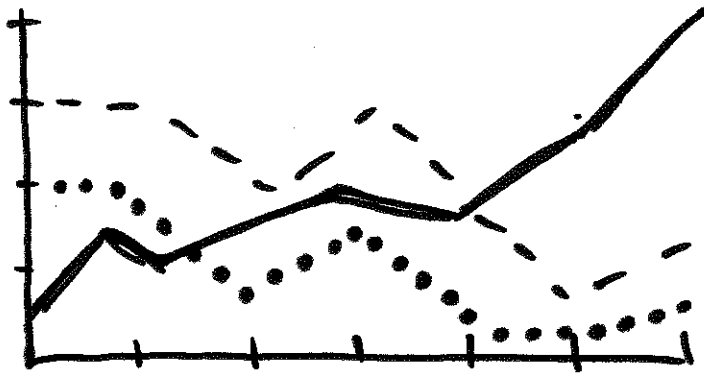


TRENDING This Week ▾

Categories that have risen/fallen significantly in frequency during the selected time frame.



Top Ten

—	Vanity	+150%
---	Patio	-134%
...	Roof	+112%
- - -	Refund	+80%
- . -	Install	-46%



TOP CATEGORIES All Time ▾

Categories by volume during the selected time frame.



Top Ten

Discount	5769	
Store	5211	
Delivery	3782	
Refund	2189	

FILTERS

Time frame

☒ Common

☒ This Wk

☐ Custom

to

Category

☒ Vanity

☐ Broken

☐ Mirror

☐ Assemble

[See More](#)

Location

☐ Georgia

☐ Florida

☐ Kentucky

[See More](#)

Sentiment

☐ 😊

☐ 😐

☐ 😞

Contact Channel

☐ Chat

☐ Email

VANITY



294 Transcripts

VIEW
DETAILS



23 Related Categories

VIEW
DETAILS



+150% Volume Change

VIEW
DETAILS



Negative Sentiment

VIEW
DETAILS



62% Chat / 38% Email

VIEW
DETAILS

FILTERS

Time frame

☒ Common

☒ This Wk

☐ Custom

to

Category

☒ Vanity

☒ Broken

☐ Mirror

☐ Refund

[See More](#)

Location

☐ Georgia

☐ Florida

☐ Kentucky

[See More](#)

Sentiment

☐ 😊

☐ 😐





☐ 😞

Contact Channel

☐ Chat

☐ Email

VANITY, BROKEN

	77 Transcripts	VIEW DETAILS
	17 Related Categories	VIEW DETAILS
	Negative Sentiment	VIEW DETAILS
	65% Chat / 35% Email	VIEW DETAILS

FILTERS

Time frame

☒ Common

☒ This Wk

☐ Custom

to

Category

☒ Vanity

☒ Broken

☒ Mirror

☐ Delivery

[See More](#)

Location

☐ Georgia

☐ Florida

☐ Kentucky

[See More](#)

Sentiment

☐ 😊

☐ 😐

☐ ☹️

Contact Channel

☐ Chat

☐ Email

VANITY, BROKEN, MIRROR



32 Transcripts

✓ [VIEW DETAILS](#)



6 Related Categories

✓ [VIEW DETAILS](#)



Negative Sentiment

✓ [VIEW DETAILS](#)



71% Chat / 29% Email

✓ [VIEW DETAILS](#)



32 Transcripts

[> COLLAPSE](#)

Transcripts

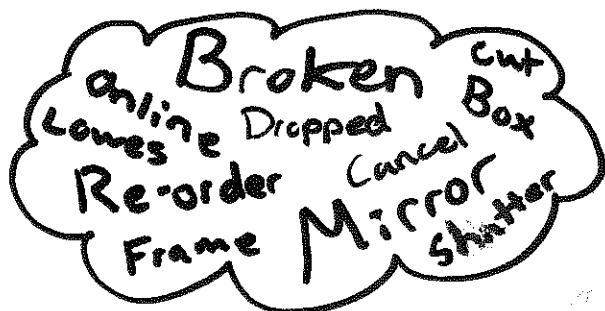
Sort by **Most Recent**

6/15/17	GA	☹	"...mirror was broken when..."	VIEW
6/15/17	FL	☹	"...broken mirror as soon as..."	VIEW
6/14/17	GA	☹	"...broken leg made it so..."	VIEW
6/14/17	KY	☹	"...mirror wasn't as pictured..."	VIEW
6/14/17	GA	☹	"...didn't have a mirror..."	VIEW

