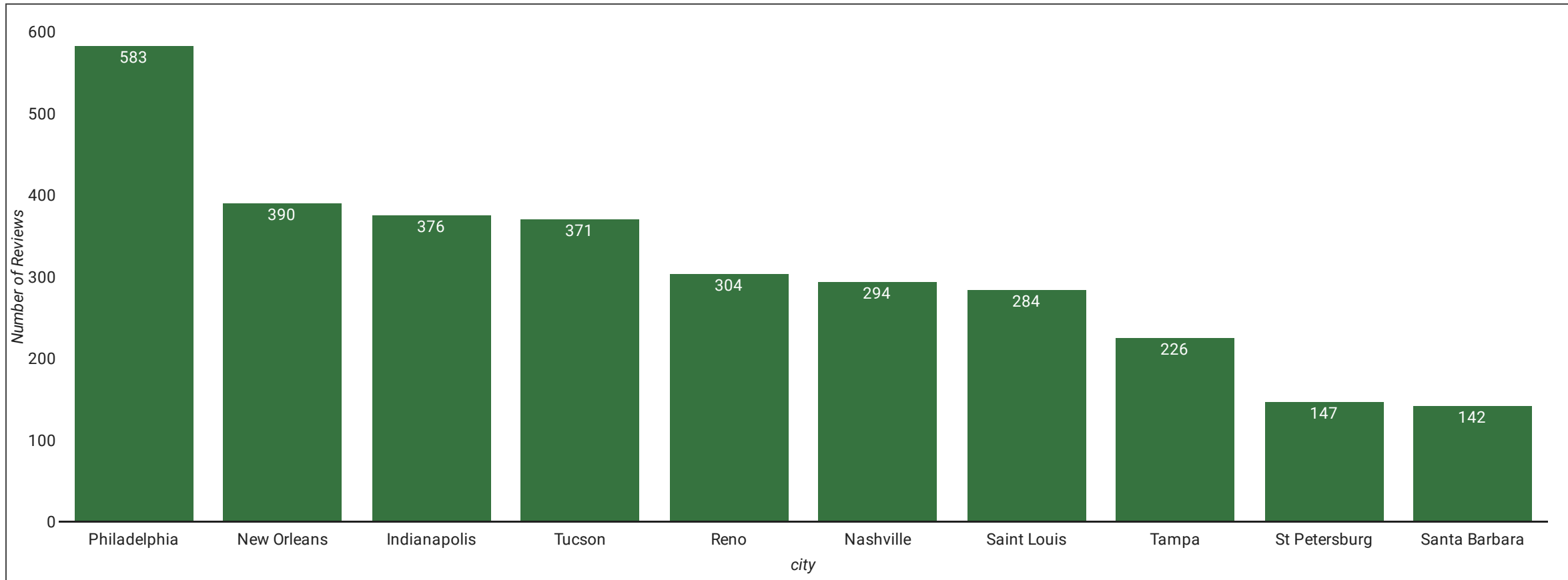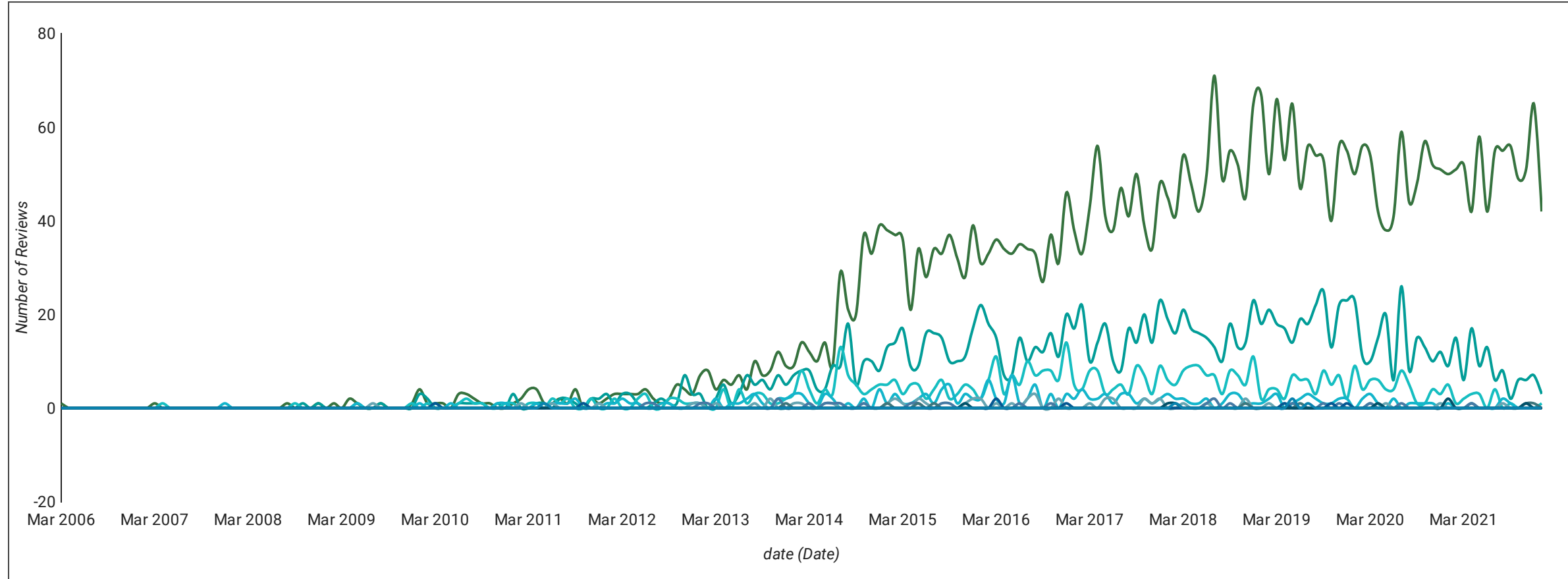# User Reviews by Month

