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Business Case

Articulating customer feedback towards gaining competitive advantage



Sentiment Analysis and Clustering accompanied by impactful visualization

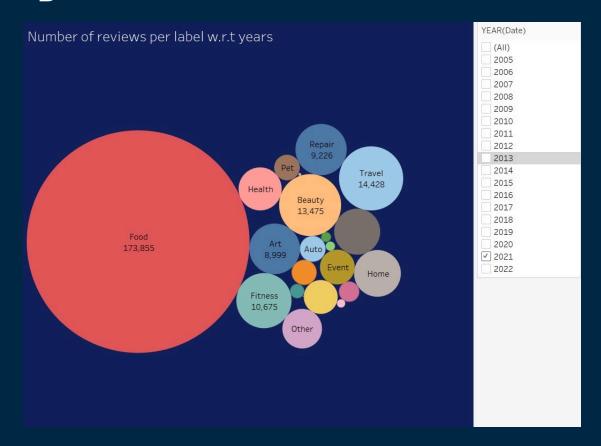


Enabling business owners and managers to optimize their strategy

Data Insights - Pre Pandemic



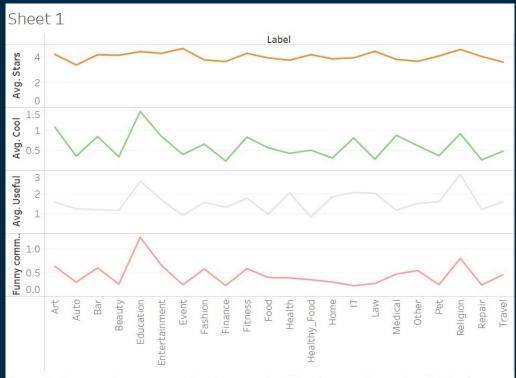
Data Insights - Post Pandemic



Data Insights



Data Insights



The trends of average of Stars, average of Cool, average of Useful and average of Funny for Label. The data is filtered on Sentiment, which keeps Negative, Neutral and Positive. The view is filtered on Label and average of Useful. The Label filter excludes Null. The average of Useful filter ranges from 0.838 to 2.990.

Insights

According to our analysis, one of the dominating industries is our food industry, followed by art, automobile industry and travel.

Secondly, we observed that there was a surge increase in food, beauty and health industry after the pandemic and there was a subtle decrease in beauty and events.

THANKS

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