“用户需求”类高频词：

建议部分：

add, could, improvement, instead of, lack, miss, need, must, please, prefer, should, suggest, want, wish, hope, will, would, old version/design

错误部分：not, doesn’t, won’t, does not, can’t, could not, couldn’t, wrong, broken, fix, unable to, tired, incorrect

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| --- | --- | --- | --- | --- |
| 序号 | 句式 | 语法结构 | 依存关系 | 示例 |
| 1 | <features/APP> won’t open | S((NP)(…)  (VP(MD)  (RB)  (VP)((VB)  (...)))) | nsubj(open, App)  aux(open, wo)  neg(open, n't) | App **won't open** after new update. |
| 2 | <features/APP> does not work | S((NP)(...)  (VP(VBZ)  (RB)  (VP(VB)  (…)))) | nsubj(work, features)  aux(work, does)  neg(work, not) | Overview and level 2 **does not work** |
| 3 | <features/APP> does not open | S((NP)  (VP (VBZ)  (ADJP (RB)  (JJ)) | nsubj(does, App)  neg(open, not)  xcomp(does, open) | App **does not open** |
| 4 | Unable to <features> | FRAG((ADJP)  (S(VP(VP(VB)  (PP)(…))))) | dep(Unable, sign) | **Unable to** sign in using Touch ID nor password. Please fix. |
| 5 | Please fix | S(VP(VB)  (VP(VB))) | xcomp(Please, fix) | Please fix |
| 6 | tired <sth> | S((NP)  (VP(VBP)  (VP(VP)  (VBD)(…)))) | nsubj(tried, I)  aux(tried, 've)  nsubj(working, everything) | I've **tried** everything and this app is still not working...very frustrating!! ARRG |
| 7 | lacks<features> | S((NP)  (VP(VBZ)  (NP))) | dobj(lacks, color) | This one **lacks** life color and distinction! |
| 8 | wish it <requests> | S(NP(…)  VP(VB  NP  VP(…))) | dobj(wish, it)  dep(wish, have)  advmod(have, more) | Works great, **wish it** have more features for free. |
| 9 | <requests> the old design | FRAG(NP(NP)  (ADVP(RB)  (PP)  (NP))) | nmod:to(back, design) | Change back to **the** **old design**!! |
| 10 | needs to add <features> | S((NP)  (VP(S(VP(TO)  (VP(VB)  (NP)  (…)))))) | xcomp(needs, add)  dobj(add, Trust) | IBillionaire **needs to add** Sprott PhysicalGold Trust so that …… |
| 11 | Please add <features> | S(VP(VB)  (VP(VB)  (NP))) | xcomp(Please, add)  dobj(add, ID) | **Please add** Touch ID. |
| 12 | Just wish <features> | S((PP)(NP)(VP)) | advmod(wish, Just)  nmod(print, wish) | Just wish I could print out their list if I wanted. |
| 13 | I was really hoping that <features> | S((NP)  (VP(VBD)  (ADVP)  (VP(VBG)  (SBAR))) | ccomp(hoping, download) | **I was really hoping that** I could download my insurance information and print it off. |
| 14 | I think the <feature> could be <requests> | S((…)  (NP)  (VP(VBP)  (SBAR(S(NP)  (VP(MD)  (VP(VB)  (ADJP))))))) | aux(modern, could)  ccomp(think, modern) | Personally, **I think the** UI **could be** little more modern and simpler, so I took a star off. |
| 15 | Please update with <features> | S(VP(VB)  (VP(VB)  (PP(IN)  (NP)))) | nmod:with(update, Touch) | **Please update with** (1) Touch ID and (2) mobile deposit. |