5 of 32

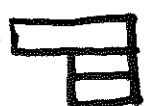
[See More](#)

Word Frequency



Top Ten

Broken	39	
Mirror	32	
Re-order	20	
Box	15	
Online	12	



6 Related Categories

[VIEW DETAILS](#)

Negative Sentiment

[VIEW DETAILS](#)

71% Chat / 29% Email

[VIEW DETAILS](#)



32 Transcripts

VIEW
DETAILS



6 Related Categories > COLLAPSE

Frequency

CATEGORY	NUMBER OF OCCURENCES WITHIN CURRENT SEARCH RESULTS	
Delivery issue	27	
Online order	21	
Injury	12	
Escalation	11	
Cancel	5	
Assemble	5	



Negative Sentiment

VIEW
DETAILS



71% Chat/29% Email

VIEW
DETAILS



32 Transcripts

VIEW DETAILS



6 Related Categories

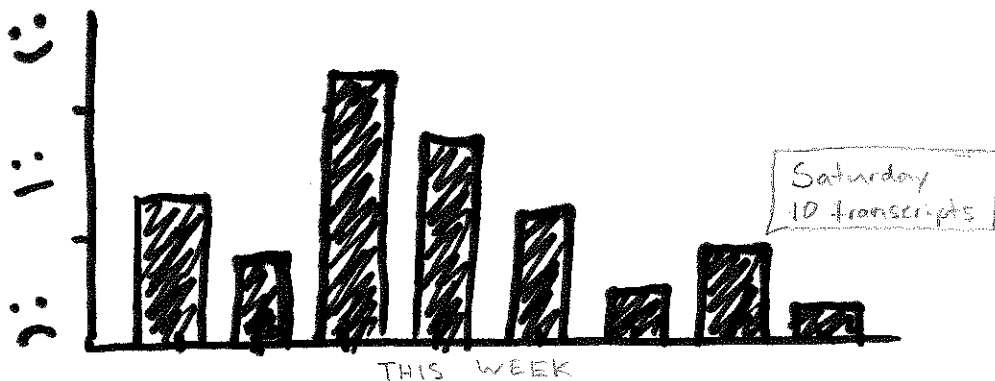
VIEW DETAILS



Negative Sentiment

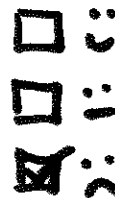
> COLLAPSE

Average Over Time



Word Frequency

Box Broken Lowes
Supervisor Cancel
Delivered never again



71% Chat/29% Email

VIEW DETAILS

FILTERS

Time frame

☒ Common

☒ This Wk

☐ Custom

to

Category

☒ Vanity

☒ Broken

☒ Mirror

☐ Delivery

[See More](#)

Location

☐ Georgia

☐ Florida

☐ Kentucky

[See More](#)

