

Feedback - What the Users Think

Anna Nazaryan

Project Manager

annanazaryan@collabora.com



Collabora
Online



Introduction

- The type of data we store
- Data maintenance
- Happy/Unhappy users
- Interesting feature requests
- Statistics based on ratings

Type of data we store

- Report
- Rating provided by users
- Feedback, which is differentiated in 3 types
 - Bug reports
 - Praises
 - New Feature request.
- Date of when the feedback was provided.
- Email of the reporter, however not every reporter adds his email address.
- Hash of the version

Note: We expire personally identifying information after three years.

A	B	C	D	E	G	H
Report	Rating	Comment	Comment en	Time	Reporter	VerHash
1	5	Middlefief		2021-11-12 17:12:01.962244	wget@wget.be	
2	1	bru		2021-11-18 18:56:26.782604	bru	f486abaf
3	5			2021-11-26 08:30:01.104518		b5534c4
4	5			2021-11-26 10:02:10.100004		b5534c4
5	5			2021-11-27 03:33:24.450818		b5534c4
6	5			2021-11-27 20:12:30.363634		b5534c4
7		Very good product. Sure I recommend it.\		2021-11-28 08:35:16.929935	rchaer@fing.edu.uy	b5534c4
8	5	Please add the equation editor.		2021-11-28 18:57:31.871015		b5534c4
9	5			2021-11-28 20:04:46.181189		b5534c4
10	1			2021-11-29 10:11:06.875799		b5534c4
11	5			2021-11-29 13:48:41.524703		b5534c4
12	1			2021-11-29 21:45:37.312440		b5534c4
13	5			2021-11-30 07:35:04.198516		b5534c4
14	5			2021-11-30 07:57:38.518028		b5534c4
15	4			2021-11-30 09:20:47.551668		b5534c4
16	4			2021-11-30 09:26:35.380747		b5534c4
17	3	This dialog just disappeared, and then reappeared empty. That's not great.		2021-11-30 12:28:45.477422		b5534c4
18	1			2021-11-30 16:30:41.440310		b5534c4
19	5			2021-11-30 17:32:15.279640		b5534c4
20	5			2021-12-01 01:44:22.210251		b5534c4
21	3			2021-12-01 07:47:53.732699		b5534c4
22	5			2021-12-01 08:22:37.863540		b5534c4
23	5			2021-12-01 15:50:05.529319		b5534c4
		I like the idea of 1- being able to host on my own servers and do my own backups, maintenance, etc. 2- being able to edit documents over the internet using a browser and not having to have software installed on my client machine, 3- most importantly, the ability to have 2 or more people working in the same document, reading and editing together. It is wonderful. Thank you,				
24	5	Jordan		2021-12-01 23:36:29.583862	jordan@soapalchemy.com	b5534c4
25	5			2021-12-02 06:02:17.791804		b5534c4
26	5			2021-12-02 06:34:24.578271		b5534c4
27	5			2021-12-02 06:36:07.183678	bankmrc054	b5534c4
28	1			2021-12-02 13:09:10.305299		b5534c4
29	5			2021-12-02 14:50:42.669658		b5534c4

Data maintenance

- Turning original CSV into a well-organized spreadsheet.
- Filter the data from original spreadsheet and keep only the data that is necessary for our analysis.
- Use special colour palette to differentiate bugs, features and words of praises.
- Turn hash into version.
- Refresh spreadsheet once in two weeks.

