**Description**

In this job, you will be presented with fragments of user reviews from mobile app stores such as the Google Play Store or the Apple App Store. User feedback is important for the evolution and improvement of apps and can come in many different forms.

The goal of this job is to **identify what type of feedback the review mentions.** This entails classifying individual reviews as either being a **feature request, stability, performance, quality** related or **none** at all based on the guidelines below. If the feedback sentence fits **multiple categories** according to the guidelines, please choose the **predominant** one.

**Steps**

1. Read each feedback sentence carefully.
2. Determine whether the feedback sentence matches with one of the categories based on the guidelines and examples listed below.
3. Mark the feedback sentence as **Feature Request, Stability Feedback, Performance Feedback, Quality Feedback** or **None of the above**.  
     
   Continue to the next feedback sentence and repeat steps 1-3.

**Guidelines**

For each of the feedback sentences, carefully determine the relevant feedback category.

* **Feature Request:**
  + Expresses a desire for functions to be implemented in the future.
  + Mentions what features or functions are missing according to the user.
* **Stability Feedback:**
  + Refers to crashes or other instances when the application froze or did not work at all.
  + Mentions bugs that completely prevented users from interacting with the application.
* **Performance Feedback:**
  + Mentions how quick or slow the application performs after the user performs specific actions.
  + Refers to the usage of battery, memory or internet data by the application.
  + Note: poor performance leading to a crash is a stability issue.
* **Quality Feedback:**
  + Explicitly mentions what the users liked or disliked about how well/poorly the application does something (not a generic “I love this app”).
  + This could include how easy to use the application is perceived by the user.
* **None of the above:**
  + Does not appear to mention information relevant to an application of any kind.
  + Mentions other aspects about an application that clearly does not fit with the other previous categories.

**Examples**

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| --- | --- | --- |
| |  | | --- | | **Feature Request**   * *"I just wish I could turn off the emojis because I don't like them at all."* * *" Add video calling and you might have a contender for Skype.”* * *“It's nice but lacks the download feature that I have on the app for my android phone”* | | **Stability Feedback**   * *"Newest version crashes when opening"* * *"Buggy and unreliable, does not work often and signs me out regularly.”* * *“Still not working, keeps crashing after login details are entered.”*   **Performance Feedback**   * *"Good app but it is slow and lags sometimes."* * *“The most recent update improved the speed.”* * *“Stalls every time you write a tweet.”*   **Quality Feedback**   * *"Both the texting and calling functionalities are easy to use."* * *"It is smart, quick, and compact.* * *"Very customizable and clean lay out.”* * *"You can be friends with who you want and it protects your privacy, I love it!"*   **None of the above**   * "*My kids love it. Thanks*" * *"Not even worth the download time.”* * *"This is by far the worst app ever. I hate it so much."* | |