**Time Interval:**

The time interval for this project was two days a week and thus the whole process of retrieving, cleaning and analysis of the data took a total of 3 months. The collection and cleaning of data took 1 month where the data was retrieved in the first three weeks and the cleaning took another week. The analysis including the graphs, emotions and scores took 2 of the remaining months.

**Data Cleaning**:

After retrieving the customer feedback data, it was cleaned and refined. The cleaning consisted of first translating the feedbacks from German language to English, correcting the spelling mistakes and eliminating the feedbacks that made no sense, such as numbers/characters in place of words. Data was also filtered to include only the most recent entries.