


CS-798H MILESTONE-2

Team Members:

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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 stuck only this source for the dataset and narrowed down our selection to approximately 800 reviews for data analysis.

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*.

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 receipts of messages				
App and Chat Locks				
QR code option for login				
Social media handles addition				
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 notification				
Notification problem				
Mark as read option on Notification				

Prioritization:

Except for the *Logout option* and *Sign out problems*, we would fix all the issues listed above.

We prioritized issues on the basis of following :

- 1) Issues can be resolved with relative ease (ease of fix).
- 2) Issues that are fundamental and crucial for every user of the app (seriousness).

Overview of Solutions:

- For *Chats* related issues we will build required features.
- For *Notifications* related issues we will build required features.
- For *Interface* related issues we will revamp screen layouts and add required features.
- For *Miscellaneous* issues we will build required features.

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 and 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 bottom 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