

View the App Reviews dashboard

Monitor metrics and trends from app review sites using the App Reviews dashboard.

Prerequisites:

- To view the dashboard, you must be an Admin or a Power User.
 - Integrate App Reviews data.
- Open the Social Listening app.
 - On the **App Reviews** tab, click the **Filters** on the top left of the page to filter by the following options.

App

Source


Date range

is any value

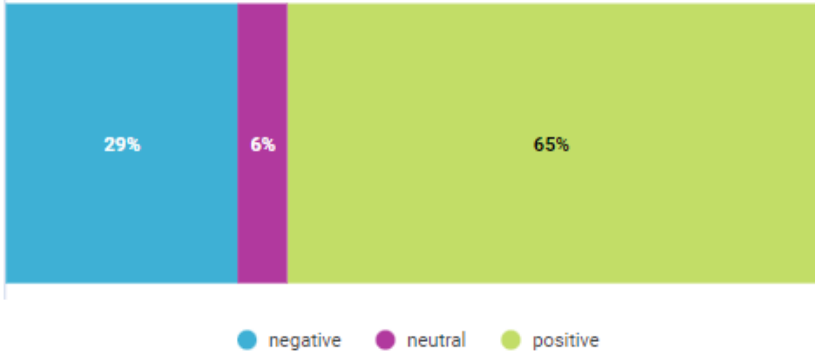
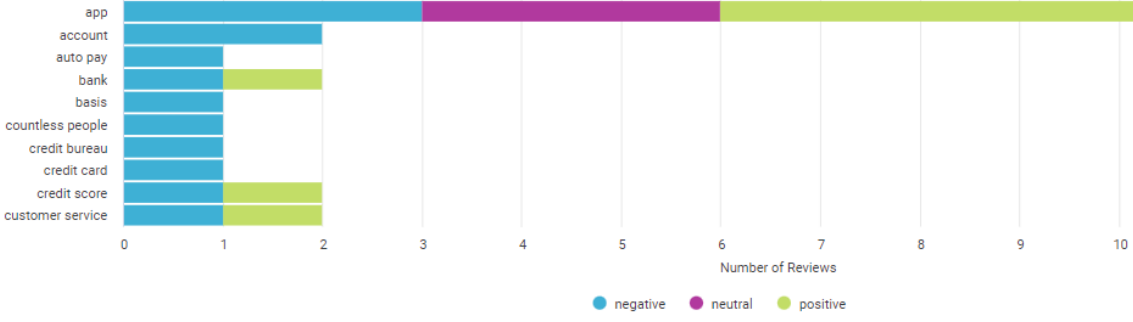
is any value

is in the last 30 days

- App:** Any integrated app can be filtered.
 - Source:** The app site where the review was given. For example, the Google Play or iOS App Store.
 - Date range**
- Find the results of the data reflected in the following tiles:

Options		Description
Average Rating	<div><div>Average Rating</div><div><div>4.54</div><div>Average Rating</div></div></div>	The average rating out of all the ratings.
Reviews by Source	<div><div>Reviews by Source</div><div></div></div>	Displays the split of reviews by the source.
Ratings Trend		The average rating is displayed on an area graph.

The sentiment of reviews is displayed on an area graph.

Overall Sentiment by Category	<div><div>Overall Sentiment by Category</div><table><tr><th>Sentiment</th><th>Percentage</th></tr><tr><td>negative</td><td>29%</td></tr><tr><td>neutral</td><td>6%</td></tr><tr><td>positive</td><td>65%</td></tr></table></div>	Sentiment	Percentage	negative	29%	neutral	6%	positive	65%	View the percentage of positive, negative, and neutral sentiment on a stacked bar chart.																																				
Sentiment	Percentage																																													
negative	29%																																													
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Sentiment by Key Phrases	<div><div>Sentiment by Key Phrases</div><table><tr><th>Key Phrase</th><th>negative</th><th>neutral</th><th>positive</th></tr><tr><td>app</td><td>3</td><td>3</td><td>4</td></tr><tr><td>account</td><td>2</td><td>0</td><td>0</td></tr><tr><td>auto pay</td><td>1</td><td>0</td><td>0</td></tr><tr><td>bank</td><td>1</td><td>0</td><td>1</td></tr><tr><td>basis</td><td>1</td><td>0</td><td>0</td></tr><tr><td>countless people</td><td>1</td><td>0</td><td>0</td></tr><tr><td>credit bureau</td><td>1</td><td>0</td><td>0</td></tr><tr><td>credit card</td><td>1</td><td>0</td><td>0</td></tr><tr><td>credit score</td><td>1</td><td>0</td><td>0</td></tr><tr><td>customer service</td><td>1</td><td>0</td><td>1</td></tr></table></div>	Key Phrase	negative	neutral	positive	app	3	3	4	account	2	0	0	auto pay	1	0	0	bank	1	0	1	basis	1	0	0	countless people	1	0	0	credit bureau	1	0	0	credit card	1	0	0	credit score	1	0	0	customer service	1	0	1	Displays key phrases by positive, negative and neutral sentiment on a stacked bar chart.
Key Phrase	negative	neutral	positive																																											
app	3	3	4																																											
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credit bureau	1	0	0																																											
credit card	1	0	0																																											
credit score	1	0	0																																											
customer service	1	0	1																																											
App Ranking	<table><tr><th></th><th>App</th><th>Average Rating</th><th>App Reviews Sentiment</th></tr><tr><td>1</td><td>Alida App</td><td>4.13</td><td>72</td></tr></table>		App	Average Rating	App Reviews Sentiment	1	Alida App	4.13	72	A table displaying the rank of app based on the average rating and the sentiment of reviews.																																				
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1	Alida App	4.13	72																																											

Related information

[View sentiments and reply to app reviews](#)