

Ref:

map-feed back

imagery-r equests

geocoder-feedback

direction-feedback

https://github.com/mapbox/feedback/issues/4

https://github.com/mapbox/design/issues/73

Design principles

easy to use

feedback quality

branding

Stakeholders

end users

customers e.g. Casper

data team

imagery team

geocoding team

directions team

better map

good map/satellite data

improve (osm) map data

direct other feedback to other teams

measure imagery data quality

don't need much for now

don't need much for now

an easy way to report feedback

happy end users

% of actionable tickets

prioritize data acquisition?

the more the merrier?

outlet for dissatisfaction

efficient workflow

Brainstorming

anti-vand alism

no mapbox branding

from which customer's issue?

reproduce the issue

same style

include screenshot?

same map viewport

this is really geocoding, imagery

describe the issue

why mountains, forest, and others?

what's area?

Not about a specific location

feature selection?

select a point vs area?

Which version of 'mapbox-streets'?

feature specific description

interact with the map

how to drop a point?

can't type in marker popup?

feature selection instead of pin

focus struggle: map or form?

no address search box

or hybrid : Both pin and feature selection

fill out the form

"description not detailed enough"??

mobile friendly

"your request size is too large. zoom in!"??

form appears after feature selection

After submission

edit the map: Surprise!

email confirmation

email updates (fixed)

set expectations too high?

return to the original map?

what if mapbox wants to email back?

link to edit the wrong feedback

how to convert to sign-ups?

submit another?

can I undo?

pain points

how to fix

fallback to mapbox.js

toggle streets/ satellite?

URL with viewport + style id

upload screenshot

category rewording

category regrouping

drag+zoom viewport + crosshair

add/drag a point

no pop-up > just read sidebar

what are required fields?

always show 'edit the map'

url change?

links to the other feedback pages

tabs for all feedback types

add: it's not about a specific location

add search box

note: min length for descriptions

keep me updated?

what's your email

Learn more about Mapbox+OSM

remember viewport between feedback types

remember viewport between feedback types

other error prevention

filter in the backend (e.g. no china)

Group feedback from same vicinity.

add Mapbox brand

but not header or footer

referrer

list of possible brekages to select from

edit the map` - auto login to common account. helps to identify vandalism

a twitter-style feedback tool!!!

Current categorization

✓ select a location type  
Town, City, State, or area  
Road, Path, or Highway  
Building  
Lake, Mountain, or Forest  
Unlisted feature

✓ select a reason missing in the wrong place named incorrectly other

✓ Please select  
Clouds or snow obscure view  
Image is blurry  
Imagery is black and white  
Missing imagery  
Outdated imagery  
Other  
Poor color

what makes a ticket not actionable?

it's shown at other zoom levels

it's a geocoding issue

lack of information

language

From	4/24/2017	To	4/28/2017
Map	Labels	Issues	%
	action: fixed	49	8.75%
	action: note	94	16.79%
	action: was fixed	1	0.18%
	vandalism	0	0.00%
Customer	customer: app	70	12.50%
	customer: data	5	0.89%
	customer: feature request	7	1.25%
	customer: geocoding	2	0.36%
	customer: style	7	1.25%
Mapbox	directions	0	0.00%
	geocoding	43	7.68%
	mapbox-streets	31	5.54%
	mapbox: style	4	0.71%
	mapnik	0	0.00%
Mapbox	Satellite: Imagery-request	14	2.50%
	Satellite:offset	0	0.00%
	terrain	0	0.00%
Others	action: not actionable	223	39.82%
	disputes	0	0.00%
Total Issues		560	
	Tally	550	98.21%

Location Type	Total issues	Not-actionable	% Not-actionable	% Total
Unlisted Feature	57	24	42.11%	17.59%
Town, City, State or Area	119	47	39.50%	44.57%
Road, Path or Highway	78	32	41.03%	52.70%
Building	59	22	37.29%	14.97%
Lake, Mountain, or Forest	11	6	54.55%	1.67%