

WAND Sentiment Taxonomy

The WAND Sentiment taxonomy is ideal for tagging customer communications such as reviews, emails, or phone transcripts to help gauge the overall tone of customer communication. The WAND Sentiment Taxonomy is an extensive set of adjectives, adverbs, profanity, and more pulled from real-world reviews of products and services and it can be a key component to a sentiment analysis engine. As with all our taxonomies, this strong foundation metadata model can be customized to include additional terms related to your specific needs or industry.

This taxonomy contains 1,978 terms and 25 synonyms.

- Dissatisfied (1,074)
- Neutral (166)
- Satisfied (253)
- Very Dissatisfied (275)
- Very Satisfied (206)