	A	B	C	D	E	G	H	I
5	3534	5			2023-01-24 14:35:41.635902		dc73229	22.05.8.2
6	3535	5			2023-01-24 14:44:48.394915		8f42f09	22.05.7.2
7	3536	3	Leider laggt das Programm zu fest beim scrollen. (Dokument mit ca. 5 Seiten)	Unfortunately, the program runs too tightly when scrolling. (document with approx. 5 pages)	2023-01-24 15:03:51.544255		8cc0891	22.05.7.3
8	3537	1			2023-01-24 15:04:11.655932		dc73229	22.05.8.2
9	3538	4			2023-01-24 15:36:16.306290		dc73229	22.05.8.2
0	3539	5			2023-01-24 15:54:46.048295		53a9745	22.05.5.3
1	3540	5			2023-01-24 17:04:43.780399		53a9745	22.05.5.3
2	3541	4			2023-01-24 17:25:15.837676		4fad249	22.05.6.3
3			Hey, I can't seem to use the WEBSERVICE function without getting err:540. \					
			Looking at libreoffice docs, it looks like that means external content is disabled. I can enable it in libreoffice and then it works locally, but in collabora online on nextcloud there is no button to enable it. \					
4	3542	4	If that were working, I'd give 5 stars/		2023-01-24 18:08:30.950002	charlie@busyboredom.com	75263d0	22.05.9.2
5	3543	5			2023-01-24 18:35:29.219356		4fad249	22.05.6.3
6	3544	4			2023-01-24 21:20:33.709470		6b68488	22.05.8.4
7	3545	5			2023-01-25 00:50:54.676084		6b68488	22.05.8.4
8	3546		Installé chez moi titre personnel depuis le confinement, c'est un produit incroyable ! \	Installed at my home on a personal basis since confinement, it's an incredible product !	2023-01-25 06:10:31.633765		0a6a0d7	22.05.9.3
9	3547	1	5 Danke !!!	Dank!!!	2023-01-25 06:59:54.429772		f63c415	21.06.28.1
0	3548	1	nul		2023-01-25 07:15:29.232731	mael.chaudet17@outlook.com	4fad249	22.05.6.3
1	3549	4			2023-01-25 07:17:49.443154		dc73229	22.05.8.2
2	3550	1			2023-01-25 09:11:08.456918		75263d0	22.05.9.2
3	3551	1			2023-01-25 09:44:51.629137		dc73229	22.05.8.2
4	3552	1			2023-01-25 09:53:00.880129		4fad249	22.05.6.3
5	3553	2			2023-01-25 10:21:45.278281		f63c415	21.06.28.1
6	3554	1			2023-01-25 10:27:41.891507		dc73229	22.05.8.2
7	3555	4			2023-01-25 10:38:21.772031		6b68488	22.05.8.4
8	3556	3			2023-01-25 10:46:14.339584		75263d0	22.05.9.2
9	3557	2			2023-01-25 11:03:50.753236		dc73229	22.05.8.2
0	3558	1			2023-01-25 11:05:36.845022		dc73229	22.05.8.2
1	3559	5			2023-01-25 11:13:59.917624		dc73229	22.05.8.2
2	3560	5			2023-01-25 11:14:18.523189		0a6a0d7	22.05.9.3
3	3561	1	I'm not able to select any cell of the first column, so bad		2023-01-25 11:41:19.411576		75263d0	22.05.9.2
4	3562	5			2023-01-25 12:23:51.154445		53a9745	22.05.5.3

Happy users' feedback

- *"I recommend it. Very complete and compatible with LibreOffice. I am satisfied."*
- *"The operation and the first impression are very good, I'm looking forward to further features to get closer to the big top dogs like MS Office ;-)"*
- *"Love it. I use it almost daily."*
- *"Very good application. Congratulations to all the team behind the project."*

Unhappy users' feedback

Frustratingly often we get vague feedback without an E-mail address to get more details. Some examples are shown below.

- *"Indentation of paragraphs and bullet point options are difficult to control consistently."*
- *"vvvhhyhgydcuykjc<:\ \ \ \ \ \ \ \ \ connard"*
- *"I need better right to left language support and Arabic/Persian fonts."*
- *"Very buggy. Changes are not accepted. Documents not loaded or displayed."*
- *"Nothing works."*

RTL improved in 22.05

Configuration error ?

No E-mail

Interesting feature requests

- *“Awesome. I would like that when I select multiple cells it shows the count.”*
 - *We noted the issue for future enhancement.*
- *“There is no chat function to answer short questions directly.”*
 - *We noted the feature for future enhancement.*
- *“It would be useful if we copy the link to the documents, it goes directly to the document instead of to the folder that contains the document as before. This only allows the file with the .md extension to be done, and that type of file does not offer as many editing options.”*
 - *The feature is delivered.*
- *“Dark mode”: One of the most requested features.*
 - *The feature is in progress and we hope to deliver it as soon as possible.*

