

Total Ratings

In calculating total ratings, we only count the ratings coming from reviews which have both star ratings and text. In other words, if a star rating has no review content, we do not include it in the count. Amazon, on the other hand, includes one-touch ratings in their ratings count, which can give rise to discrepancies across the two platforms.

We do things this way because one-touch ratings do not have a date associated with them, so we can't combine them with review ratings. Also, as so much of our product is built around sentiment, entities, and other context from the text, we don't include one-touch data in our dashboard because we can't extract much insight from it.