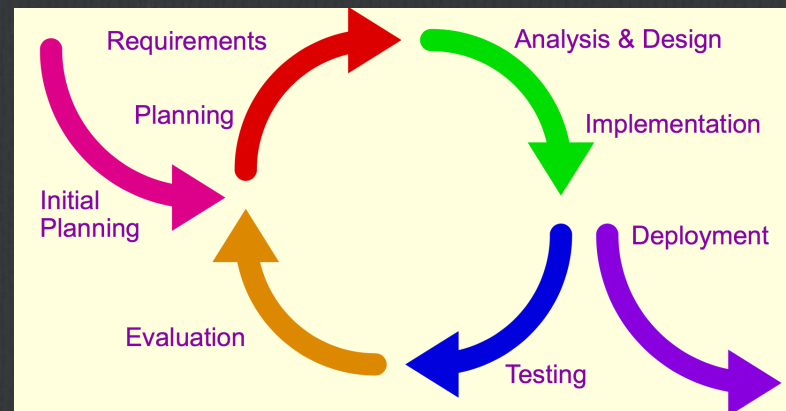


User Feedback for Continuous Software Evolution

HS15 Requirements Engineering II – Group 2

Continuity



- ☐ Iterative development
- ☐ RE specialists work in every iteration
- ☐ User feedback analysis (per Version and general)

Analysis of User Feedback

Topic

- ☐ Information retrieval techniques
 - ☐ Pre-defined entities (multiple choice, survey)
 - ☐ Data mining
 - ☐ **Topic modelling** (automatic/statistical or manual)
- ☐ Possible link to source code

Sentiment

AlchemyLanguage

LANGUAGE | GENERAL AVAILABILITY

AlchemyLanguage is a collection of 12 APIs that offer text analysis through natural language processing. The AlchemyLanguage APIs can analyze text and help you to understand its sentiment, keywords, entities, high-level concepts and more.

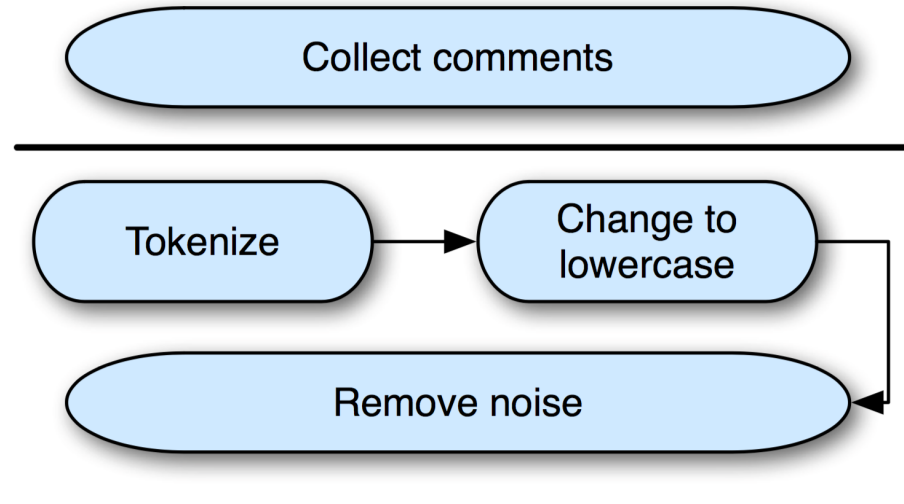


Why not both?