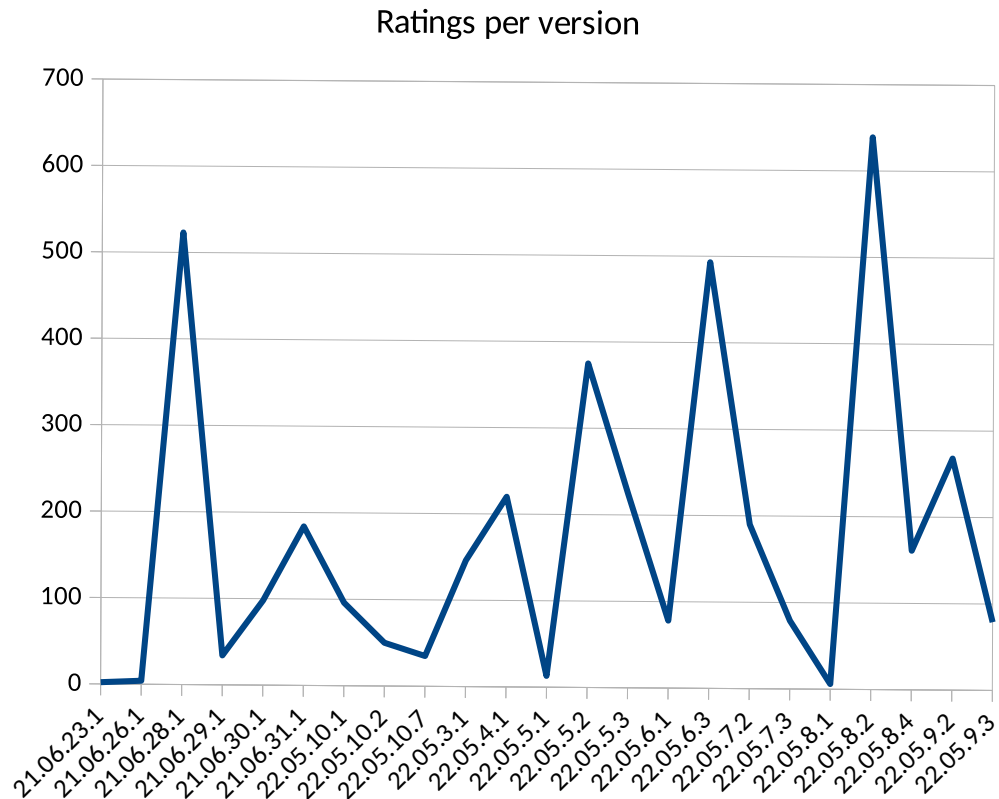
Rating per Version

Statistics for number of ratings by version:

Versions are for core but the top 3 has equivalents for Online

Top 3 most rated versions by users.

- 1) Core 22.05.8.2
 - Same for online
- 2) 21.06.28.1
 - Online 21.11
- 3) 22.05.6.3
 - Same for online



Rating by version

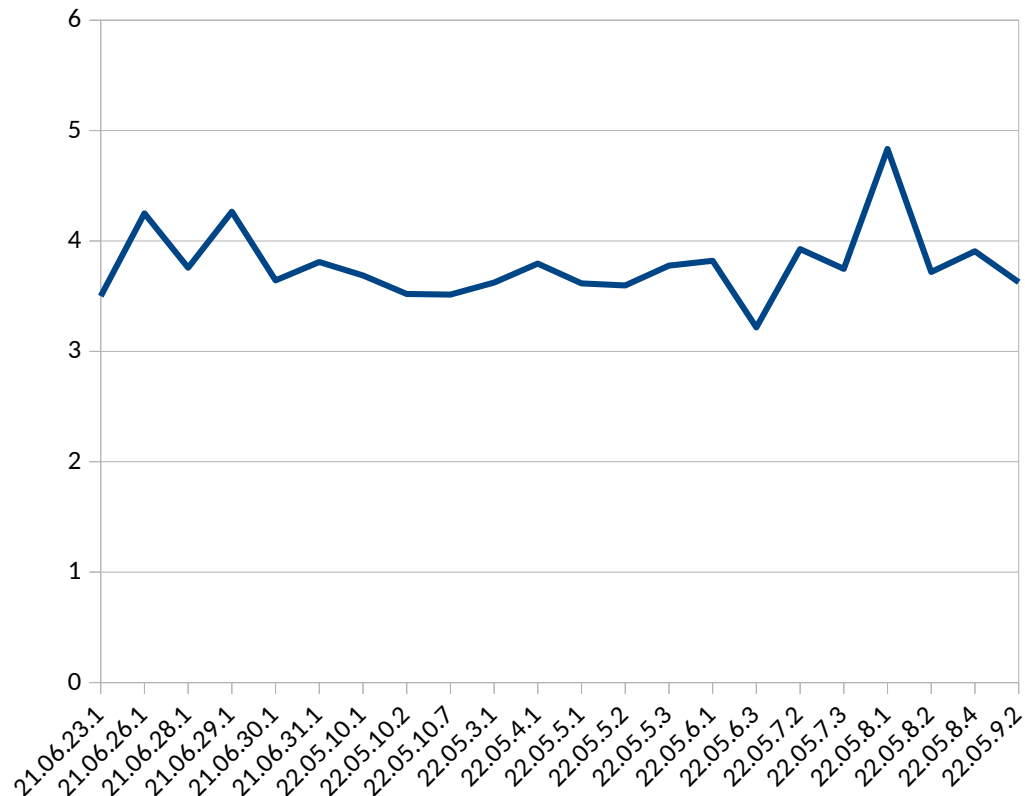
Statistics for the rates by version.

Versions are for core but the top 3 has equivalents for Online

Top 3 versions with the highest rates

- 1) 22.05.8.1 rate 4.9 out of 5
 - Same for Online
- 2) 21.06.26.1 rate 4.4 out of 5
 - Online version 21.11
- 3) 21.06.29.1 rate 4.3 out of 5
 - Online version 21.11

User rating by version



Conclusions

We listen to our users

We care what they say

We try to make interacting easy for them

That makes product better for our users



Thank you!

Anna Nazaryan

@CollaboraOffice
hello@collaboraoffice.com
www.collaboraoffice.com

