**Q&A on Twitter Sentiment Analysis - US Airlines**

**Are most of travelers happy about their recent experience?**

When we retag the tweets after performing sentiment analysis, we saw that the number of positive tweets is more than the neutral or negative tweet. So, we can say that the percentage of happy travelers are more.

**What is the most trending US-airlines in twitter?**

From our tweet count plot, we can see United Airways is the most discussed airlines among major UR air carriers.

**What airline has most negative tweets?**

Even though, travelers tweeted most on United Airways, most of those were negative tweets.

**What airline has most positive tweets?**

Southwest has the most positive tweets. Their name appeared on the most used positive text analysis.

**What is the most commonly used positive tweeted word?**

Users mostly used ‘thank’, ‘great’ etc. in their positive tweets.

**What is the most frequently used negative word?**

‘delayed, ‘help’, ‘flight’ etc. are most used words in negative tweets.

**What are major categories of negative tweets?**

Customer service, late flight, cancelled flight etc. are top reasons behind traveler’s frustration.