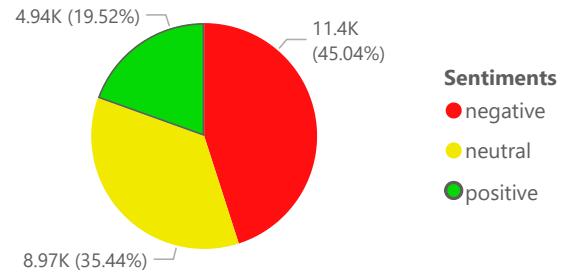
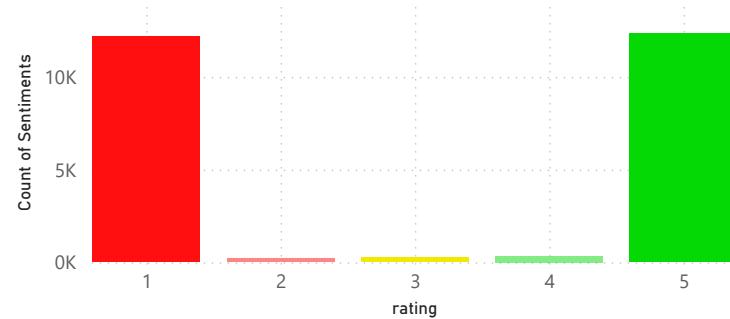


