

# Review Types Codebook

## Bug Report

- **Short Description:** The review describes problems with the app that should be fixed, such as a crash, an erroneous behavior, or a performance issue.
- **Detailed Description:** The review describes problems with the app that should be fixed, such as a crash, an erroneous behavior, or a performance issue. Describe problems with the app that should be corrected, such as a crash, an erroneous behavior, or a performance issue. The user reports a problem experienced by the user, such as a faulty behaviour of the app or of a specific feature.
- **Examples:**
  - Can't be true that the app doesn't work on a 3 year old Samsung S8! Always get error 3 when activating the risk determination "Error when communicating with GoogleAPI (17). So the app is not usable! Addendum: Everything was done. Mobile phone & Playstore up to date. App deleted mobile phone restarted App reinstalled - Nothing helped !!! This is really annoying!
  - There is an option for a dialing code abroad but the message is not received. Why is there an option if foreign line is not supported?
  - Very disappointed..😞 Risk of activating-authorizing investigations not possible. The update 6 days ago didn't bring anything .

## Feature request

- **Short Description:** The review describes how the user used a functionality in the app.
- **Detailed Description:** The review describes how the user used a functionality in the app. The user asks for a feature, a missing functionality, a missing content, or a feature that should be implemented or improved. Users ask for missing functionality (e.g., provided by other apps) or missing app content and share ideas on how to improve the app in future releases by adding or changing features.
- **Examples:**
  - Own goal right at the beginning The app should be used by as many people as possible - at least in theory because in practice those who (such as my mother-in-law who belongs to the risk group) still have an older iPhone and therefore not iOS 13.5 are left out to have. Backward compatibility? Unfortunately none! And that where the elderly (but also children / adolescents) often do not necessarily have the latest devices or operating systems. Well meant is not always well done in this case unfortunately despite the long development time.
  - I don't want to drain the battery with the GPS on. If the app does not use GPS please update it and remove the gps requirement. So nobody will use it. It is written everywhere that the position is not needed so take it out
  - No option to reset personal information when registering. Tried contacting the number provided but no answer. Folks calling from international locations have been wasting

money on international calling charges after spending significant time waiting for an answer. And no contact via email or an accurate number is given to contact.

## User Experience

- **Short Description:** The review describes how the user used a functionality in the app.
- **Detailed Description:** The review describes how the user used a functionality in the app. The user refers to a specific existing feature of the app in the review. The user must be talking about a feature in the app. The feature can be both functional and non-functional (e.g., battery consumption). He/she might (and not necessary condition) report how this feature helped him in his/her daily life. These reviews document the experience of users with the app and how it helped in certain situations. They can be seen as documentation of the app, its requirements, and features.
- **Examples:**
  - Every time you change the province you have to change it manually. I work in a different province than mine so I have to continually update it. Poor and not very intuitive graphics.
  - Pulls way too much power. Extremely invasive as it requires access to phone data email contacts.
  - It's a shame I'm going to delete the app again. Thought it should work without location access but you can't. As soon as Google knows where you are unfortunately nothing remains anonymous. Really a shame and the battery draws a lot more energy
  - Please check usability while adding languages. The malayalam version has hindi buttons and the grammar is messy. A little thought should've been put for making the app legible. There is a lot of information fighting for my attention in homepage and all of them look like ad banners. I couldn't still find where I can access corona status in my region. I give two stars for the quick collection of data at the registration and that's it.

## Other

- **Short Description:** The review discusses other aspects related to the use of the app.
- **Detailed Description:** The review discusses other aspects related to the use of the app. The user praises or dispraises the app or a feature in the app. The user does not need to talk about a feature in the app. These reviews contain simple text reflections of the numeric star rating. These reviewers can be about whether the user is happy or not happy about the app.
- **Examples:**
  - Two stars simply because it keeps interrupting me and every time I have to uninstall and install it again. I don't know if it's a problem with my mobile or it's the app I downloaded other apps that don't give me any problem though. I think it's a useful service but having to do the same steps over and over becomes a nuisance!