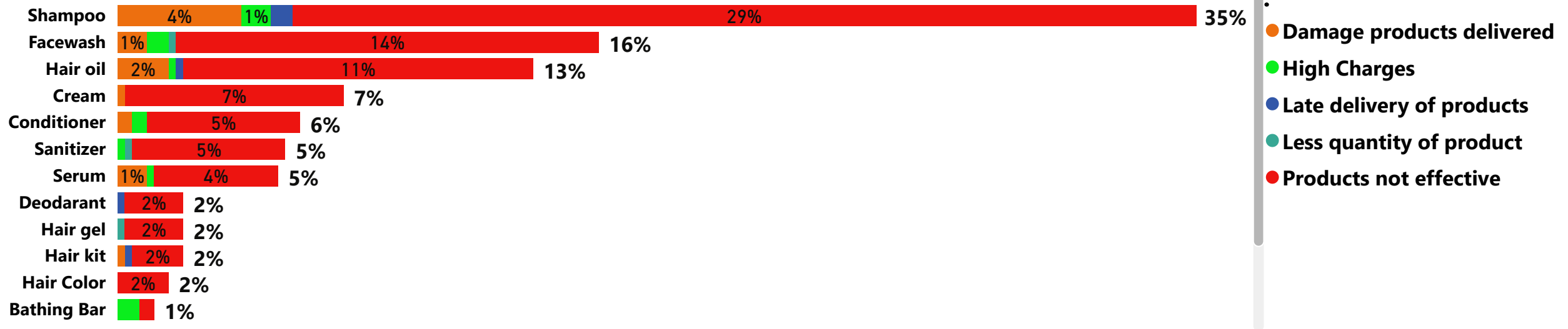
Bathing Bar	4.11
Facewash	3.67
Hand wash	3.66
Sun protection cream	3.25
Cream	3.16
Conditioner	3.08
Deodarant	3.03
Hair Color	2.81
Nutrigood Hair care	2.60
Hair oil	2.54
Serum	2.48
Sanitizer	2.37
Hair kit	2.19
Shampoo	1.92
Hair gel	1.30
Hair-Building Fibre	1.25

Categories Sentiment Categories wise

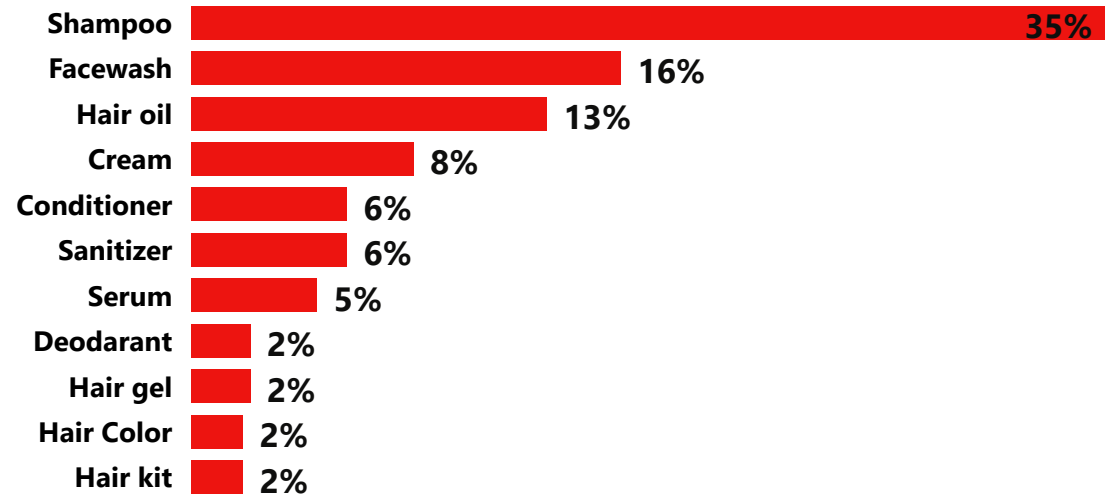
Satisfied with products	4.67
Products not effective	-4.70
Less quantity of product	-3.33
Late delivery of products	-1.67
High Charges	-1.67
Damage products delivered	-3.24