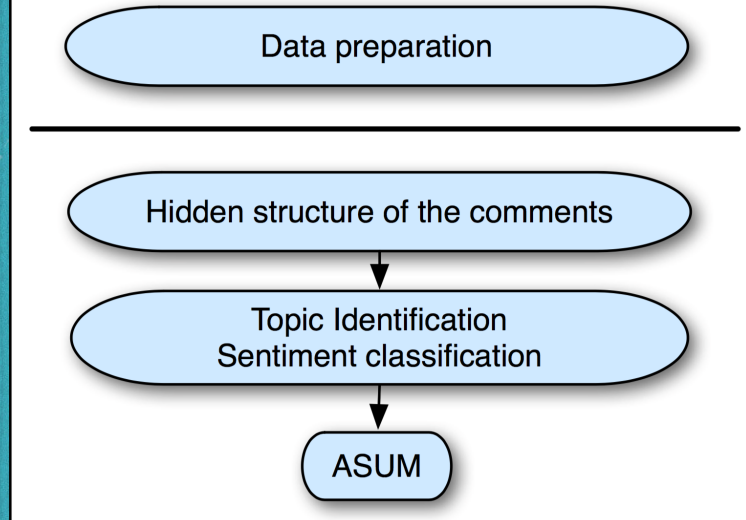
ASUM

- ☐ **Aspect and Sentiment Unification Model**
- ☐ **Association of Topics and Sentiments**
- ☐ **LOADS** of Bayesian Statistics
 - ☐ **Easily misinterpreted and misused**

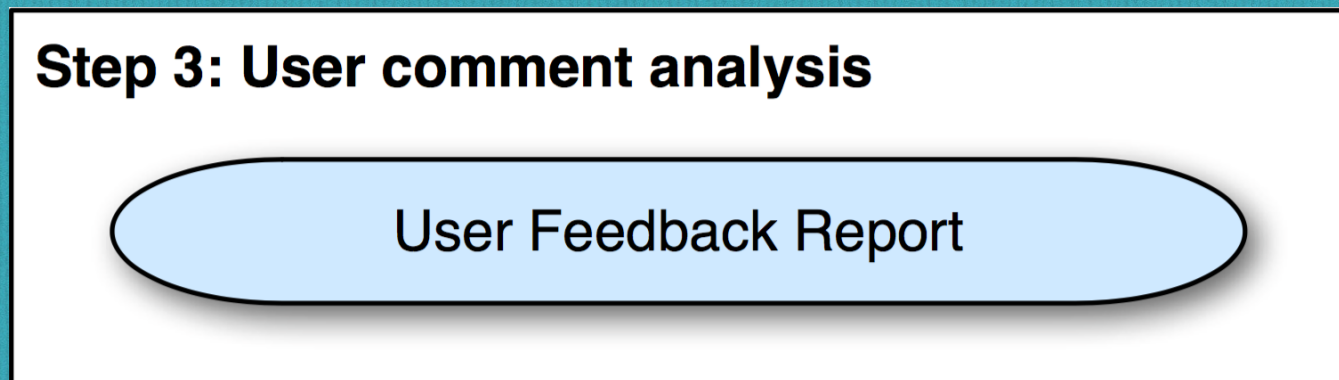
Step 1: Input data



Step 2: Text analysis



Step 3: User comment analysis



msg notifications aren't right either
i hate that i can't uninstall this app
works great on htc evo
i can't even change my profile pic
can't share photos from craigslist
this has the potential to be great but not the simple things aren't there
update has rendered my news feed completely useless due to constant refreshing
it would be nice if the facebook app didn't monkey with your chat status
i'm going to uninstall if there isn't a fix
it drops status updates
constantly freezing and is so very slow
functionality, can't update profile pic, can't tag people
but it would be nice to be able to play games on here
takes forever to download
the browser doesn't allow me to message
i also do not like the qqs feature
may have features as a mobile site
i hope this means you're working on a tablet interface, but for now i'm disappointed
news feed just flickers and constantly refreshes
this latest update is a giant piece of crap
please reverse it back and allow us to see birthdays in the event pages
also add a tag feature
essential thing is to tag photo
unreliable, slow, poor touch features
i think the app is headed in the right direction
needs more of the facebook options
missing so many features, and is a super space hog
force closes when opening
i'd like to be able to share things from my phone again
come on, blackberry, apple, and webos: all have better facebook apps
not showing messages or chats i get
this is constantly saying it can't sync
slow n' crappy fix it
better off using the internet browser
works good for me but wish i could tag friends in pics
rubbish, won't even let me install it
not bad but it's best on i phone
but i find it slower than the web page
fix the chat and it'll be a great app
i want the last version was better
fb should get push notification update atleast
all push notifications have stopped working
could be more like mobile sight large memory drain
days ago, never any new feeds
phones fix the damn feature across whatever there are
it seems like everytime i update it, it gets slower
wont sync with my sony arc
i think the photo bar at the bottom is useless
constantly freezes, does not update
mobile site more useable than this app
with the addition of chat this app just got so much better
was fine till last update
the pics could load faster but the chat works great
keeps asking for password while already logged in
force closes are annoying
mark zuckerberg would not be impressed
needs a lot of improving
why do they think htc phones are better than recent ones
widget force closes
user interface is terrible
android is a second class citizen
facebook is draining my battery
btw ur app is very slow
poke button and deleting comments would be nice also
outlay is learnable but not intuitive

