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| PERSON ID | PROBLEM | WEBSITE NAME | LIKES | DON’T LIKES | IMPROVEMENTS |
| 1 | Difficult to find applications for windows 10 | Microsoft | The seamless integration into all things AZURE. (Ability to script configuration) | The rules sets are not granular enough,it difficult to disable part of the set(you end up writing copies of the rules yourself | As applications in windows 10 do not appear as pins or icons in the start menu unless enabled |
| 2 | Video thumbnails | facebook | I like the quantity of data available in the application | Customer support is very poor.they do not have direct helpline number | Thumbnails are the grafics displayed on screen before a vedio plays.it’s important to choose a thumbnail that evokes an emotion |