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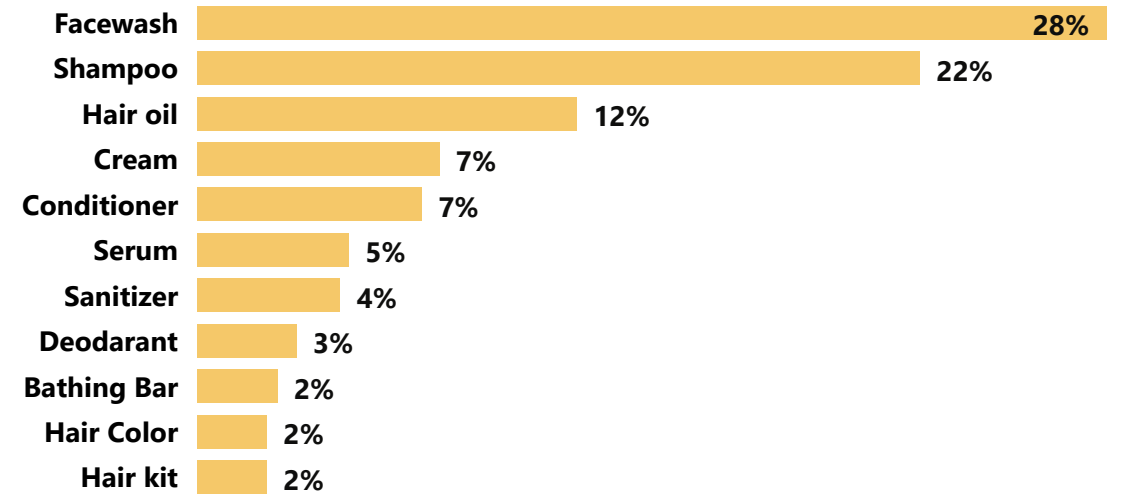
Product category wise categorization of reviews