Shortcomings

- ☐ What is a topic? What is it oriented to?
 - ☐ Component, quality attributes, general perception.
- ☐ Are bugs (not expected) topics?
- ☐ How many reviews are necessary?
- ☐ Are all of them useful?

Nein Danke ★★★★★

by Felix Fuchs - Version 0 - 25 October 2015

[All Reviews by This User >](#)

Installation auf Mac Book Air lief problemlos ab. Ab diesem Moment regelmässig Abstürze (vorher nie erlebt). Der anschliessende Neustart funktionierte jeweils nicht mehr. Nach ca. 5x Neuinstallation à X-Stunden die Festplatte formatiert und wieder Yosemite installiert. Tipp: Ohne vorgängiges Backup keine Installation auf El Capitan.

160 out of 193 customers found this review helpful

Was this review helpful? [Yes](#) | [No](#)

[Report a Concern >](#)

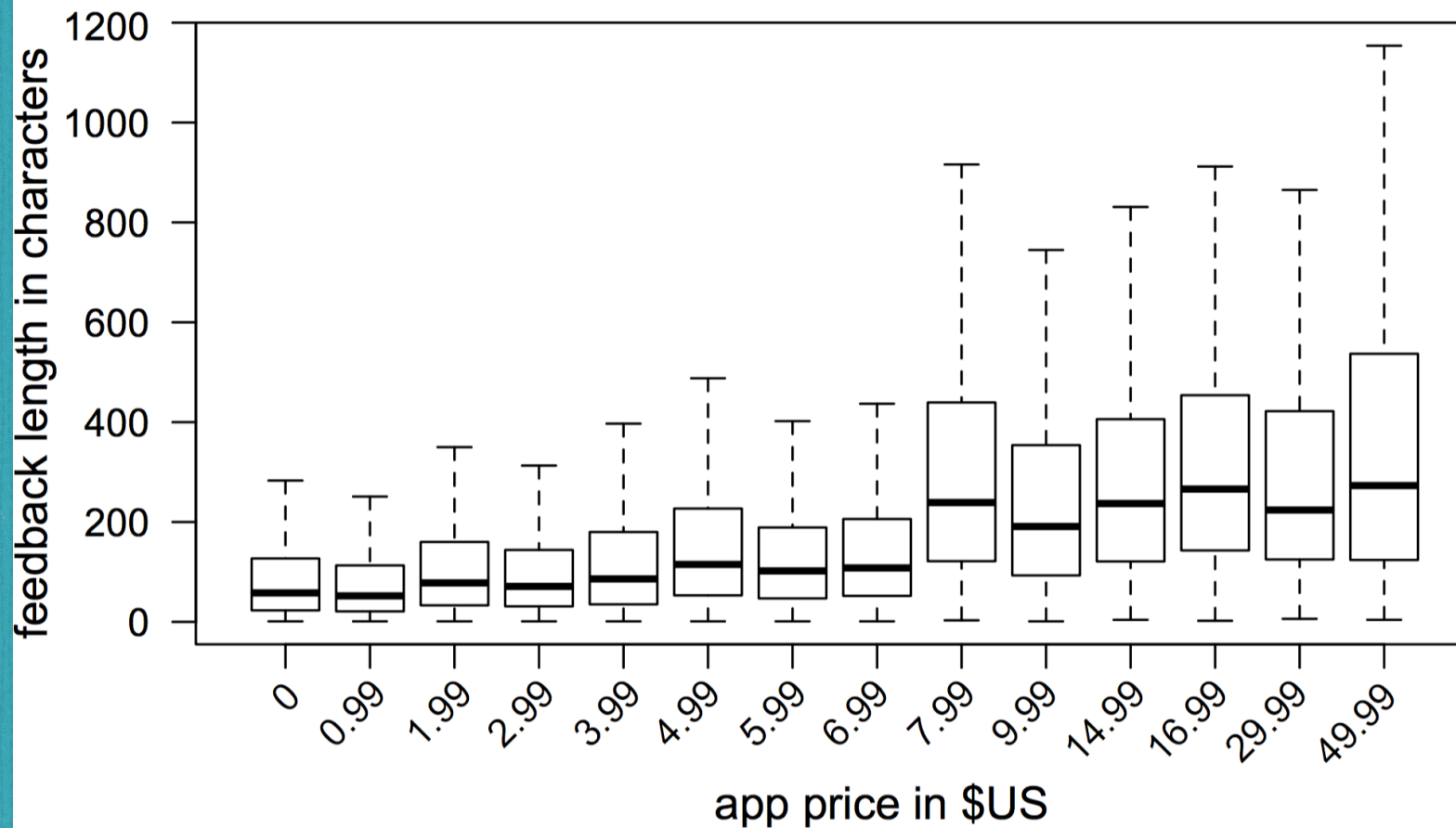


Figure 4. Feedback length by application price.

Feedback patterns

Table V

FREQUENT TOPIC PATTERNS IN USER FEEDBACK. $N = 1100$. ASTERISKS MARK PATTERNS WHICH ARE NOT CLOSED.

#	pattern	support	Ø rating
p1	{helpfulness, praise}	22.18%	4.86
p2	{feature information, praise}	14.18%	4.83
p3	{feature request, praise}	4.64%	4.37
p4	{helpfulness, feature information, praise}	4.27%	4.87
p5	{helpfulness, feature information}*}	4.27%	4.87
p6	{praise, recommendation}	3.73%	4.90
