# Test Questions

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| **TQ** | **Reviews used as Test Question** | **Answer** |
| 1 | Right now nothing in the settings that you can use to assign different / custom text tones. | Helpful |
| 2 | There's no sound when someone calls you. | Helpful |
| 3 | I deserve it. | Useless |
| 4 | Great program and ability to sync it across all my devices makes it my favorite. | Helpful |
| 5 | I use OneNote on my laptop and love it. | Useless |
| 6 | Please fix this!! | Useless |
| 7 | I use DID Groundwire app, Skype, Google Voice and few other apps and services when travel in Europe or Asia. | Useless |
| 8 | Only complaint would be the app runs a bit sluggish, for example during launch or switching between tabs and conversations. | Helpful |
| 9 | Too Much screen at top now being used!! | Helpful |
| 10 | Until then this program is simply a note viewer. | Useless |
| 11 | Very disappointed. | Useless |
| 12 | Easy to use, no watermark, emails fast. | Helpful |
| 13 | Amazing. | Useless |
| 14 | Simple and easy to use interface. | Helpful |
| 15 | I have THREE BARS and full Wi-Fi yet it still won't sync. | Helpful |

# Explanations

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| **Nr.** | **Explanation** | **Applied to TQ** |
| 1 | The review expresses a desire for a new functionality that the user wants. | 1 |
| 2 | The sentence mentions that the user encountered an unexpected problem with a specific function. | 2, 15 |
| 3 | The sentence provides no information that is relevant to an application of any kind. | 3 |
| 4 | The sentence expresses how a user feels about specific functionalities of the application. | 4 |
| 5 | The sentence is nothing more than a generic description of how the user experiences the application. | 5, 10, 13 |
| 6 | While the sentence indicates that a certain problem with the app should be fixed, it does not specify what exactly the problem entails and is therefore not helpful for the developers. | 6 |
| 7 | The sentence is nothing more than a generic description of how the user used the application themselves. | 7 |
| 8 | The sentence mentions that the app is a bit slow and provides examples for situations when this observation occurs. | 8 |
| 9 | The sentence provides a detailed description about what the user feels that is wrong with the application. | 9 |
| 10 | The sentence is nothing more than a generic description of how the user feels about the application. | 11 |
| 11 | The sentence expresses specifically what the user liked about the application. | 12, 14 |