Number of Reviews vs Year Month

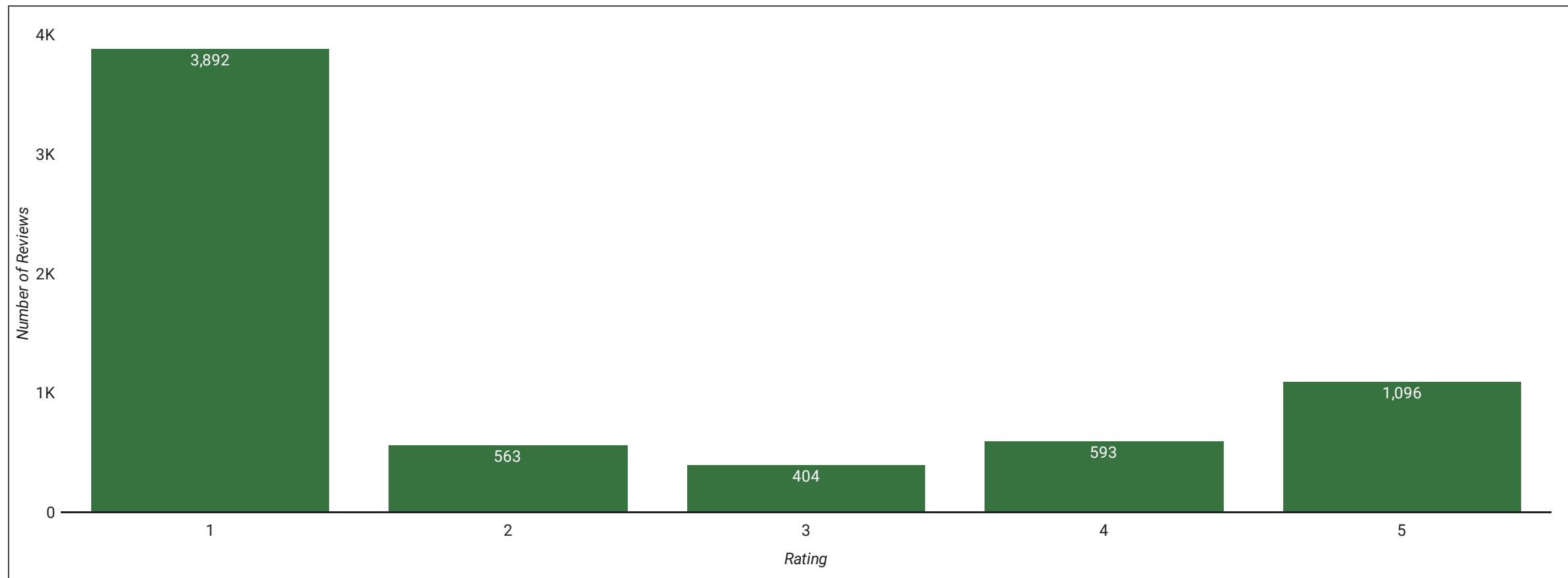# Top Cities by User Reviews

Number of Useful, Funny and Cool Reviews by Month

Distribution of User Ratings

Number of Reviews vs Rating

Rating	Number of Reviews
1	3,892
2	563
3	404
4	593
5	1,096

User Reviews by Location in the US

Number of Reviews   5 · ● ● 583
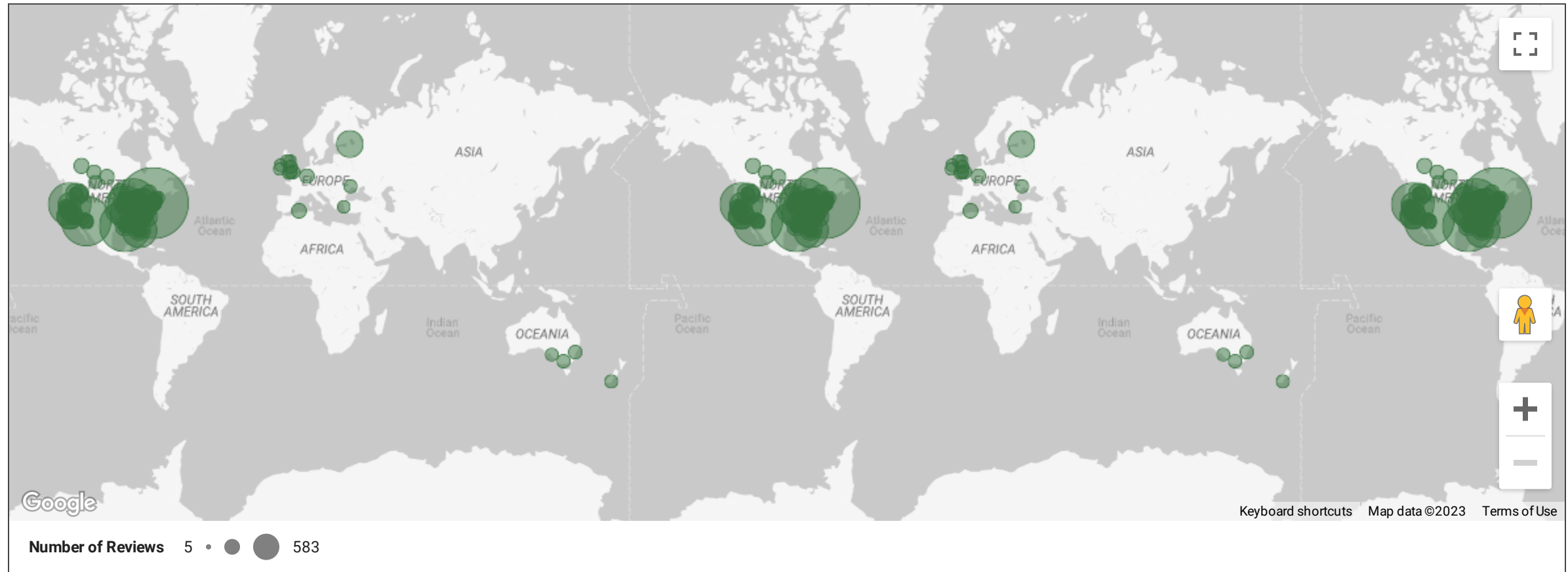
Automated User Review Classification (1)

55%

Online ordering experience : 9.55%

Delivery experience : 35.67%

Customer service : 30.97%

Pizza Quality : 7.81%

Location : 8.76%

Value for money : 5.77%

Dietar...

Atmo...

Delivery experience : 35.67%

Customer service : 30.97%

Online ordering experien...

Location : 8.76%

Pizza Quality : 7.81%

Value for money :...

Dietary rest... Atm...

