

Does Apple's Fixed iPhone Release Schedule Hurt Its Customer Satisfaction?

An Analysis of Amazon Reviews for the iPhone X

Web Scraping Project Lukas Frei



Scraping amazon.co.uk



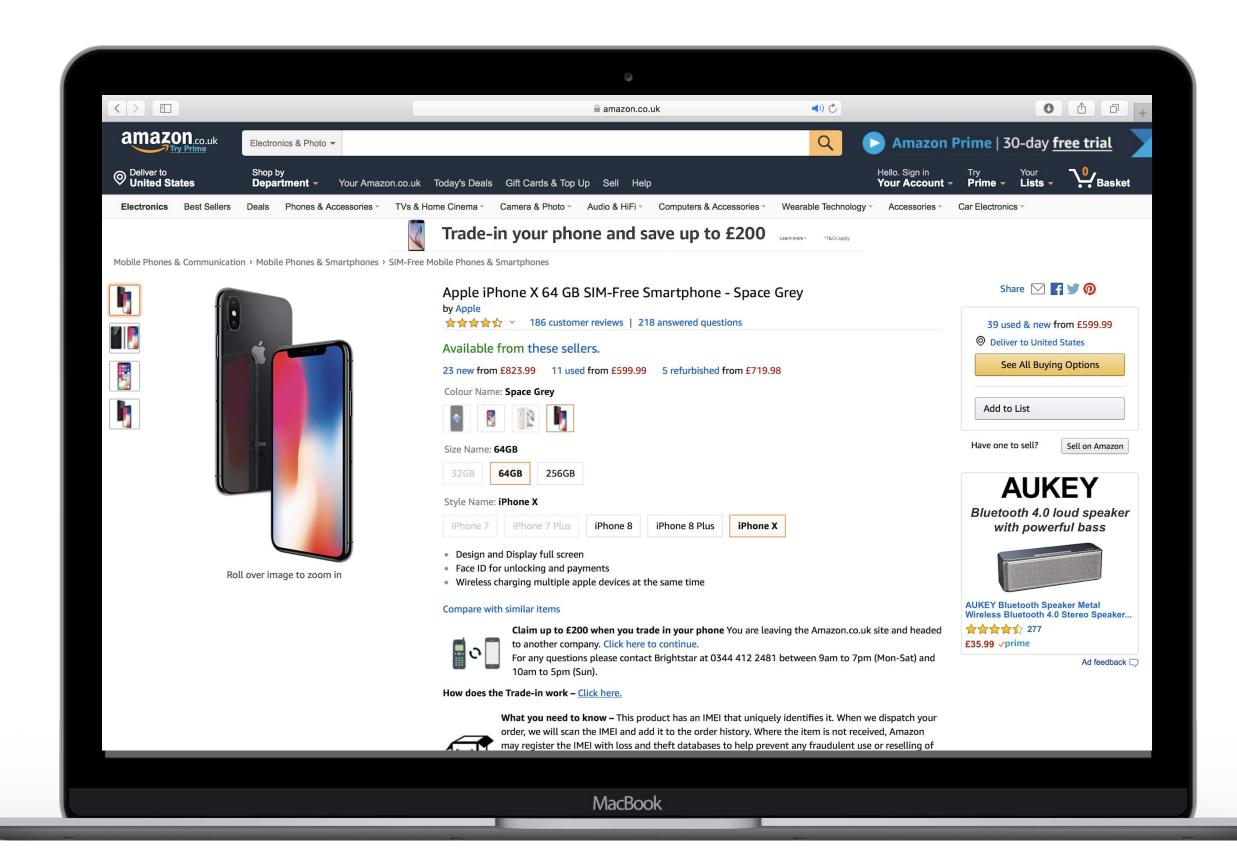
Selenium

Using Selenium to scrape amazon.co.uk



Important Market

Europe one of top 3 markets for the iPhone





Reviews

Scraping ratings, review