



# TOUR: Dynamic Topic and Sentiment Analysis of User Reviews for Assisting App Release

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# Motivation: information hides in reviews

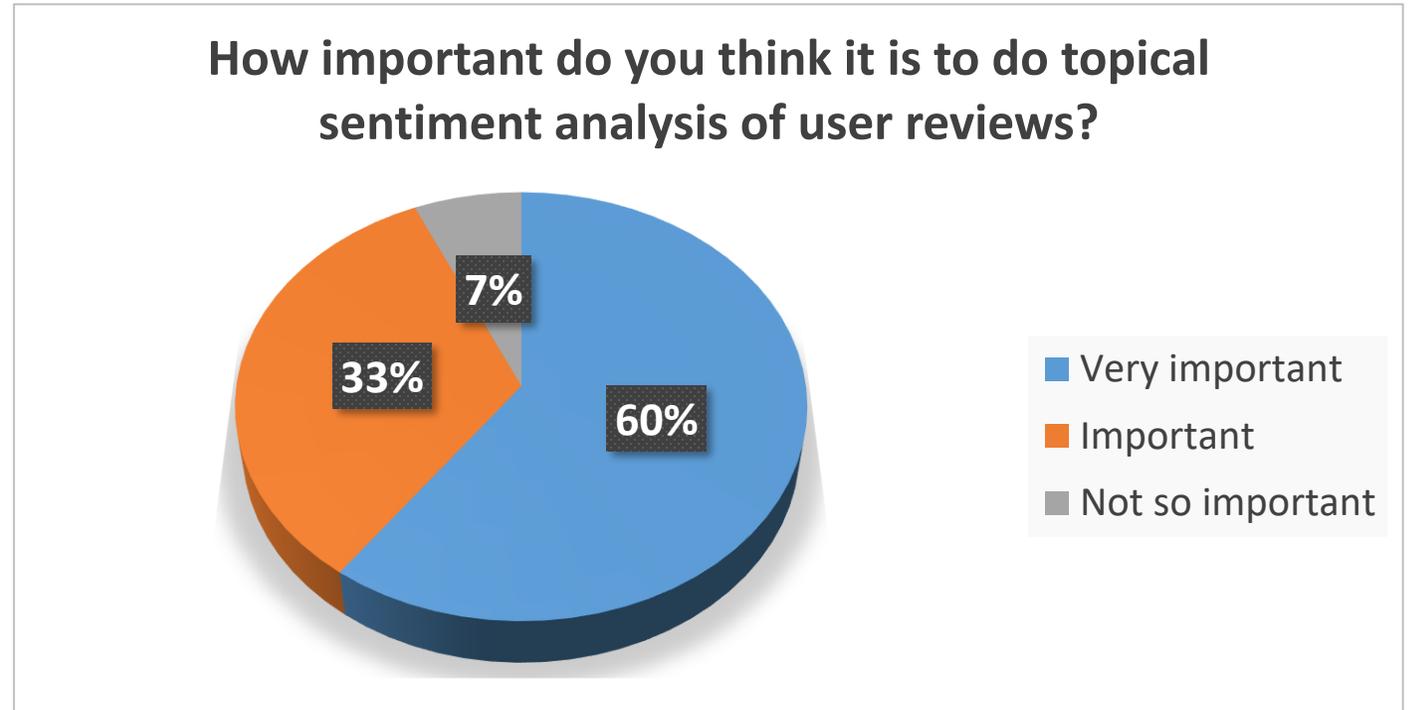
- Timely distilling user reviews is **important**
  - Addressing emerging issues
  - Planning the next release

The image shows a screenshot of a Business Insider article. At the top, the Business Insider logo is visible, along with navigation icons and a 'Subscribe' button. The article title is 'Facebook Messenger Is Getting Slammed By Tons Of Negative Reviews Right Now' by Dave Smith, dated August 9, 2014. Below the title is a promotional graphic for the Facebook Messenger app. The graphic features two hands holding smartphones: the left one displays the Messenger app interface with a list of messages, and the right one shows the app's lock screen with a dog. The text in the graphic reads 'Messenger Free texting from Facebook' and includes a 'Get Messenger' button. Below the graphic, it says 'Available now for Android, iPhone and Windows Phone'. The word 'Facebook' is written at the bottom left of the graphic area.

Now that Facebook will no longer let you send messages through its main mobile app, users are being forced to download and install Facebook Messenger — and they're not happy about it.