Sentiment

☐ 😊

☐ 😐

☐ 😞

☐ 😡

Contact Channel

☐ Chat

☐ Email

TRANSCRIPTS

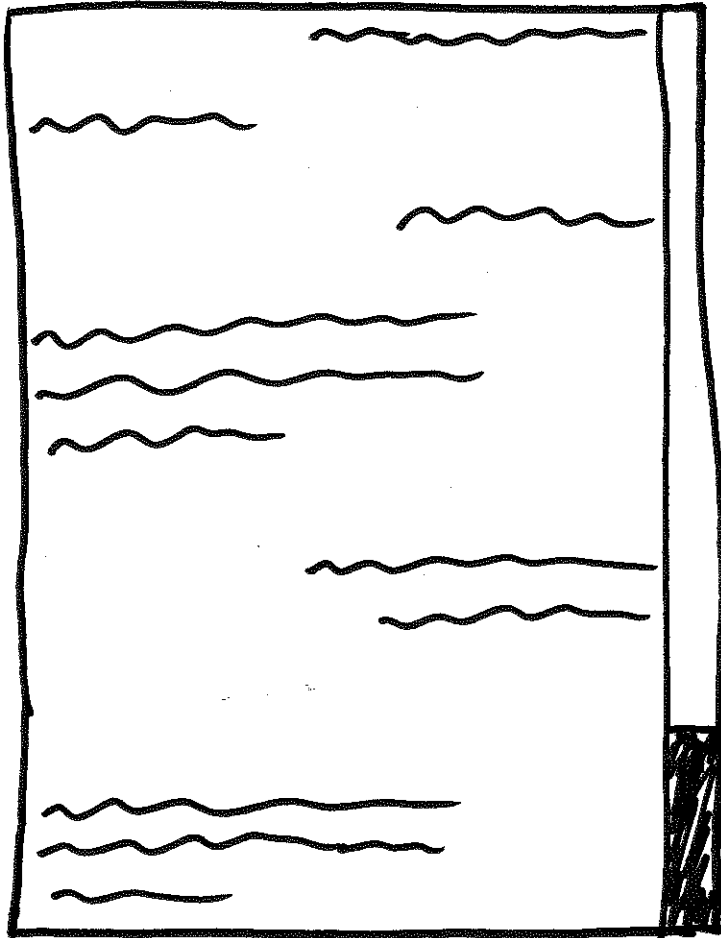
10 of 32 results for Category: "Vanity, Mirror, Broken"

Sort by [Most Recent](#)

Date	Location	Sentiment	Preview	
6/15/17	GA	😞	"...mirror was broken when..."	VIEW
6/15/17	FL	😊	"...broken mirror as soon as..."	VIEW
6/14/17	GA	😞	"...broken leg made it so..."	VIEW
6/14/17	KY	😐	"...mirror wasn't as pictured..."	VIEW
6/14/17	GA	😞	"...didn't have a mirror..."	VIEW
6/14/17	FL	😊	"...mirror wasn't even broken!"	VIEW
6/13/17	KY	😞	"...frame is broken on the..."	VIEW
6/13/17	GA	😊	"...mirror is the shiniest..."	VIEW
6/13/17	FL	😐	"...find the screws for mirror..."	VIEW
6/13/17	TN	😞	"...mirror has a crack on the..."	VIEW

< Back

Transcript



Info

6/15/17
2-3pm
Mobile chat
Android

Categories

Vanity

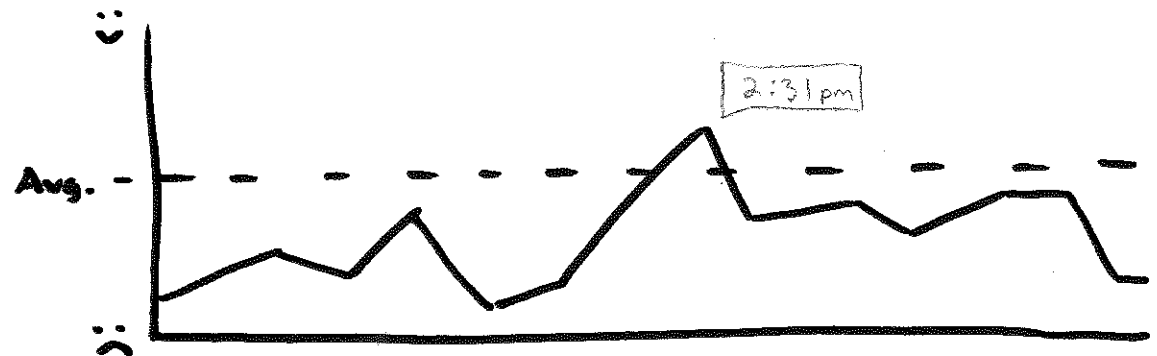
Broken

Mirror

Delivery issue

Sentiment

OVERALL 😞



Find in transcript:

Q