titles, review texts, and helpful votes

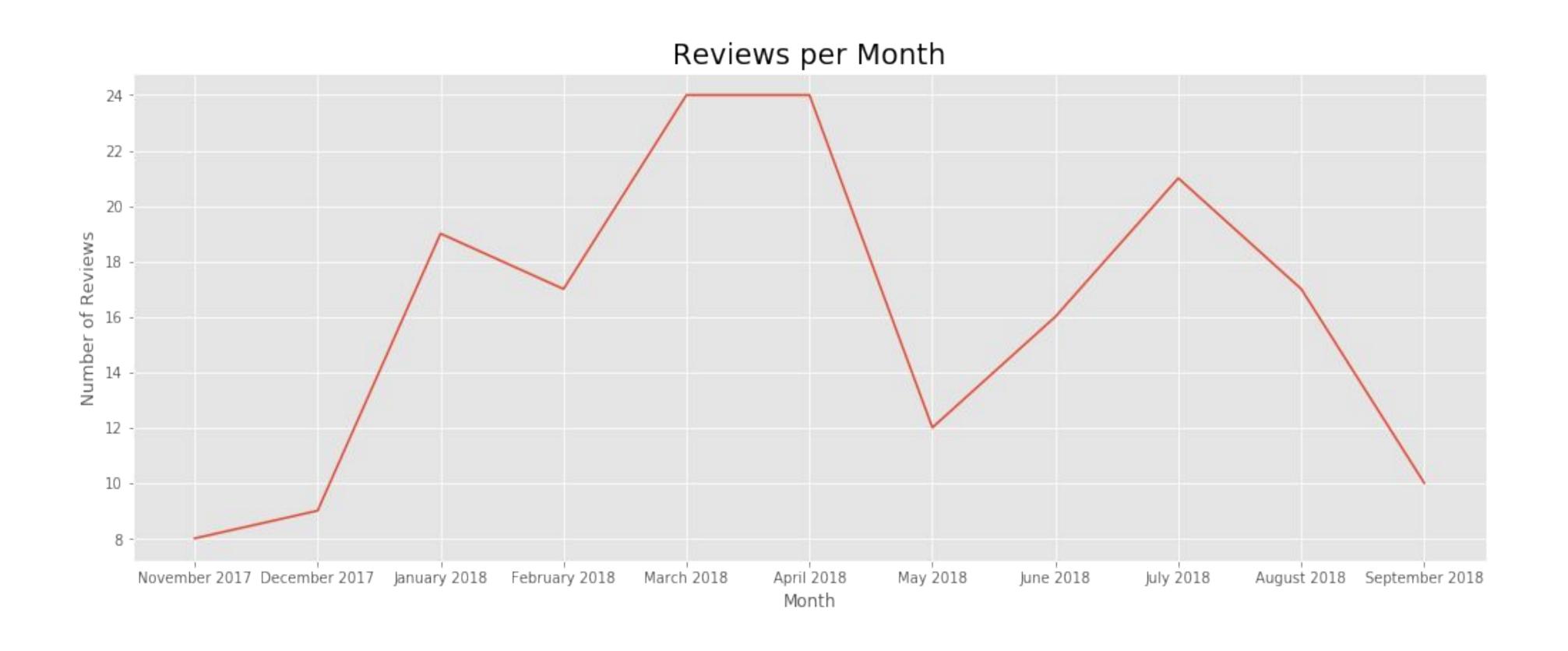


User Information

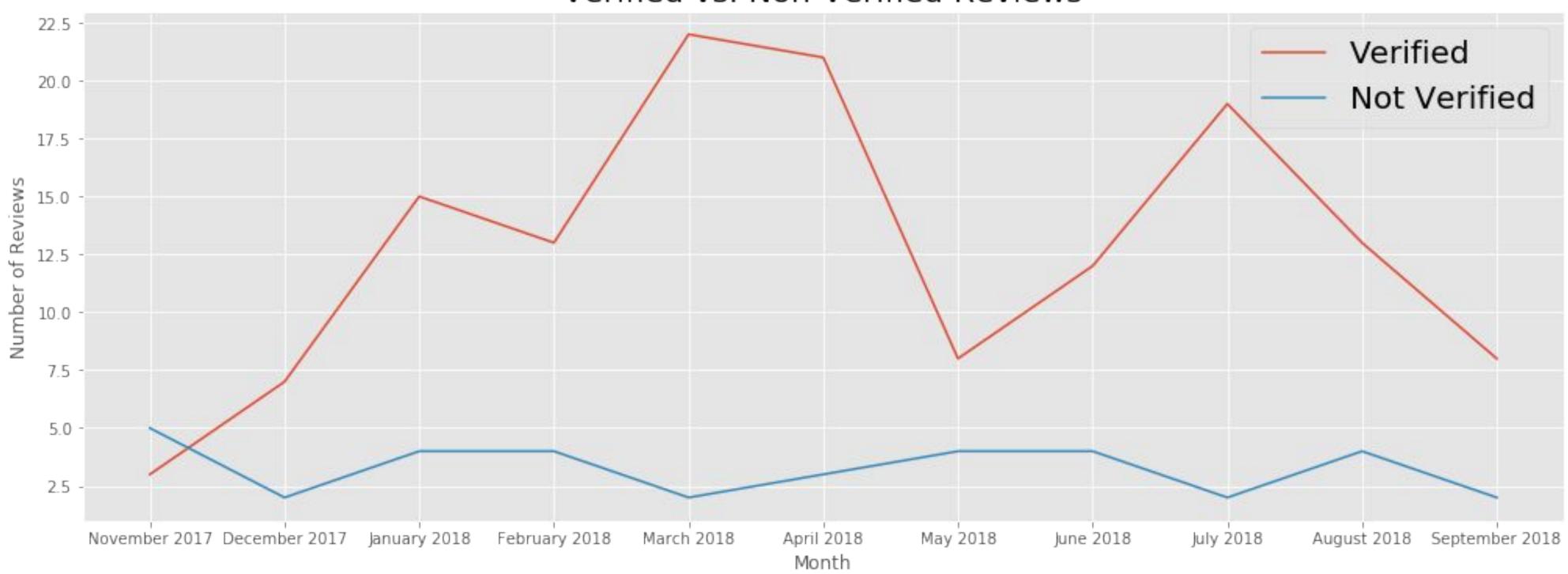
amazon.co.uk provides detailed information about users

