

# Mining and analyzing online reviews


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# Rebtel reviews @ Trustpilot

Data:

- User id
- User name
- Date
- Title
- **Text**
- **Stars** (1-5)
- Answer
- Verified (invited) by Rebtel






**naga veera venkata**  
1 review




Published 70 minutes ago

**Very pathetic response from the ...**


Very pathetic response from the customer support. I have raised a request # 1209343 on 23 June. No one didnt update my request and unable to place any calls till now. I sent many emails for response but no luck. If you are not responding back, please refund my amount ASAP.



**Enrique**  
1 review






Published 46 hours ago

 Verified order

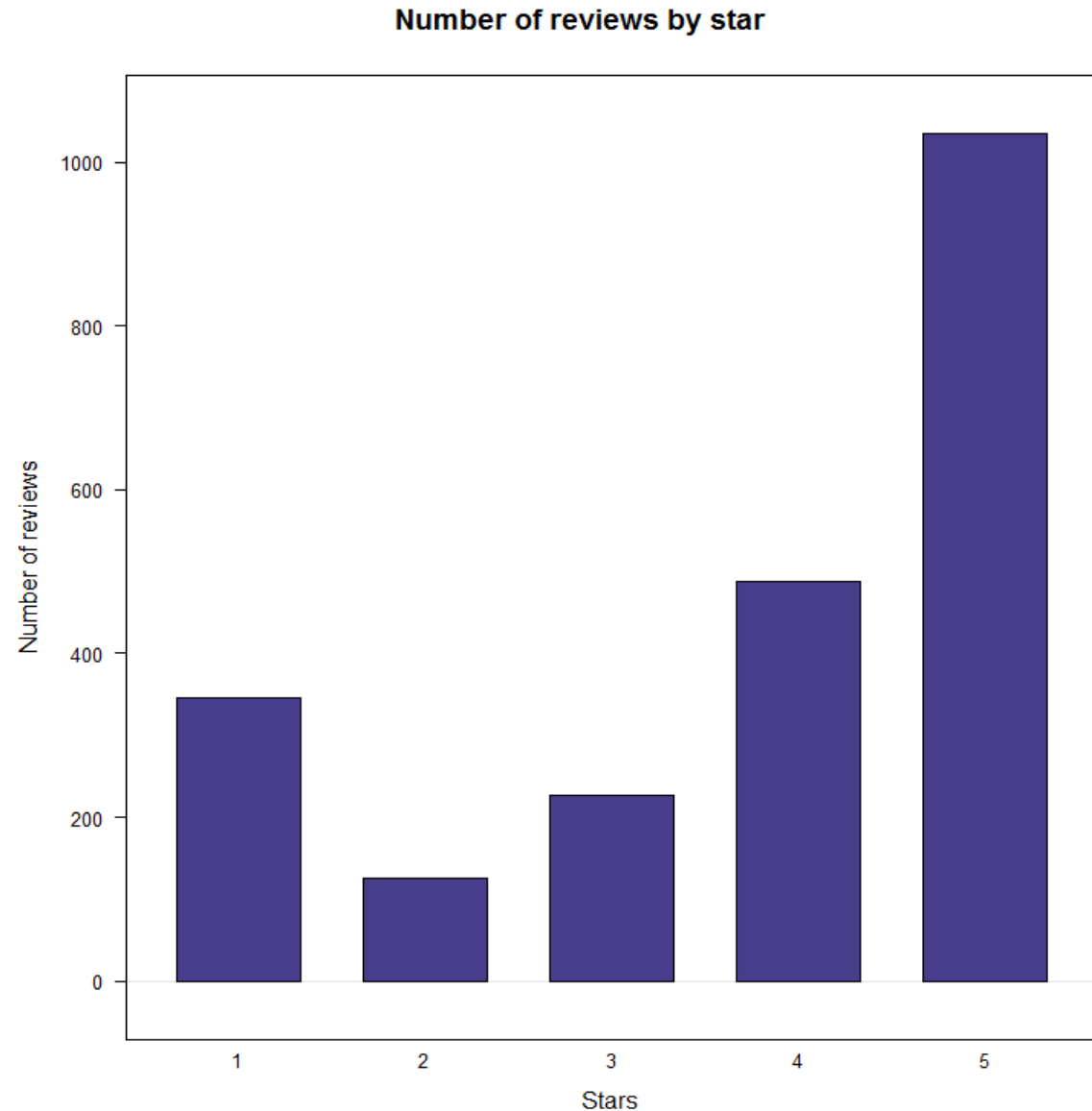
**Great quality and service.**

Great quality and service.

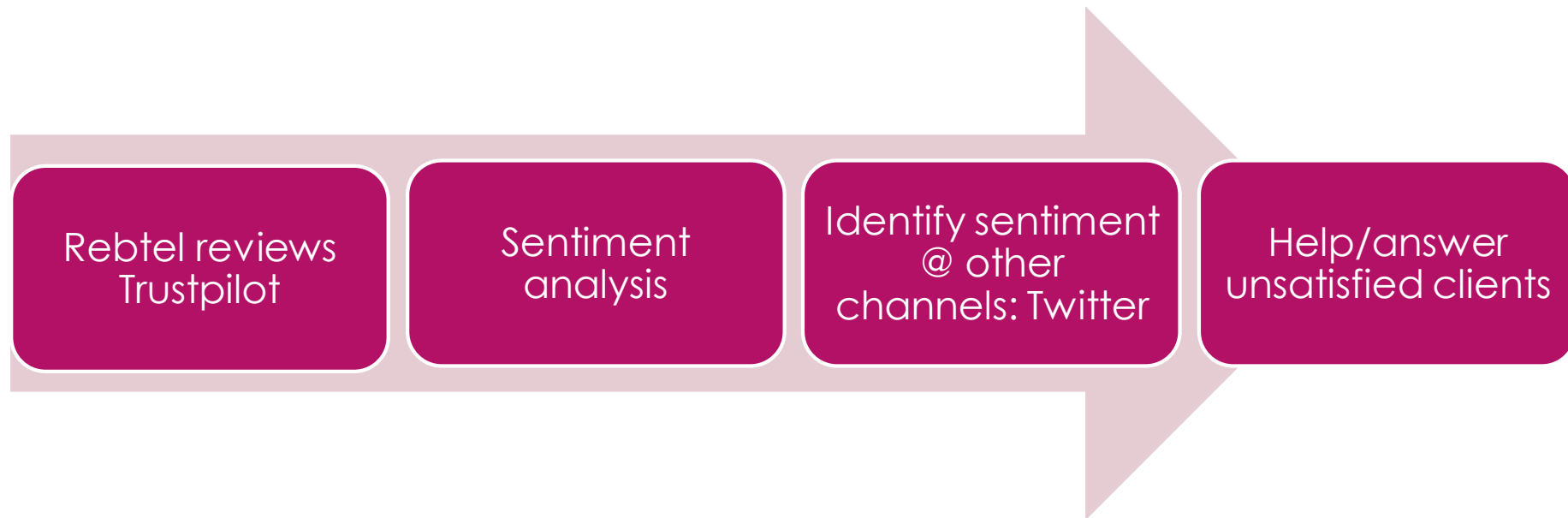


## Rebtel reviews @ Trustpilot (dashboard)

- ~2200 reviews
- Decreasing rating during last year.
- Increasing number of reviews with low rating (1 & 2 stars).
- Ratings from reviewers invited by Rebtel > ratings from rest of reviewers.
- Rebtel answers reviewers that give low ratings.



# Rebtel reviews @ other channels?



# Rebtel reviews @ Twitter (Plugin demo)

@rebtel

Top Latest People Photos Videos News Broadcasts

26.3K Tweets

#BSF17

#raad030

#devopsdays

#passage

Trump's Obama Obsession

#ThursdayThoughts

1,843 Tweets

#Pell

2,334 Tweets

#OnderNemerSplein

#iPhoneAt10

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Thanks Zak, that means a lot to us!

R

Rebtel @Rebtel · Jun 26

Replying to @Laila\_Love2013

Hello Laila, we've written you a DM, we're here to help!

Laila @Laila\_Love2013 · Jun 26

@Rebtel nothing this company says is real. Please do not use this app. I bought credit & never received and was promised support.. no answer

Hi Laila! To assist you best, please send us a DM of your registered number and we will help you from there. Thanks

Sent

Select Payment Method

PayPal

World Credits

20 % VAT United Kingdom

Total USD

Redeem a voucher

Offer 20 min - (one week free) is only available for new users. We have updated your on same product. Cancel anytime.

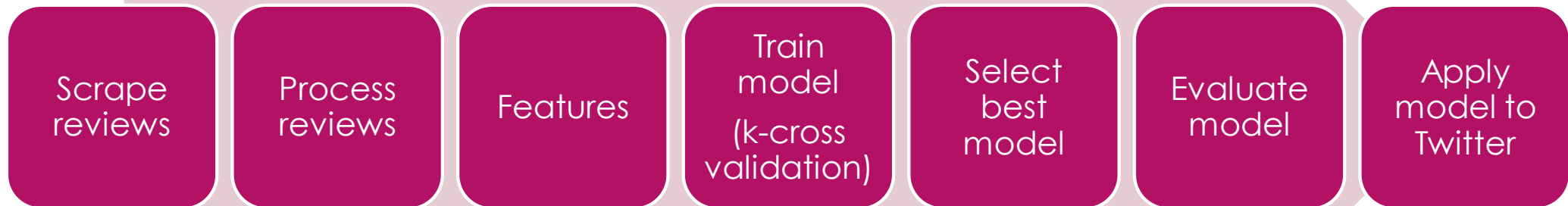
Rebtel

Hi Laila! To assist you best, please send us a DM of your registered number and we will help you from there. Thanks

Sent

# Sentiment analysis (Python)

- ▶ Textblob: Analyze polarity of review.
- ▶ Customized model: Use review ratings + nltk to train a model that predicts the sentiment of a new review.





# Project repo

[https://github.com/yurimejia/rebtel\\_sentiment\\_analysis](https://github.com/yurimejia/rebtel_sentiment_analysis)