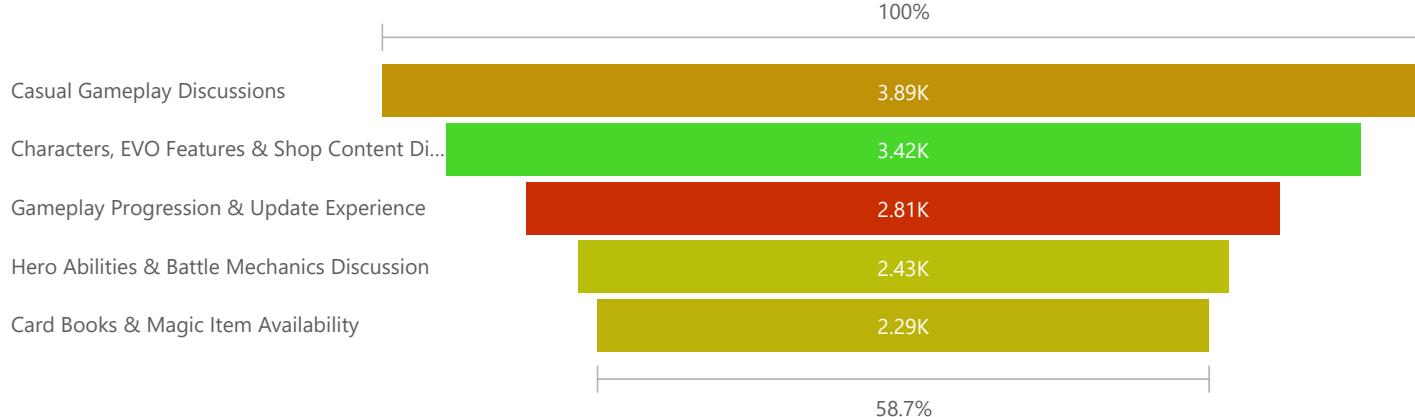
Count of Sentiments



Count of Sentiments by rating



Count of Sentiments by topic



source

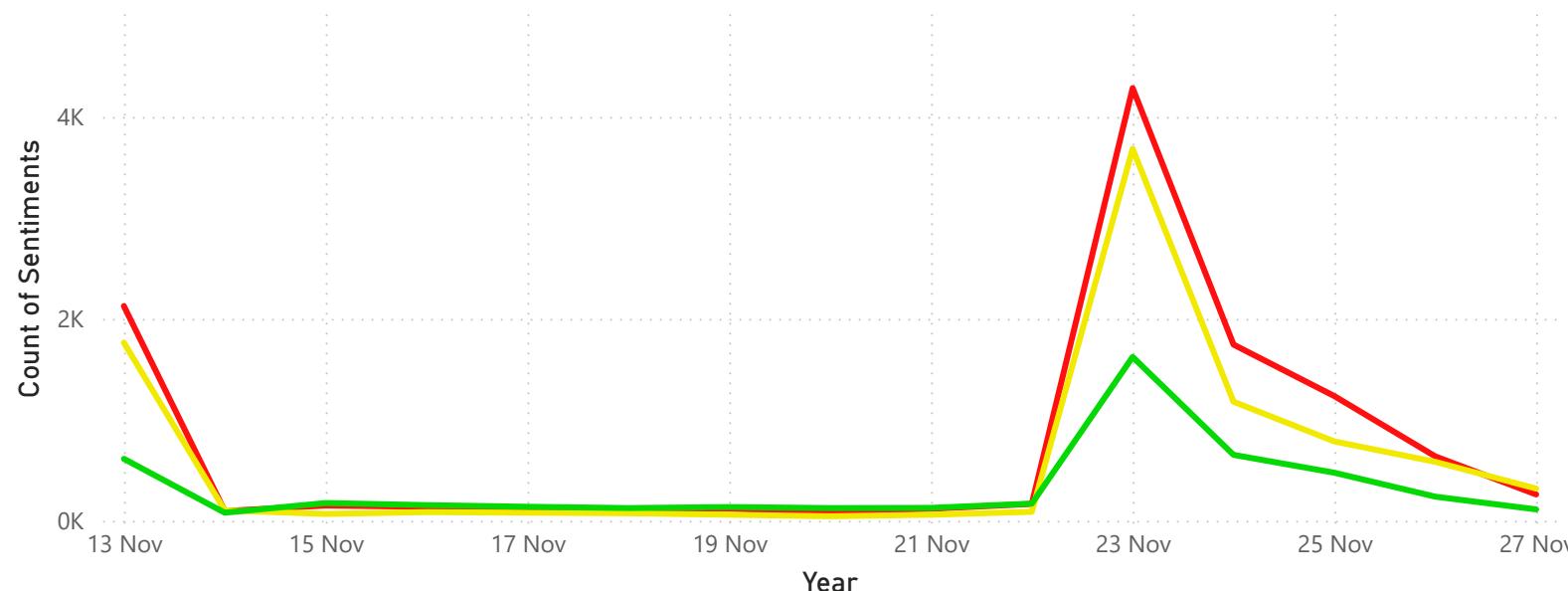


Key Insights

- Negative sentiment dominates following the recent update, indicating player dissatisfaction with new changes.