Number of Reviews per Month

Against initial expectations, relatively little reviews after release



Verified vs. Non-Verified Reviews



More verified reviews

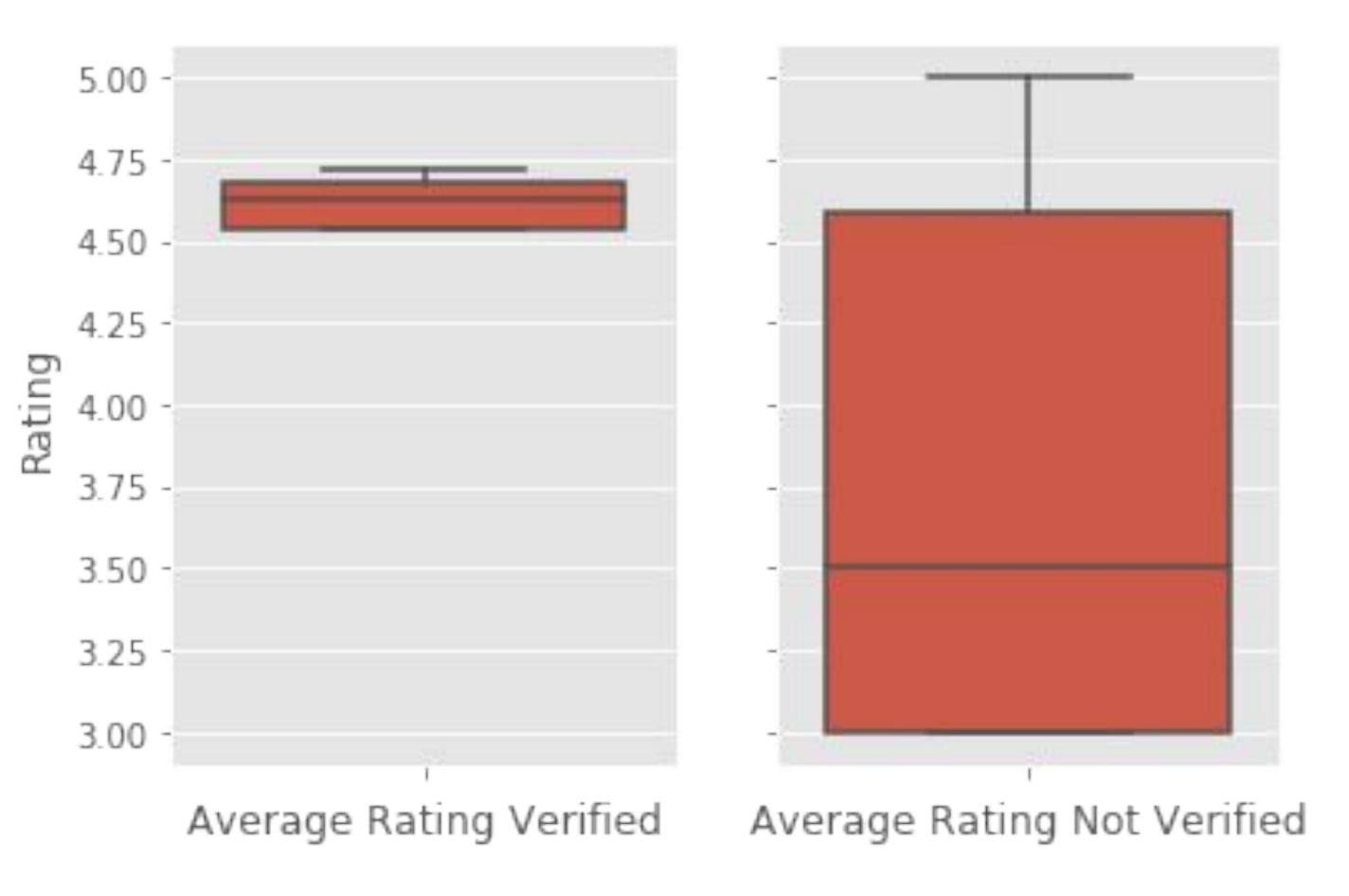
Majority of reviews from verified users

Initially more non-verified reviews

Right after the release was the only point at which there were more non-verified reviews