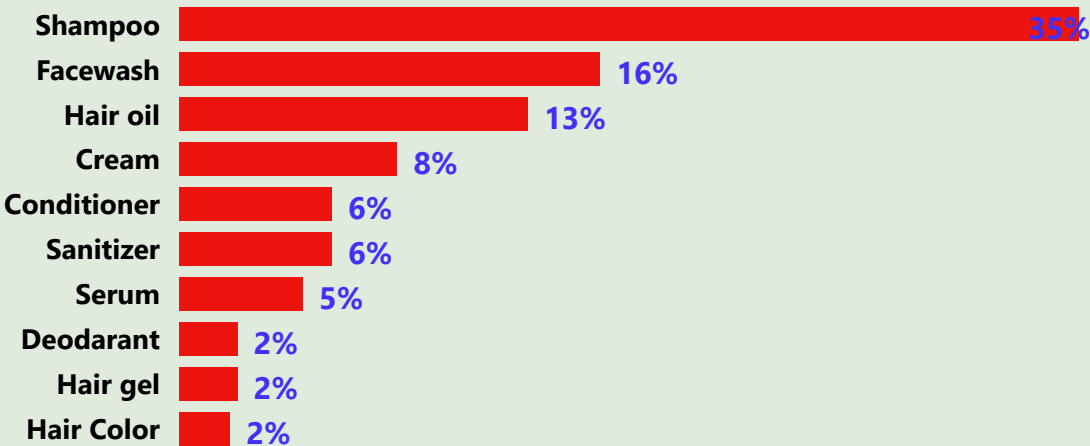
Products not effective



Satisfied with products



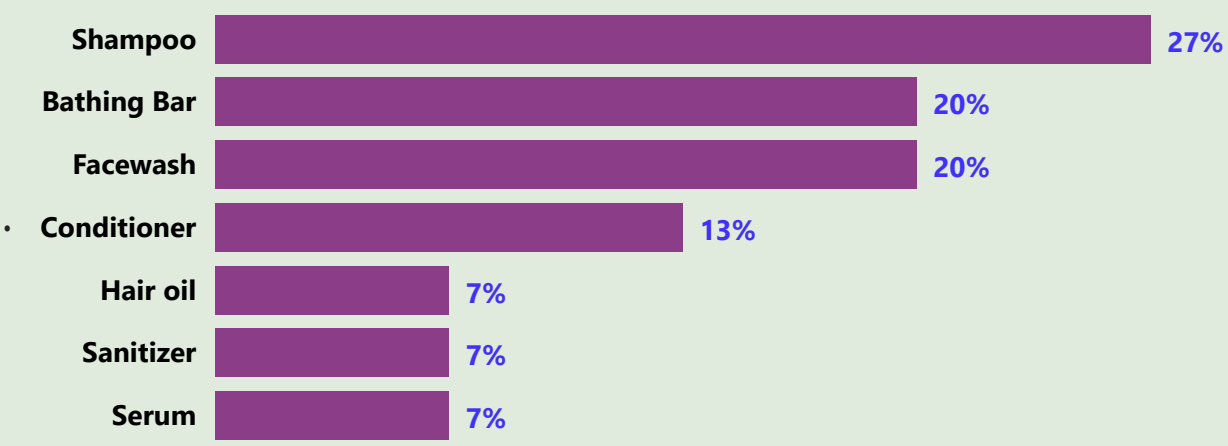
Products not effective



Below are the product name and URL of product which are not effective according to customer's reviews on flipkart

Name of product	Sentiment score	Product URL
dr batra instant glow Face Wash	-5.00	https://www.flipkart.com/batra-instant-glow-face-wash/product-reviews/itm3vd9yq5dbpyd?pid=FCWEZYMPY7TXZJZP
dr batra Moisturizing Face Wash	-5.00	https://www.flipkart.com/batra-moisturizing-face-wash/product-reviews/itmfgqu7sjhxcze?pid=FCWFGHQJ7GNXKBEH
Dr Batra's Fairness Face Wash 200 gm. And Skin Fairness Serum - 50 g (Pack of 2 Men and Women)	-5.00	https://www.flipkart.com/batra-s-fairness-face-wash-200-gm-and-skin-serum-50-g-pack-2-men-women/product-reviews/itm54c6a821d728b?
Dr. Batra's Hair Fall Control Shampoo(200 ml)	-3.00	https://www.flipkart.com/dr-batra-s-hair-fall-control-shampoo-200-ml/product-reviews/itmfd2xghzhgn3s7?pid=SMPFD2VW74Z4PREG
Dr. Batra's Henna Shampoo 200ml-1Pcs DT554	-5.00	https://www.flipkart.com/dr-batra-s-henna-shampoo-200ml-1pcs-dt554/product-reviews/itm669f324c2c97?

High Charges



Below are the product name and URL of product which are costly according to customer's reviews on flipkart

Name of product	Sentiment score	Product URL
dr batra Enriched With Amla Conditioner	0.00	https://www.flipkart.com/batra-enriched-aml-conditioner/pid=CNDF7W6KZATH2JAW
dr batra Skin Fairness Serum	0.00	https://www.flipkart.com/batra-skin-fairness-serum/product-pid=FRNFA3URC3DSHYXA
Dr Batra's Non Alcoholic - 100 ml Sanitizer Spray Bottle	2.41	https://www.flipkart.com/batra-s-non-alcoholic-100-ml-sanitizer-spray-bottle/product-reviews/itm044125491395?pid=HWSFZ3HN9X7YHBZW
Dr. Batra's Bathing Bar Is Enriched With Active Neem That Reduces Pigmentation, Blackheads And Dullness Making The Skin Look Beautiful & Radiant.	1.67	https://www.flipkart.com/dr-batra-s-bathing-bar-enriched-with-active-neem-that-reduces-pigmentation-blackheads-dullness-making-skin-look-beautiful-radiant/product-reviews/itm044125491395?pid=SOPF8MNXAE2A7H7P
Dr. Batra's Dandruff Cleansing Shampoo Pack of 2	1.50	https://www.flipkart.com/dr-batra-s-dandruff-cleansing-shampoo-pack-of-2/product-reviews/itm3xfvgedjxv9q?pid=SMPENTJKSZ8HDJMZ
Dr. Batra's Hair Fall Control Shampoo (200 ML)	2.50	https://www.flipkart.com/dr-batra-s-hair-fall-control-shampoo-200-ml/product-reviews/itm7hfvhjgvjkzx?pid=SMPF7G9QHCWGZGHY