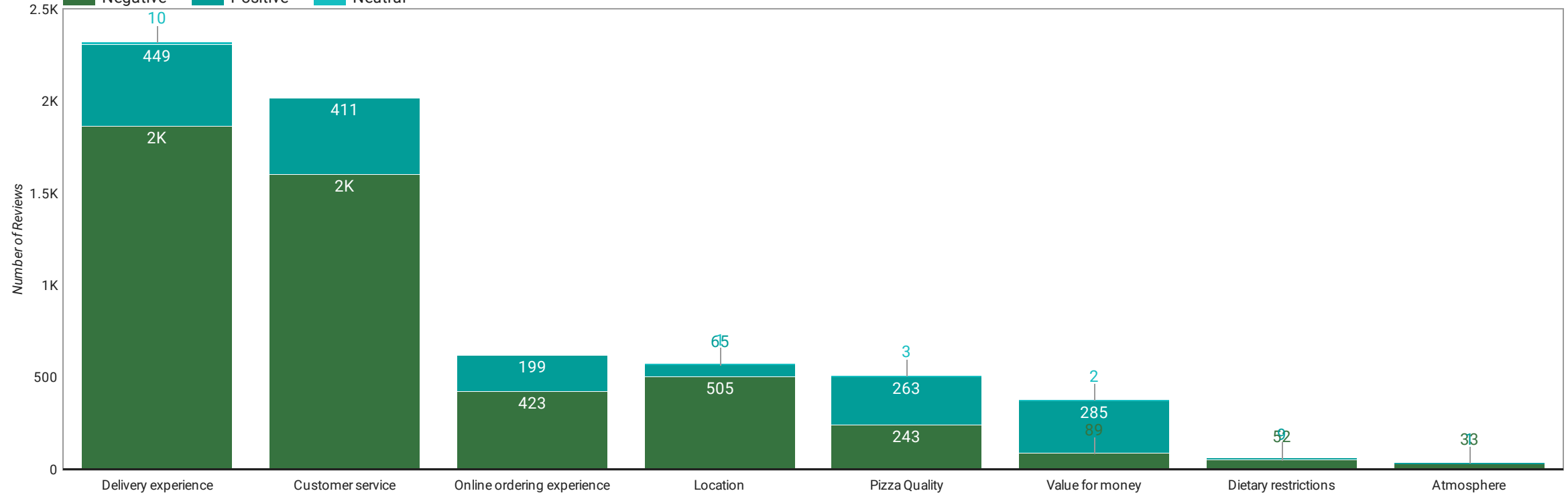| Review ID	User ID	Business Name	Business Address	User Reviews	Machine-Learned Topic Modelling	TM Precision Rate ❶ ▾	Machine-Learned Sentiment Analysis	SA Precision Rate ❷ ▾	Extracted Keywords
HGGsGIHrd oZm2DzF5y NPLg	yGk9QoP Rh_e5Sdi e2XvwzQ	Domino's Pizza	4855 General Meyer Ave	extremely poor customer service if i could give negative stars i would the manager seems to care but that needs to be passed down to his staff which i can only speak for one female employee with nopeopleskills customer service skills no where to be found we need people who give a damn and are for helping the customer for what they come to get not feel as if we are including you at your job that you need to do which you are being paid for sounds easy right so whats the fn problem reconsider going here untilthe revampthe staff and managment	Customer service	98.33%	Negative	99.20%	customer, staff, poor, negative, star
GqjrESl0t2w Qc9gec707J A	7wif1XC8 Nwg1leXv RyKkvg	Domino's Pizza	8914 Frankford Ave	worst customer service ever put me on hold 3 times never got back on phone after the 4th time i called back the guys said i told you to hold i asked to speak to the manager who said he was the gm and said they were short staffed what did i expect them to do rude ignorant and didnt apologize	Customer service	97.36%	Negative	98.84%	time, bad, customer, hold, phone
PfSgm20LrN	3OYrV JO	Domino's	716 South St	poor customer service never on time for example ordered	Customer service	97.22%	Negative	98.66%	time, poor, customer

1 - 100 / 6515 ‹ ›

User Review Sentiment Analysis (1)

Legend: ■ Negative ■ Positive ■ Neutral

Y-axis: *Number of Reviews* (0 to 2.5K)

Category	Neutral	Positive	Negative
Delivery experience	10	449	2K
Customer service		411	2K
Online ordering experience		199	423
Location	65		505
Pizza Quality	3	263	243
Value for money	2	285	89
Dietary restrictions	52		
Atmosphere	33		

User Review Sentiment Analysis (2)

Select date range ▾

City ▾

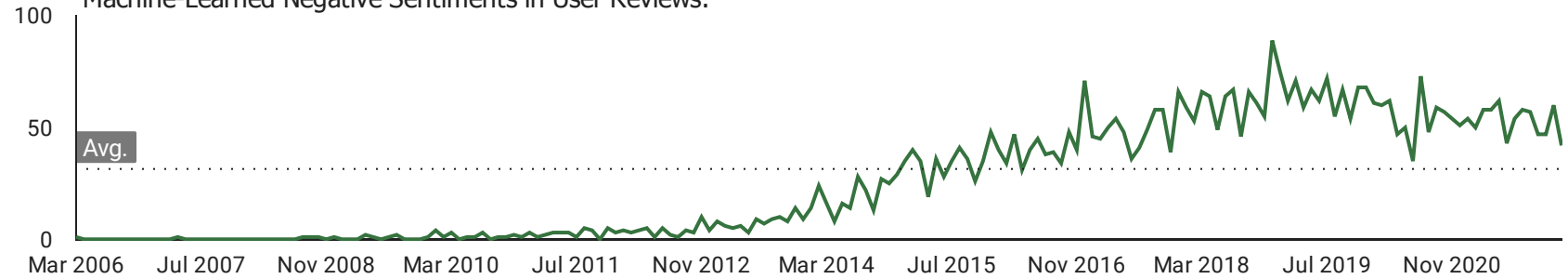| Topic Modelling	Reviews
Type to search	
☑ Delivery experience	2.3K
☑ Customer service	2K
☑ Online ordering experience	622
☑ Location	571
☑ Pizza Quality	509
☑ Value for money	376
☑ Dietary restrictions	61
☑ Atmosphere	34

Machine-Learned Negative Sentiments in User Reviews:

Machine-Learned Positive Sentiments in User Reviews: