This dashboard analyzes customer reviews for British Airways, focusing on satisfaction factors. It provides insights into customer demographics and aircraft performance to help identify areas for improvement.

Data Summary

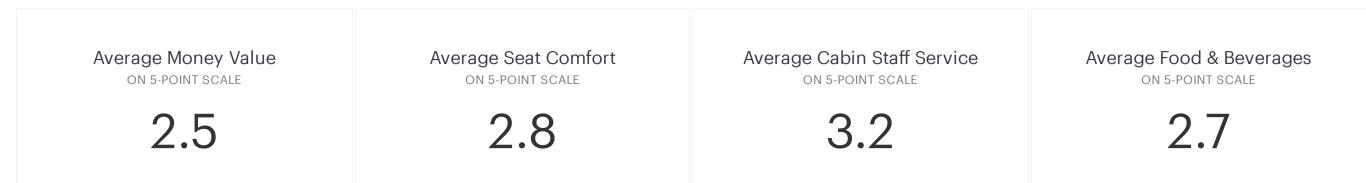
Average Rating
ON 5-POINT SCALE

Recommendation 35.13%

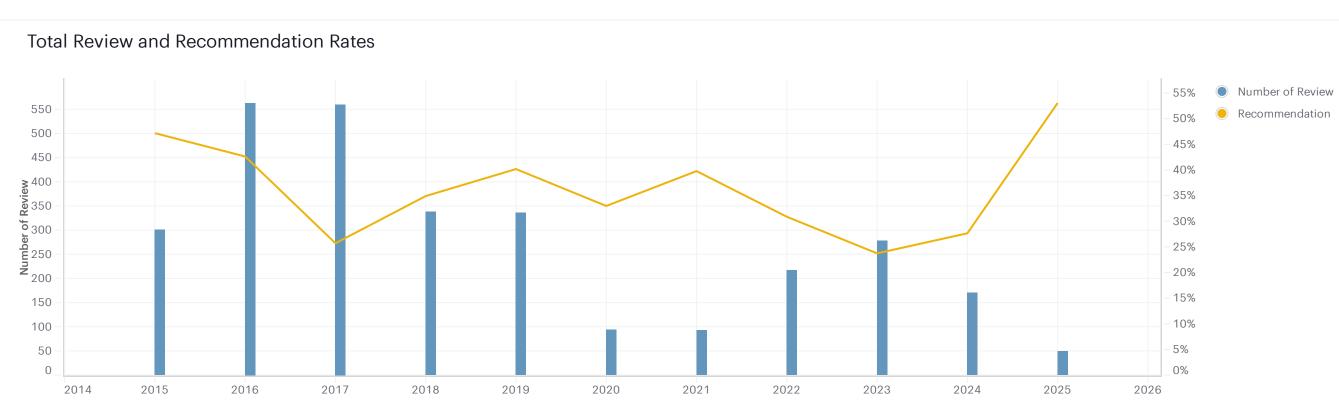
Total Reviews 3,000

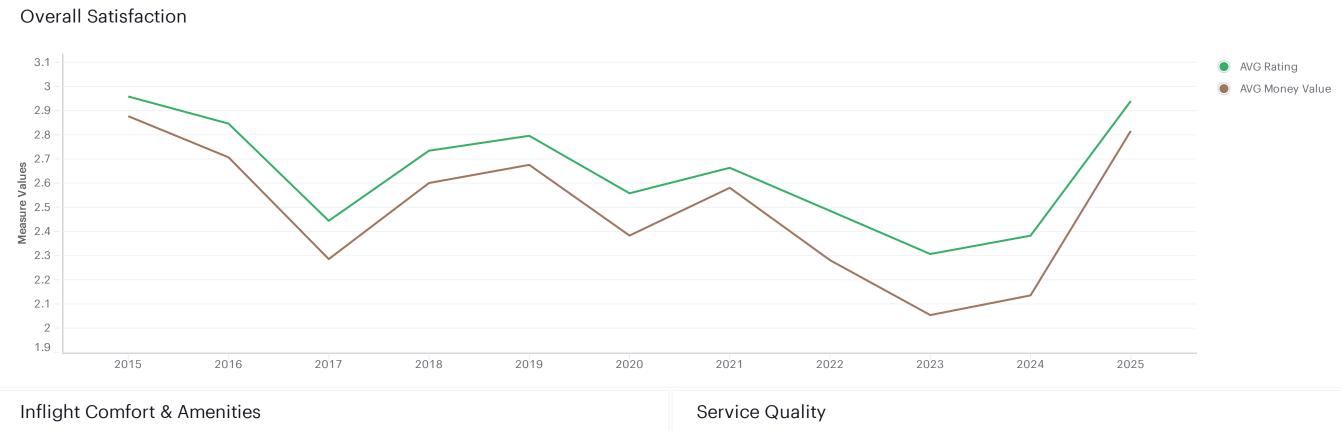
Verified Reviews 44.73%

Satisfaction Metrics



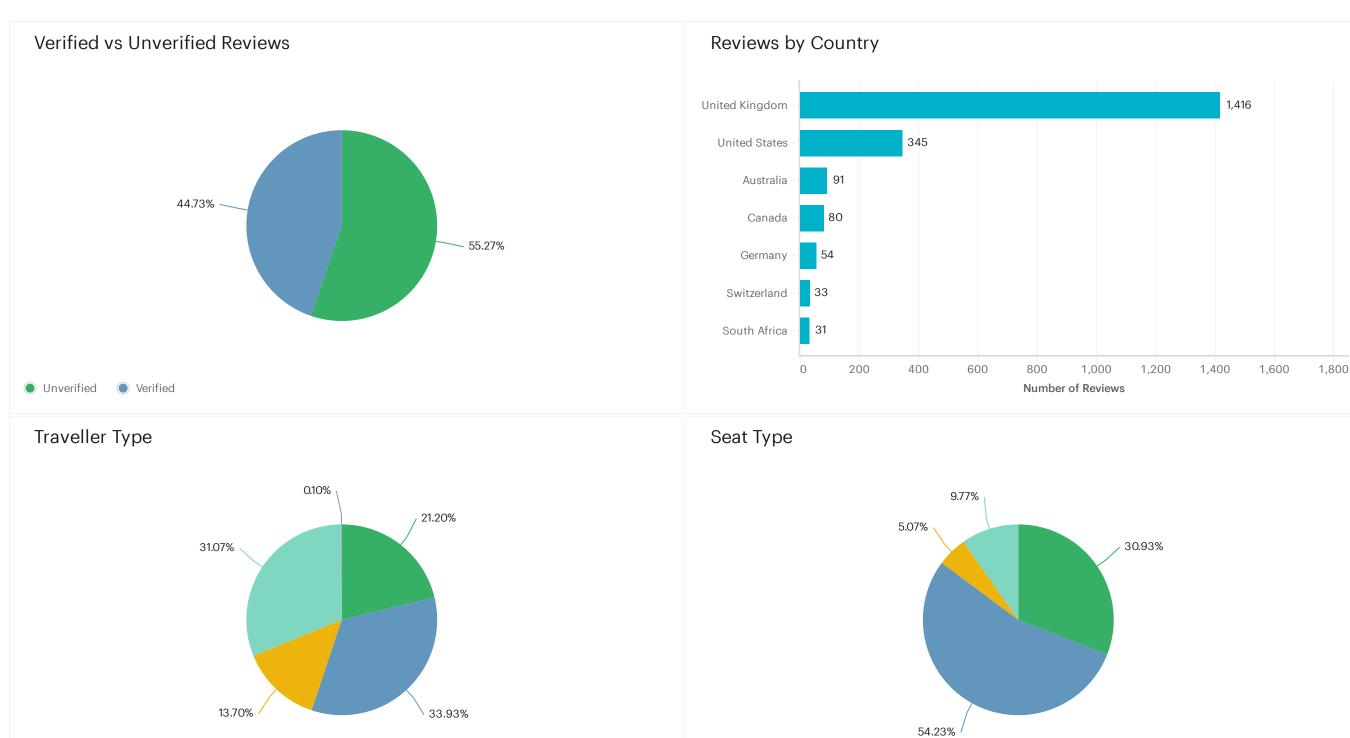
Time-based Analysis





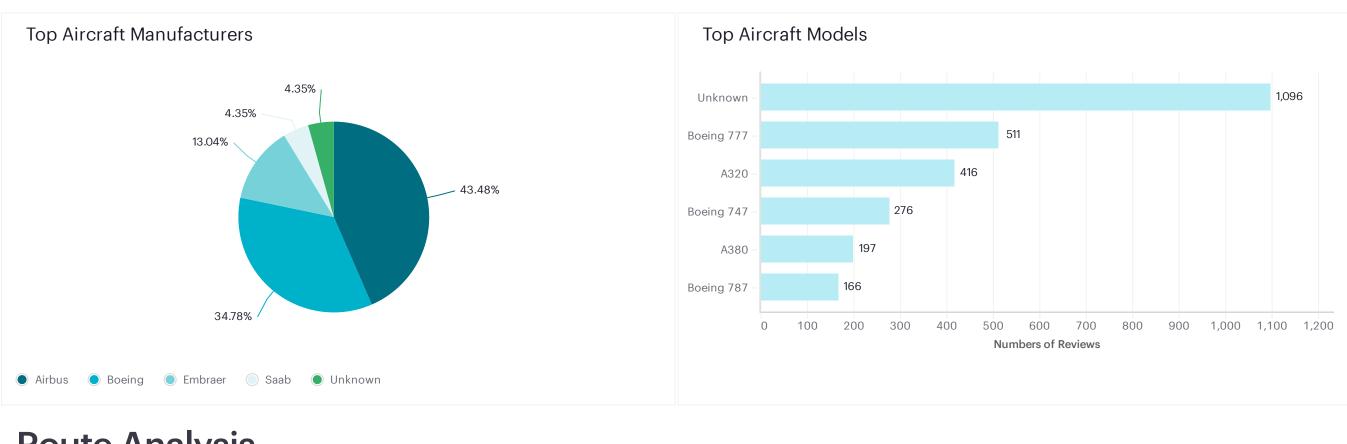


Customer Analysis



Aircraft Analysis

Couple LeisureFamily LeisureSolo Leisure



Business Class

Economy ClassFirst ClassPremium Economy

Route Analysis



Origin City 🔻	Count	AVG Rating ▼
London	44	3.0718
New York	40	2.845
London	32	2.8106
London	32	2.7431
London	30	2.565
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	London New York London London	London 44 New York 40 London 32 London 32

Customer Satisfaction Factors Correlation Analysis