Sentiment and Reviews (Text analysis) Amazon

Number of products for which review scrapped

13

Total reviews scrapped

549

Overall Sentiment

0.74

We have scrapped reviews for 13 products. We aggregated these products into 6 distinct product categories.

Total products

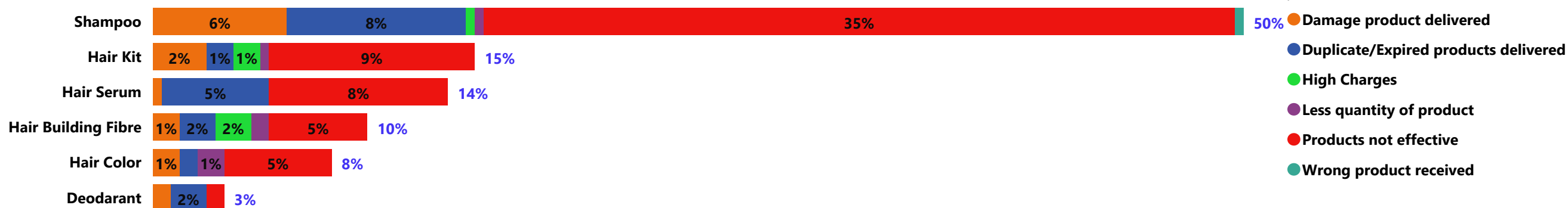
6

Products	Sentiment product wise
Deodarant	0.29
Hair Building Fibre	0.91
Hair Color	0.66
Hair Kit	0.83
Hair Serum	1.27
Shampoo	0.55

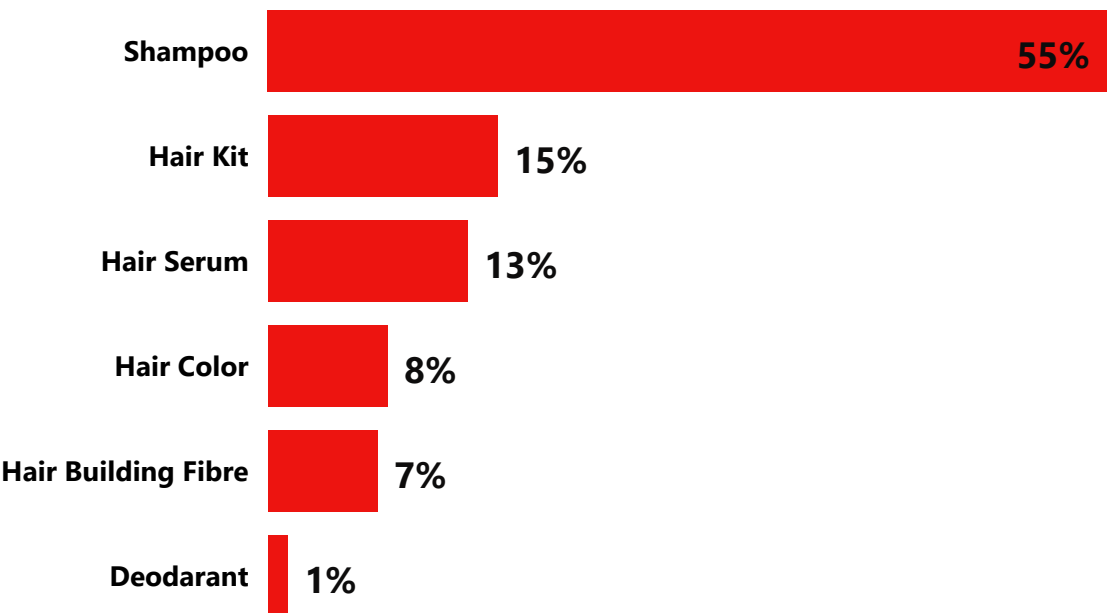
Products	Sentiment categories wise
Damage product delivered	-3.67
Duplicate/Expired products delivered	-4.11
High Charges	-1.88
Less quantity of product	-5.00
Products not effective	-4.61
Satisfied with products	4.29
Unproductive comment	0.72
Wrong product received	-5.00

Sentiment and Reviews (Text analysis) Amazon

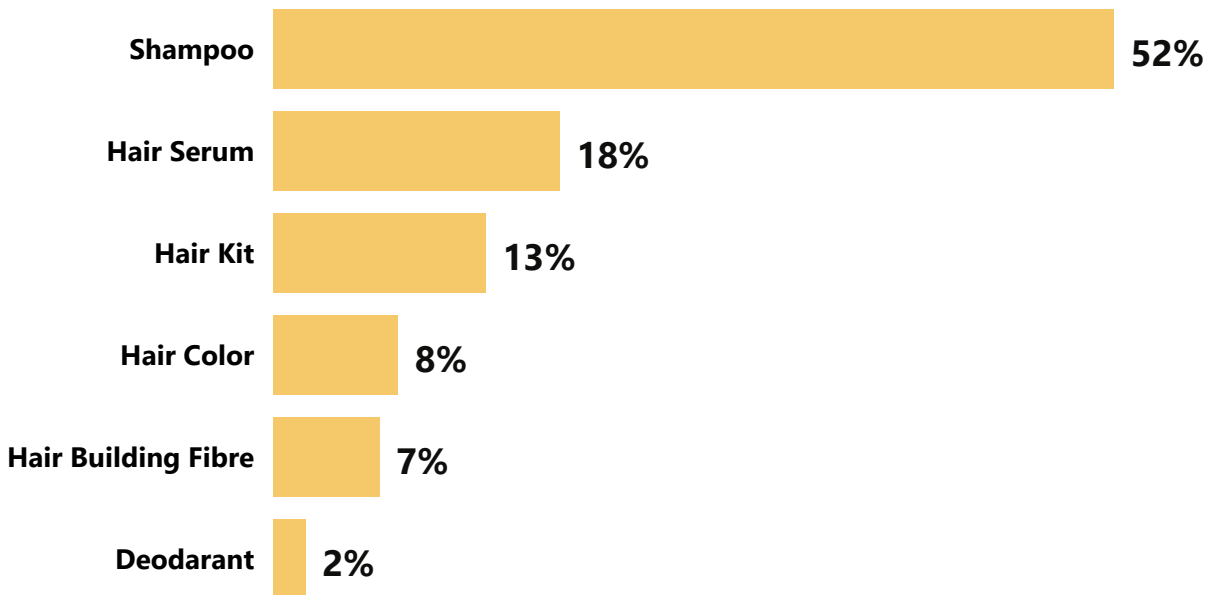
Product category wise categorization of reviews



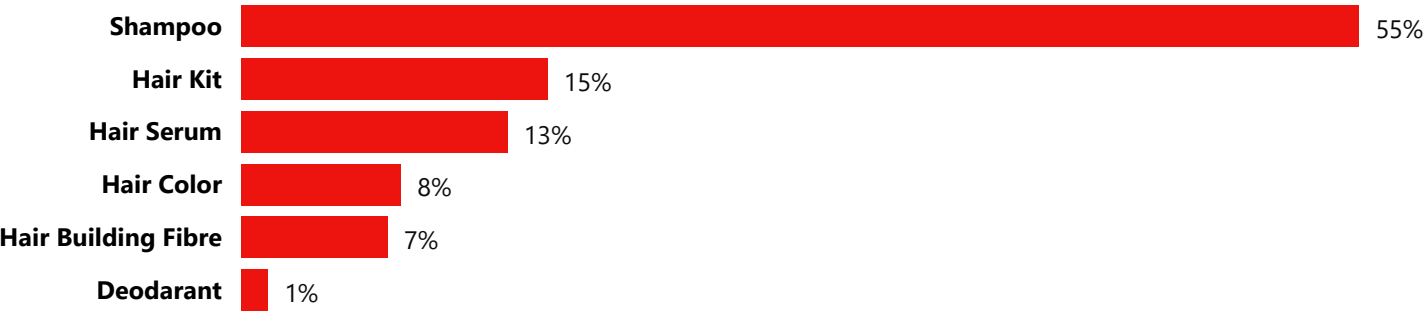
Product not effective



Satisfied with products



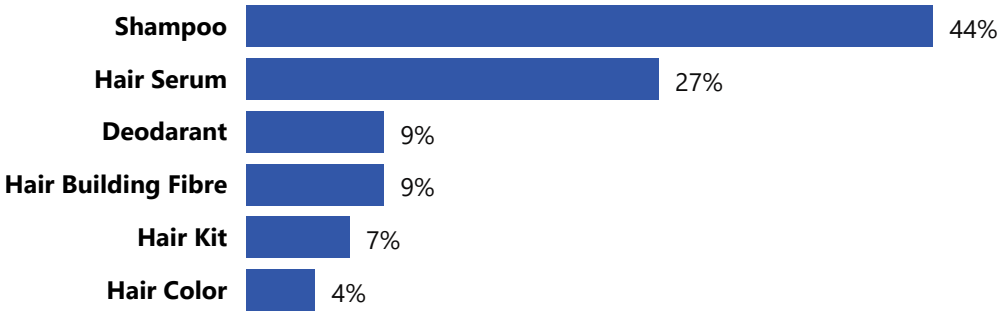
Product not effective



Below are the product name and URL of product which are not effective according to customer's reviews on Amazon

Name of product	Sentiment score	URL
Dr Batra's Instant Hair Natural keratin Hair Building Fibre Dark Brown - 12 gm	0.91	https://www.amazon.in/Dr-Instant-Natural-Keratin-Building/dp/B074ZJ4FW1/ref=cm_cr_dp_d_show_all_btm?ie=UTF8&reviewerType=all_reviews
Dr Batra's Hair Vitalizing Serum - 125 ml	0.93	https://www.amazon.in/Dr-Batra-Vitalising-Serum-125ml/dp/B00U8TQAO8/ref=cm_cr_dp_d_show_all_btm?ie=UTF8&reviewerType=all_reviews
Dr Batra's Shampoo Enriched With Henna - 500 ml	0.74	https://www.amazon.in/Dr-Batras-Normal-Shampoo-500ml/dp/B01MQH3TAN/ref=cm_cr_dp_d_show_all_btm?ie=UTF8&reviewerType=all_reviews
Dr Batra's Hair Fall Control Kit Thicker, Stronger & Fuller Hair - 525 ml	-0.39	https://www.amazon.in/Dr-Batras-Hair-Fall-Control/dp/B06XKPDSDK/ref=cm_cr_dp_d_show_all_btm?ie=UTF8&reviewerType=all_reviews
Dr Batra's Deodorant With Long Lasting Action Oceanic Breeze - 150 MI (Pack of 2)	0.29	https://www.amazon.in/Dr-Batras-Deodorant-150ml-Pack/dp/B01N5WVV9D/ref=sr_1_313?
Dr Batra's Hair Fall Control Shampoo Enriched With Watercress, Indian Cress extract and Thuja - 200 ml	0.55	https://www.amazon.in/Dr-Batras-Control-Shampoo-200ml/dp/B01N290KTP/ref=cm_cr_dp_d_show_all_btm?ie=UTF8&reviewerType=all_reviews
Dr Batra's Herbal Ammonia Free Hair Color Cream	0.66	https://www.amazon.in/Batras-Herbal-Color-Cream-

Duplicate/Expired Products delivered



Below are the product name and URL of product which are duplicate or expired.

