G-Tweet: Tool allowing to detect incidents on Twitter

In this Paper we show how we have tackled the problem of bad opinions about a waste company services on Twitter.

**PHASES:**

1. Detect and download tweets about waste service.
2. Define classifications of tweets in incidents and other.
3. Develop algorithms to classify tweets.
4. Manage the collected information sending it to the responsible for fixing them.
5. Technician fixes the incident and reports to citizen.

**PHASE 1:** Detect and download tweets about waste service.

1.2 Find key accounts and key hashtag.

In this Phase accounts and hashtag with the most activity are found. That allows improving the behaviour of algorithms.

**PHASE 2:** Define classifications of tweets in incidents and other.

**INCIDENT**

**CRITICISM**

**OTHERS**

**PHASE 3:** Develop algorithms to classify tweets.

The algorithms are: Semantic, geolocation, and recognize images.

**PHASE 4:** Manage the collected information sending it to the responsible for fixing them.

**TWITTER**

**TECHNICIAN**

**TWITTER**

**PHASE 5:** Technicians fix the incident and report to citizen.

The trends of the criticism tweets against the incidents tweets have varied, observing a transfer of criticism to incidents. This happens, because the citizens lose their anonymity when they receive the answer about their critics tweets.

**IN 6 MONHTS REDUCED 80% CRITICISM TWEETS**

Effectiveness 93%  
Efficiency 82%