CS-798H *MILESTONE-2*

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Introduction :
Our topic for the project is **[🔷 Slack]** application. Slack is a popular team communication platform that facilitates real-time messaging, file sharing, and collaboration among team members. It offers channels for organised discussions, integrations with various tools and services, and customizable notifications to streamline workflow efficiency.

Data Gathering:
We identified a substantial quantity of reviews on the Play Store, so we sticked only this source for the dataset and narrowed down our selection to approximately 800 reviews for data analysis.

- **Method -**
  We took 200 most recent reviews for each star from 1 to 4. We extracted them with the help of a data extract extension on Chrome.
- **Population -** All the reviewers who have given their review for Slack on Google Play Store.
- **Sampling -** We took the top 200 most recent reviews for each star from 1 to 4.

There were a total of 1 Lakh + reviews on google play store. Therefore it is a reasonable assumption that these reviews would be representative of all the problems that users across all demographics would face given the popularity of Play Store.

Data Analysis:
We utilized the **Card Sorting** approach to analyze the data, which consisted of approximately 800 reviews, with roughly 200 reviews for each star rating ranging from 1 to 4 stars.
 We focused on issues related to user interaction and broadly classified them into four themes: *Chats, Notifications, Interface*, and *Miscellaneous*.
Each of our team members first went through reviews rated a particular star and identified major problems that users face. Then, all four of us discussed and came up with common categories and classified reviews into the above mentioned themes.

Results:
We have seen that most of our user interaction problems can be classified in our 4 themes. Distribution of our selected user interaction reviews was about *Chats* (~37%), Notifications (~23%), *Interface* (~23%) and *Miscellaneous (~17%)*.
More specifically the problems in each theme we found were:

User blocking					
Message deletions					
Navigate directly to the latest message.					
Member Removal options					
Channel Member roles					
Read reciepts of messages				Chats	
App and Chat Locks				Miscellaneous	
QR code option for login				Interface	
Social media handles addition				Notifications	
Sign out problems					
List of participants in meeting					
Feedback functionality within the app.					
Themes and font size customization options.					
Organising channels based on activity.					
Search button instead of search tab					
Logout option in profile.					
Reaction on notifiacation					
Notification problem					
Mark as read option on Notification					

Prioritization:

For each category we will fix the following issues -
- For **Chats** we will fix User blocking as this is a very basic feature every messaging app should have and also Navigate directly to the latest message (ease of fix).
- In the **Miscellaneous** category we will add Social media handles addition as it can help people communicate over other platforms without leaving Slack environment.
- In the **Interface** category we will fix the Search button instead of a bar (ease of fix).
- In the **Notification** category we will build Mark as read feature from Notification.

Overview of Solutions:
- For *Chats* related issues we will build required features.
- For *Notifications* related issues we will build the required feature.
- For *Interface* related issues we will introduce the search button and remove the bar.
- For *Miscellaneous* issues we will build the required feature.

Appendix:
- ❖ Example of Card Sorting done:

Chats	Interface	Notification	Miscellaneous
Doesn't allow to remove members from teams from the app.	One of the best messaging apps if not the best however finding your starred channels is difficult as they keep moving up an down in the list of channels which is annoying. Depending on whether or not there are unread messages in them, they may either be on top or in the button of the list so you never know where to look for them.	Hi, I am not receiving prompt notifications from Slack and missing out the important infos on time. Kindly provide solution. notification permission is on but still not working Edit- thank you i have made the changes and i will wait for a while and check if the issue has been resolved.	There is no basic security option. I couldn't find fingerprint lock or other security settings for the app.
Why can't I as an employee not remove someone from my list if they no longer work for us??????	Ever since the new update, channels aren't being highlighted when someone posts something new. Every channel remains grayed out, even if there's a new post.	Please, add ability to "mark as read" new messages from notifications	Thank you for the quick reply, I tried your suggestion. It did not resolve the issue. Uninstalling and reinstalling did not resolve it either. I submitted a ticket via the Send Feedback option. Thank you.

In this Excel Sheet, we have different sheets having
- Card sorted reviews
- Issues List
- 1-4 star rated extracted reviews