Name of product	Sentiment score	URL
Dr Batra's Instant Hair Natural keratin Hair Building Fibre Dark Brown - 12 gm	0.91	https://www.amazon.in/Dr-Instant-Natural-Keratin-Building/dp/B074ZJ4FW1/ref=cm_cr_dp_d_show_all_btm?
Dr Batra's Shampoo Enriched With Henna - 500 ml	0.74	https://www.amazon.in/Dr-Batras-Normal-Shampoo-500ml/dp/B01MQH3TAN/ref=cm_cr_dp_d_show_all_btm?ie=UTF8&reviewerType=all_reviews
Dr Batra's Hair Fall Control Kit Thicker, Stronger & Fuller Hair - 525 ml	-0.39	https://www.amazon.in/Dr-Batras-Hair-Fall-Control/dp/B06XKPDSDK/ref=cm_cr_dp_d_show_all_btm?
Dr Batra's Deodorant With Long Lasting Action Oceanic	0.29	https://www.amazon.in/Dr-Batras-Deodorant-150ml-Pack/dp/B01N5WVV9D/ref=sr_1_313?

Sentiment and Reviews Analysis for Dr Batra (Collected from Social Media)

Total reviews

1536

Platform Reviews

Twitter	937
Mouthshut	200
Consumer_complaints	179
Instagram	129
Playstore	67
Complaints board	24

Categories Reviews

Unproductive Comments	710
Not Satisfied With Treatment	365
Satisfied Customer	247
Enquiry	125
Refund of Amount	39
Service Issue	24
Unwanted Calls to Customer	10
Change in Plan Of Treatment	7
Loan Issues	4
Late delivery of product	3
App Related Issues	1
Transaction Issue	1

Platforms ● Complaints board ● Consumer_complaints ● Instagram ● Mouthshut ● Playstore ● Twitter