p7	{other app, praise}	2.64%	4.79
p8	{praise, shortcoming}	2.64%	4.24
p9	{content request, praise}	2.27%	4.60
p10	{dissuasion, shortcoming}	1.82%	1.45
p11	{helpfulness, praise, recommendation}	1.73%	4.95
p12	{helpfulness, recommendation}*}	1.73%	4.95
p13	{bug report, dissuasion}	1.27%	1.21
p14	{bug report, shortcoming}	1.27%	1.57
p15	{bug report, praise}	1.18%	4.23
p16	{feature information, praise, recommendation}	1.09%	4.83
p17	{feature information, recommendation}*}	1.09%	4.83
p18	{improvement request, praise}	1.00%	4.18
p19	{feature information, other app, praise}	1.00%	4.91
p20	{feature information, other app}*}	1.00%	4.91

Table VI

DISTRIBUTION OF RATINGS ACROSS TOPICS IN USER FEEDBACK.
 – □ 1 STAR, □ 2 STARS, ■ 3 STARS, ■ 4 STARS, ■ 5 STARS.

#	topic	Ø rating	rating distribution
t8	recommendation	4.88	
t2	helpfulness	4.85	
t3	feature info.	4.81	
t17	howto	4.80	
t1	praise	4.78	
t11	content request	4.25	
Ø sample rating		4.08	
t14	impr. request	3.92	
t7	other app	3.91	
t6	feature request	3.89	
t9	noise	3.67	
t16	other feedback	3.67	
t13	question	2.86	
t12	promise	2.27	
t4	shortcoming	2.10	
t5	bug report	1.84	
t15	dispraise	1.69	
t10	dissuasion	1.39	

Impact

“The easiest thing is to react. The second easiest is to respond. But the hardest thing is to initiate.”