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# Motivation: manual analysis is hard

- Timely distilling user reviews is **difficult**

- Large quantity
- Noisy texts

Rating	Review	Date	Country	Version
★★★★★ 5.0	<b>Everything I love in one app</b> by Rosel14 I'm glad Target combined everything--cartwheel, target.com, and mobile coupons all in one great app!	Sep 30, 2017	US	9.4.0
★★★★★ 4.0	<b>Great app for Target Lovers</b> by Honyok3 This is a great way to find things in the store if you do not know where they are. Also you get good mobile coupons. The only drawback is the Touch ID sign in not working. I enabled it several times and it never worked. Thanks for fixing the sign in constantly issues.	Sep 30, 2017	US	9.4.0
★★★★★ 5.0	<b>Biometric !</b> by laker2000 I love being able to login with fingerprint. It's really awesome! Thank you Target!	Sep 30, 2017	US	Unknown
★★★★★ 5.0	<b>UPDATE: Something is wrong...</b> by elephantlover5 Thank you for fixing the app target! I have updated my rating I don't know how you guys haven't fixed this as other people are having this exact same problem but over the last few days of maybe a week if I login, it prompts me to login. Over and over again. Please fix!	Sep 30, 2017	US	Unknown
★★★★★ 4.0	<b>The app</b> by Nifty Nanny The one thing missing is the ability to share the link to a product or copy and paste it to share on text or email	Sep 29, 2017	US	9.4.0
★★★★★ 5.0	<b>Love to shop</b> by Eli girl 2014 Whether it's in store or online Target hits the spot every time!	Sep 29, 2017	US	9.4.0
★★★★★ 5.0	<b>app</b> by Clearance King The new app! The scan feature tells you the price for most items and lets you know if it's cheaper than the old Target app.	Sep 29, 2017	US	9.4.0

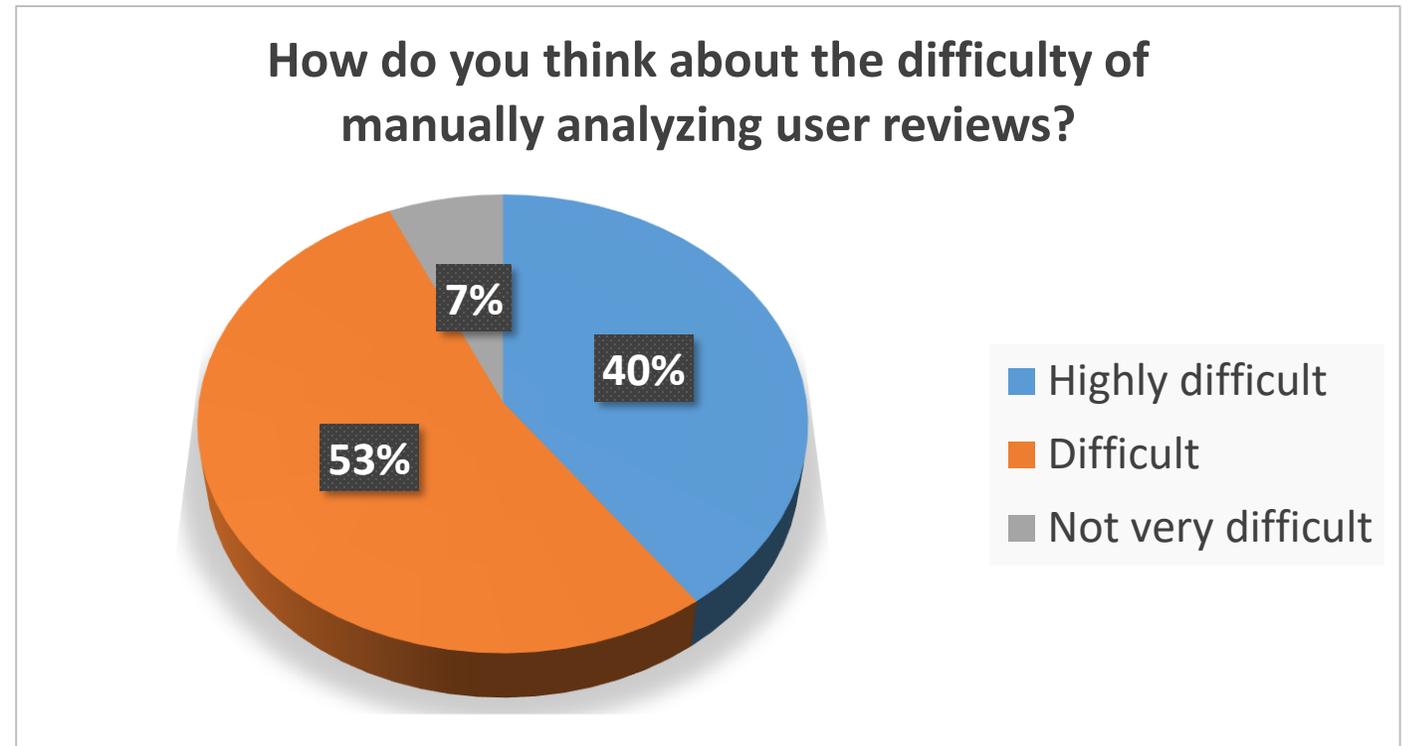
App Annie Free Intelligence for Product Management: Build an Engaging App  
1,114 views · Jun 12, 2018