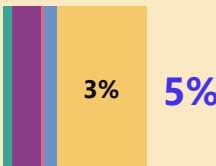
Not Satisfied With Treatment



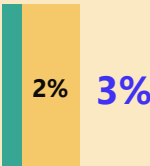
Satisfied Customer



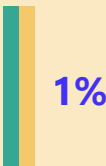
Refund of Amount



Service Issue



Unwanted Calls to Customer



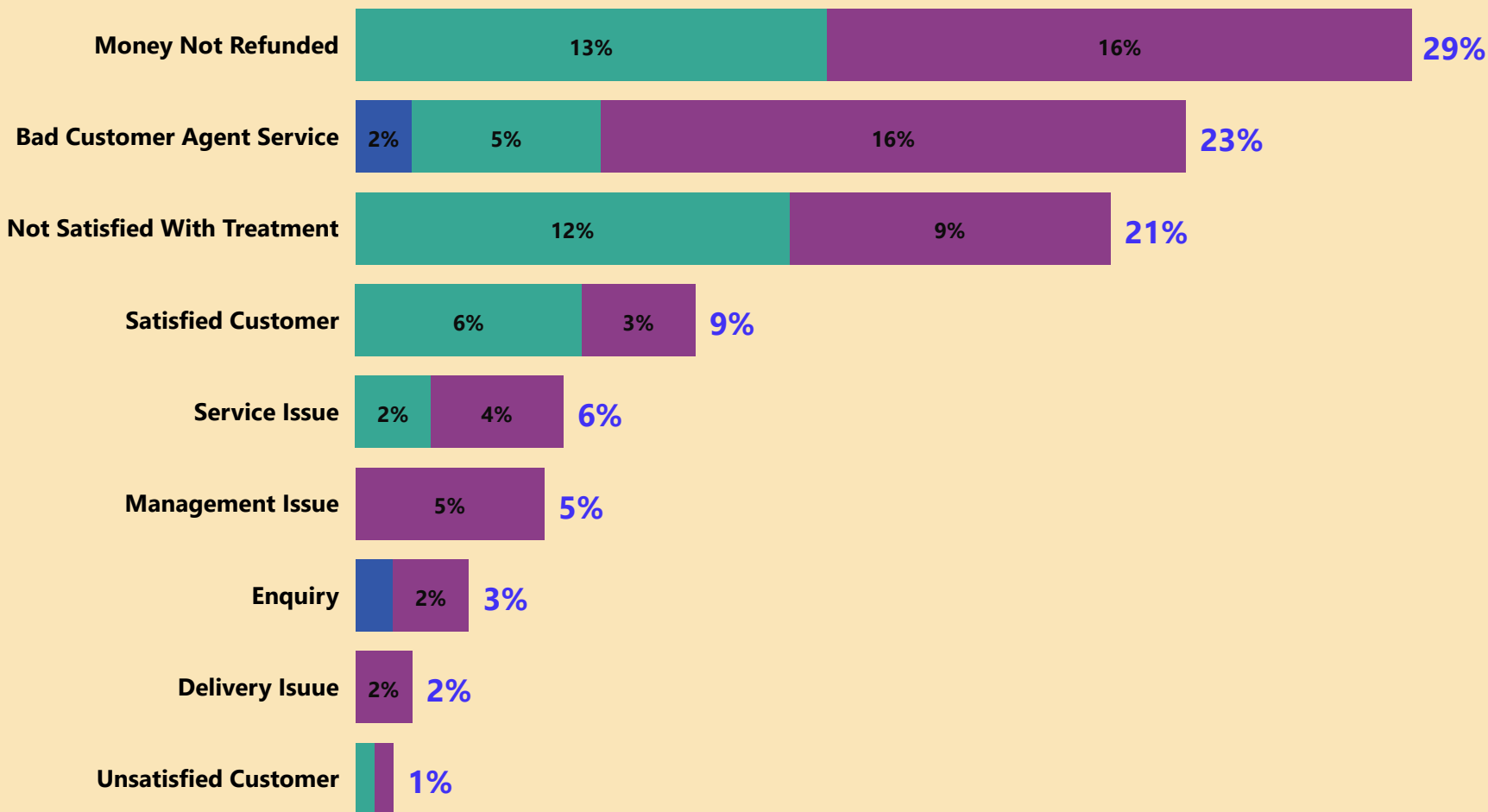
Sentiment and Reviews Analysis for Richfeel (Collected from Social Media)

Total Reviews
Collected

267

Platform	Reviews
Instagram	31
Mouthshut	80
Twitter	156
Total	267

Platform ● Instagram ● Mouthshut ● Twitter



Issues Faced by the customer

We did that already and got a call from clinic that they will not refund the amount. Why you can't refund i am not satisfied with the service so i am opting out. Check my details on 110006447783

Refund of Amount

I have take hair gro treatment at Dr Batra clinic complete all 10 session but results not show no new hair growth .it's totally fraud treatment nd wasting of money...nd wasting of time... Give my money back... Hide full review

Not Satisfied With Treatment

I did not got medicines curriered from last three months no track of currier.....worst service

Delivery Issue

Face wash is very nice but rate is too higher.

High Charges

It's been two days I have given my details still no action another pathetic act of customers servicing. @DrBstrasHealth u suck

Service Issue

@DrBstrasHealth are you guys mad you are calling too much if the customer is not interested to take your service . Why you are calling again and again idiots?

Unwanted Calls to Customer