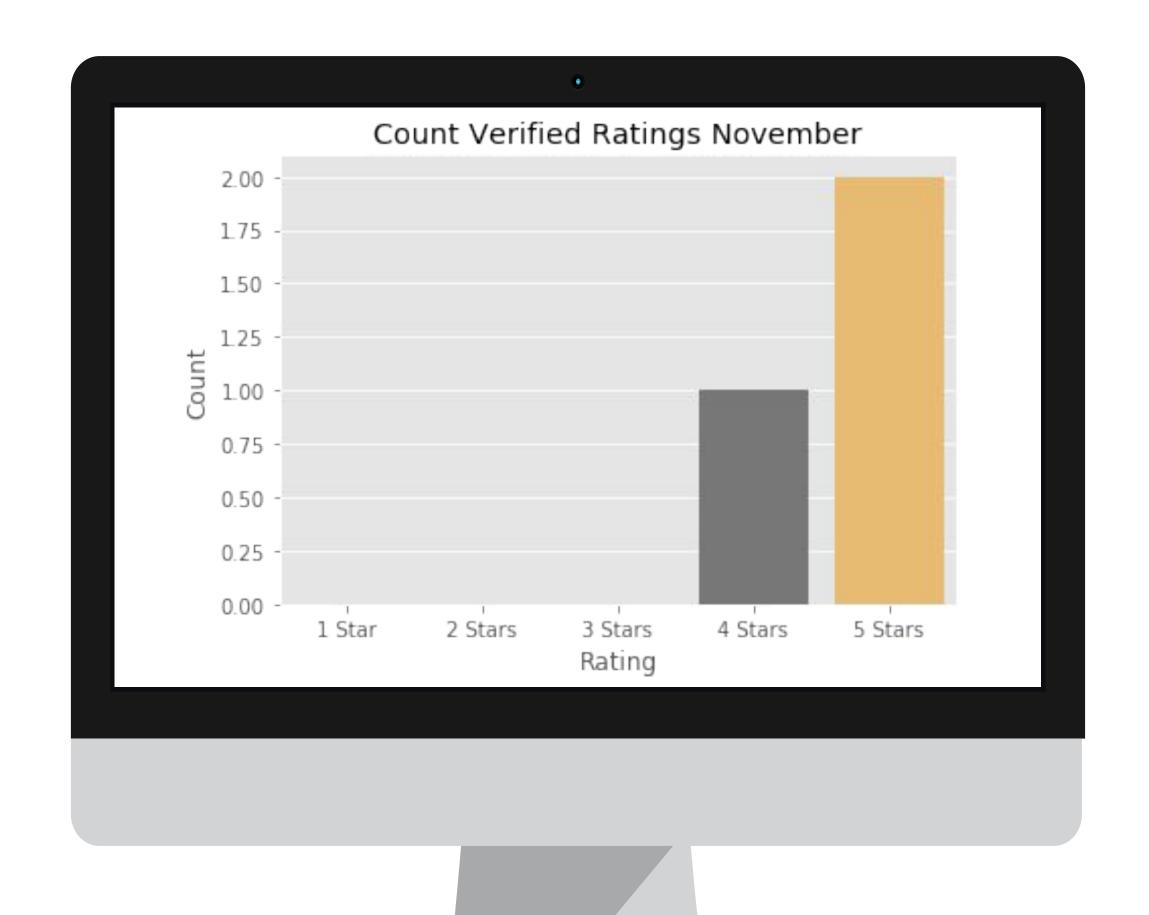
Most reviews in March 2018

Reverse U-shaped pattern of verified reviews



Significant Differences between Verified and Unverified Reviews

Verified vs. Unverified Reviews in November





WordCloud



Overwhelmingly positive

Mostly positive words indicating high customer

satisfaction

- Fast delivery

 Not necessarily important insight for Apple, but for Amazon
- Barely dissatisfaction with early bugs

No mentioning of problems with iOS or FaceID

Fake Review Index



Σ of Helpful Votes

If a user gets little helpful votes per review, the reviews are more likely to be fake



Σ of Reviews

If a user only leaves very little reviews, they are less likely to be an active community member



Review Dates

If a user leaves many reviews on the same day, the reviews are more likely to be fake



Ratings

If a user only leaves 5 or 1 star reviews, they are more likely to be fake



Review Titles

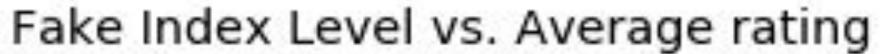
If a user uses the same title for multiple reviews, the reviews are more likely to be fake