- Gameplay-related topics generate the highest review volume. Players are highly concerned about balancing and mechanics.
- Google Play reviews are fewer compared to YouTube but show a higher positive sentiment share, suggesting differences in feedback behavior across platforms.

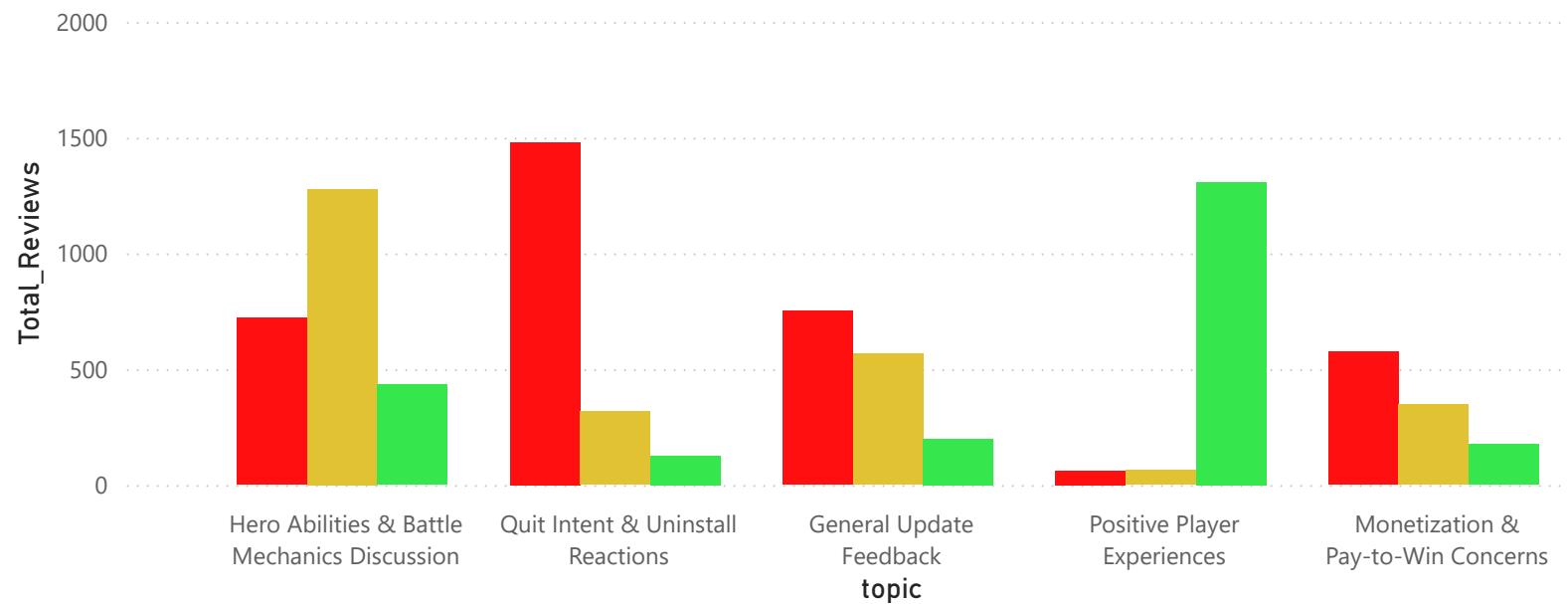
Count of Sentiments by Year, Quarter, Month, Day and Sentiments