<https://www.youtube.com/watch?v=btlnOS3Go>

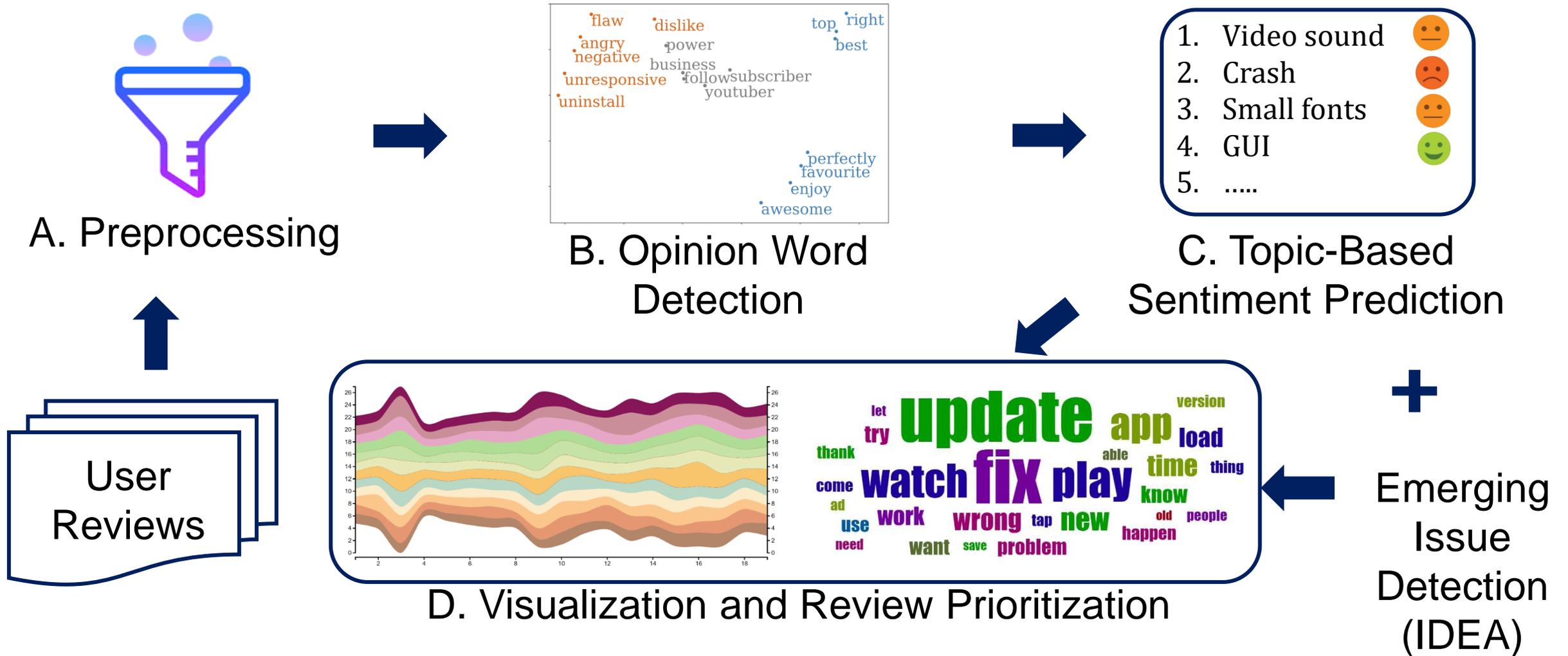
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# Workflow of TOUR



# Source Code & Demo

 Home page: <https://yttty.github.io/tour>

 Source Code: <https://github.com/yttty/tour>

Live Demo: <http://35.173.198.52:5000/>

# Input File Format

Rating

Review body

1.0\*\*\*\*\*i can't load any of the video on my youtube ever since i update the app .  
please fix this problem as soon as possible .\*\*\*\*\*report problem .\*\*\*\*\*Apr 01, 2017

\*\*\*\*\*12.11\*\*\*\*\*SG

App  
Version

Region

Review title

Date

```
youtube_1000.txt
2.0*****video still open in browser den can tap to open in app . it's not as
describe .*****best free channel for video .*****Apr 01, 2017*****12.11*****SG
1.0*****i can't load any of the video on my youtube ever since i update the app . please
fix this problem as soon as possible .*****report problem .*****Apr 01,
2017*****12.11*****SG
1.0*****after the update it get more worse come on youtube step up .*****not
work .*****Mar 31, 2017*****12.11*****SG
4.0*****usually i love the youtube app but this current update have leave me unable to
watch any video . i get the error something wrong please tap to retry and it seem to be a
common error with other user . please do something about it !*****please fix !*****Mar
31, 2017*****12.11*****SG
1.0*****unable to load video .*****can't play .*****Mar 30, 2017*****12.11*****SG
1.0*****after the update , some video can't load up or cut off halfway and buffer say
there be no connection .*****unable to load .*****Mar 30, 2017*****12.11*****SG
4.0*****i've see other review about the video not load and it's the same for me , i write
this review to let the app developer and other user know about this problem . everything be
fine until today when i update the app and suddenly i cant view the video anymore only
thing mention be something go wrong , tap to retry and re tap doesnt work . please fix this
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# Thank you!

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