Understand your users better: Requirements Intelligence with OpenReq Analytics

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Abstract

With the rise of social media like Twitter and distribution platforms like app stores, users have various ways to express their opinions about software products. Popular software vendors get user feedback thousandfold per day. Research has shown that such feedback contains valuable information for software development teams. However, a manual analysis of user feedback is cumbersome and hard to manage. We present OpenReq Analytics, a software requirements intelligence service, that collects, processes, analyzes, and visualizes user feedback.

Dashboard showing “app health” indicator

- When do our users give feedback?
- Sentiment history
- E.g. number of bug reports over time
- Analytics for different time periods

Focus views on: problems and inquiries

- Find common problems
- Discover new ideas
- Filter irrelevant comments
- Explore frequent topics

Competitor comparison

- Select apps/accounts to compare with
- Compare user sentiment
- Identify popular topics

I can help the classification models

Do you want more? Scan our QR codes!

about OpenReq

tool demo (key: demo)