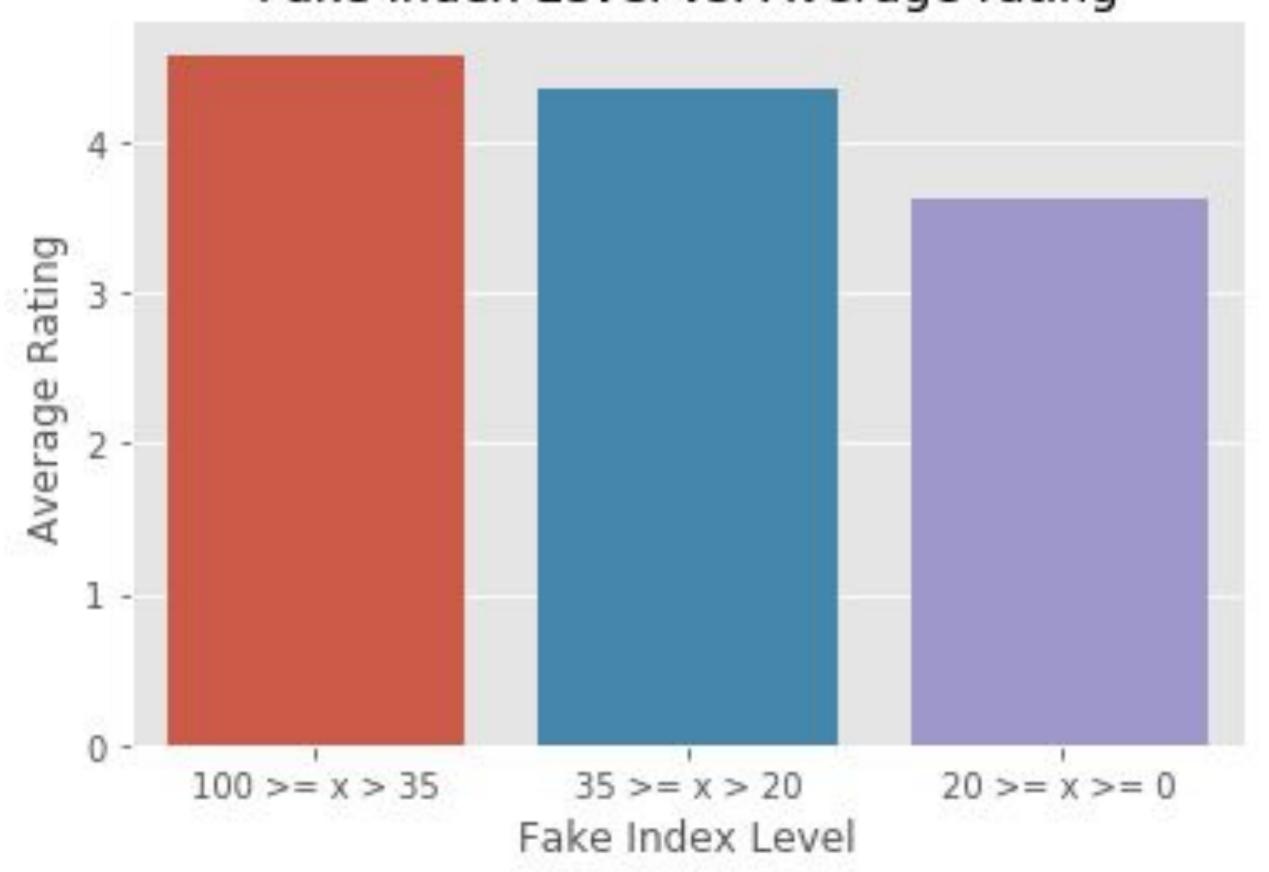


Review Texts

If a user uses the same text for multiple reviews, the reviews are more likely to be fake

Fake Review Index





Score > 35

Relatively likely to be a fake review

Score between 20 and 35

Grey area

Score Below 20

Unlikely to be a fake review

Conclusion

Apple's customer satisfaction is still very high

At first glance, potential problems resulting from a fixed product development schedule do not seem to impact customer satisfaction

> Verified reviews consistently higher than unverified reviews

Indicates that customers are split into clearly separated groups with strong opinions regarding their brand / smartphone of choice

(>) "Real" reviews tend to be lower