Sentiments ● negative ● neutral ● positive



Top 5 Total_Reviews by topic and Sentiments

Sentiments ● negative ● neutral ● positive



25K

Total_Reviews

Sentiments
 negative
 neutral
 positive

Date
 13-11-2025
 27-11-2025



Key Insights

- Early review activity focused heavily on **Level 16**, but this discussion has gradually declined over time.
- A sharp surge in reviews occurred when **Heroes** were announced , indicating strong player reaction to new content.
- **Quit Intent & Uninstall Reactions** is the top negative topic, raising clear retention concerns and requiring immediate attention.
- **Hero Abilities & Battle Mechanics** also generate substantial negativity, suggesting balance issues affecting gameplay experience.

45.04

Negative_Review_Percentage

Gameplay Progression &...

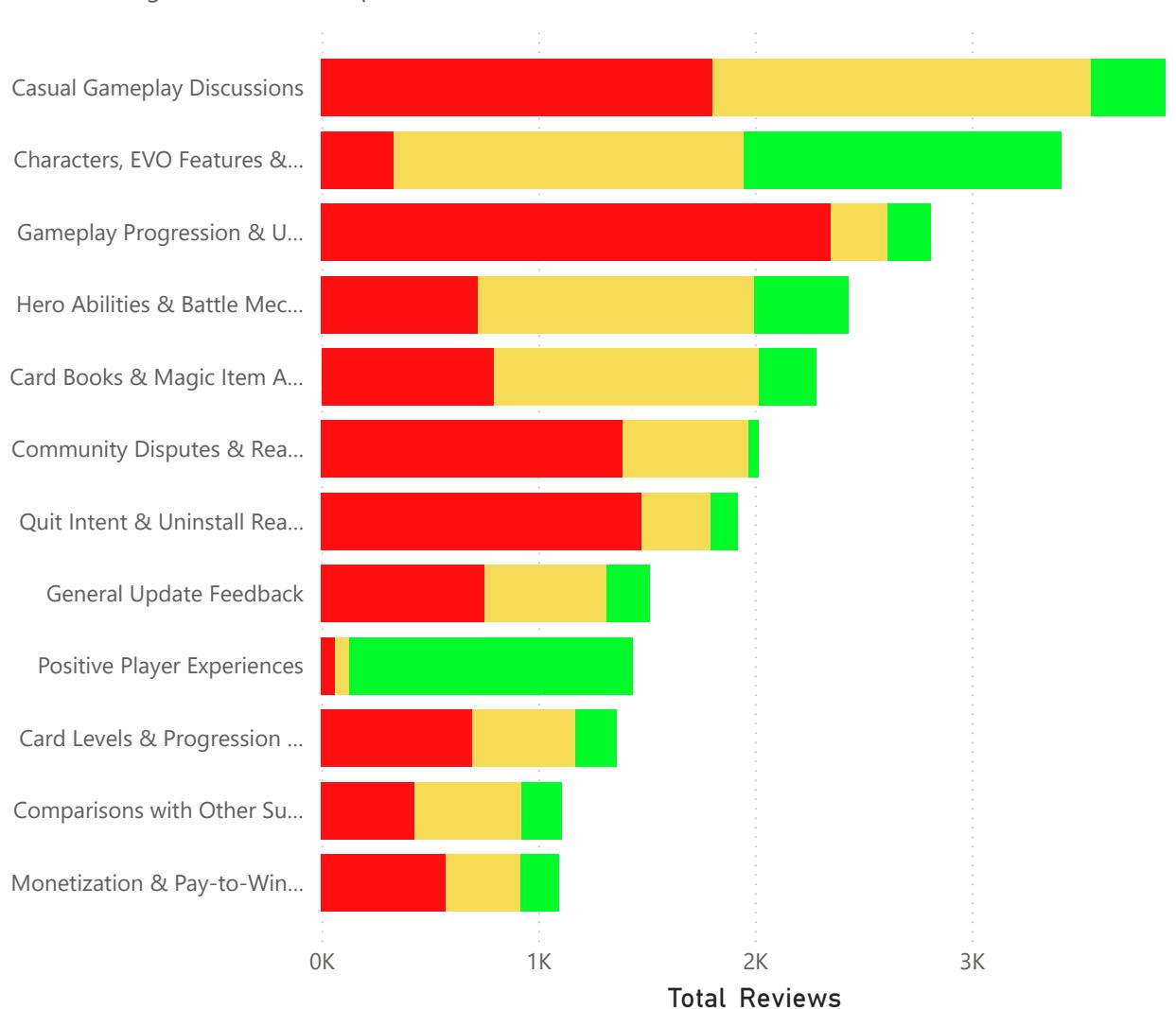
Top Complaint Topic

83.55

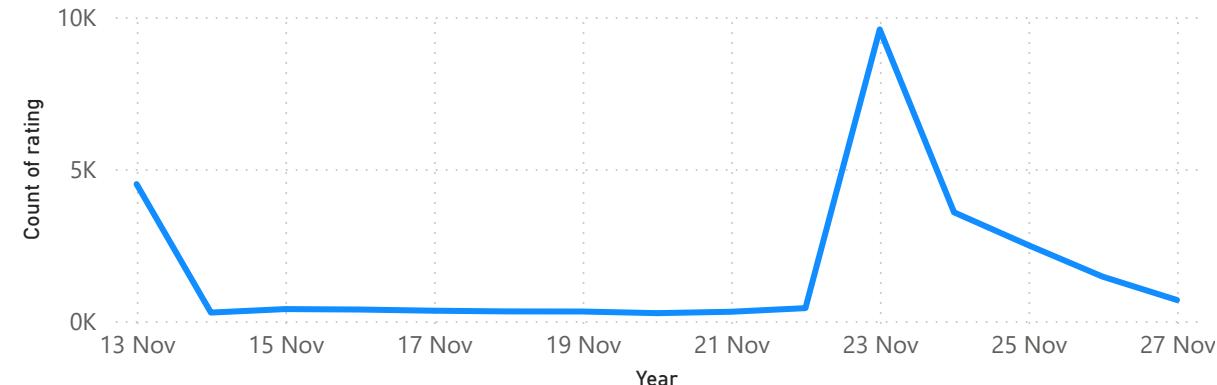
Top Complaint Neg %

Total_Reviews by topic and Sentiments

Sentiments ● negative ● neutral ● positive



Count of rating by Year, Quarter, Month and Day



Key Insights

The top complaint topic consistently shows over **80% negative sentiment** across categories, **a major concern for player retention**.

- **"Gameplay Progression & Update Experience"** remains the most complained-about topic regardless of selected category or timeframe.

- Players feel progression is too demanding or slow, which can lead to frustration and potential churn especially among newer or free-to-play players.

category

- Heros
- Level_16
- Play_Store_Updates

- Improving reward structures and adding balanced progression paths can help maintain fairness, boost confidence, and prevent drop-off after updates.