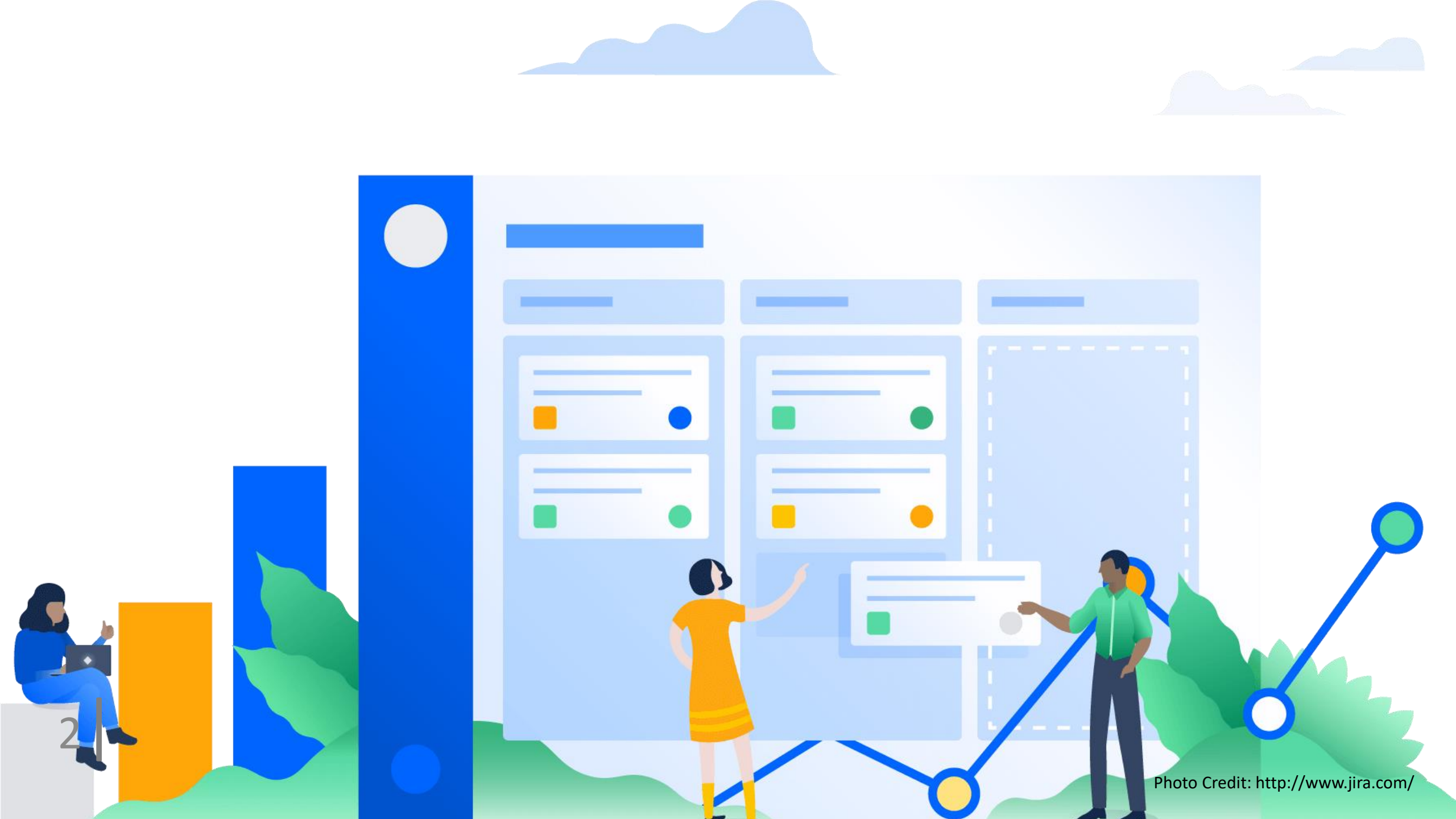


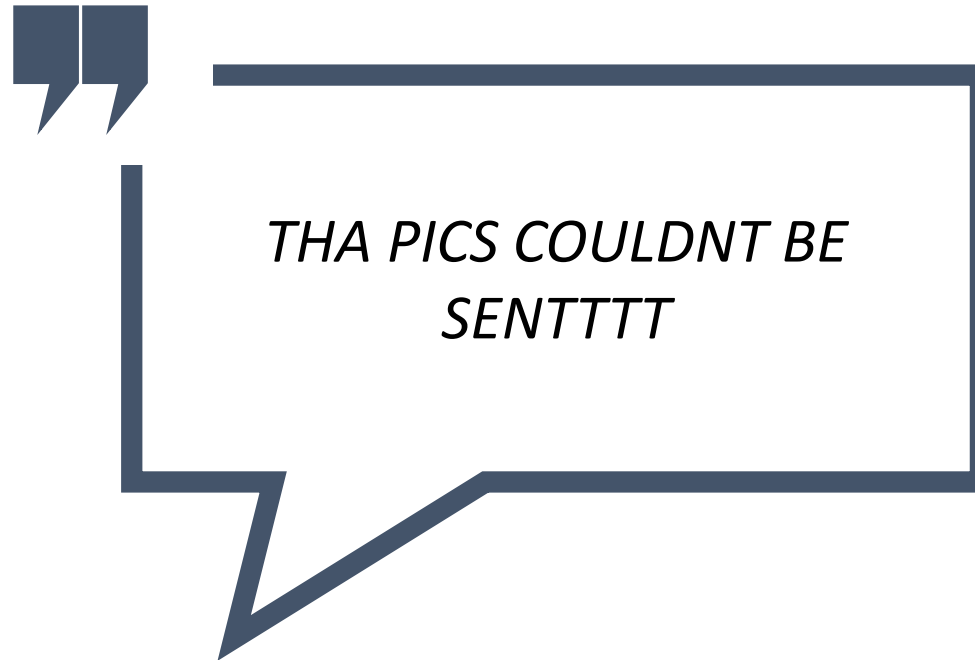
Prioritizing Issue Reports of Mobile Apps

Ehsan Noei

Feng Zhang, Shaohua Wang, Ying Zou







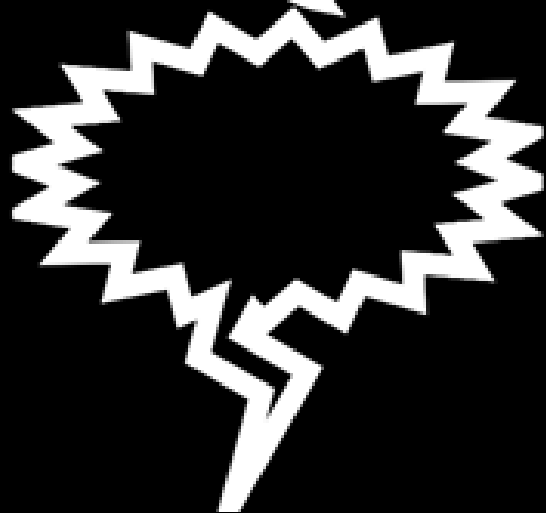
informal piece of text

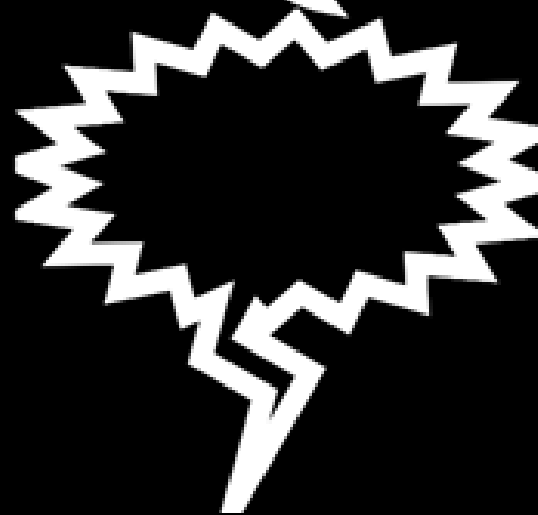
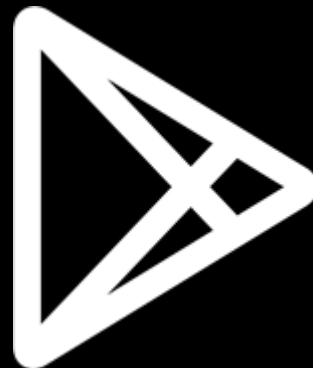
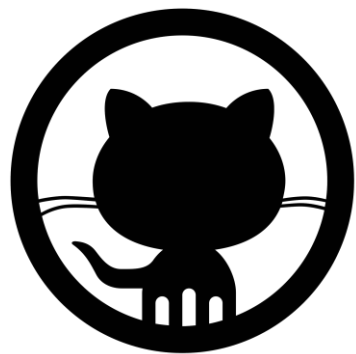
usually suffer from grammatical issues and typos

no standards or consistent choices of words and terms

negations

usually very short







LINK



Issue Report₁

Issue Report₂

⋮

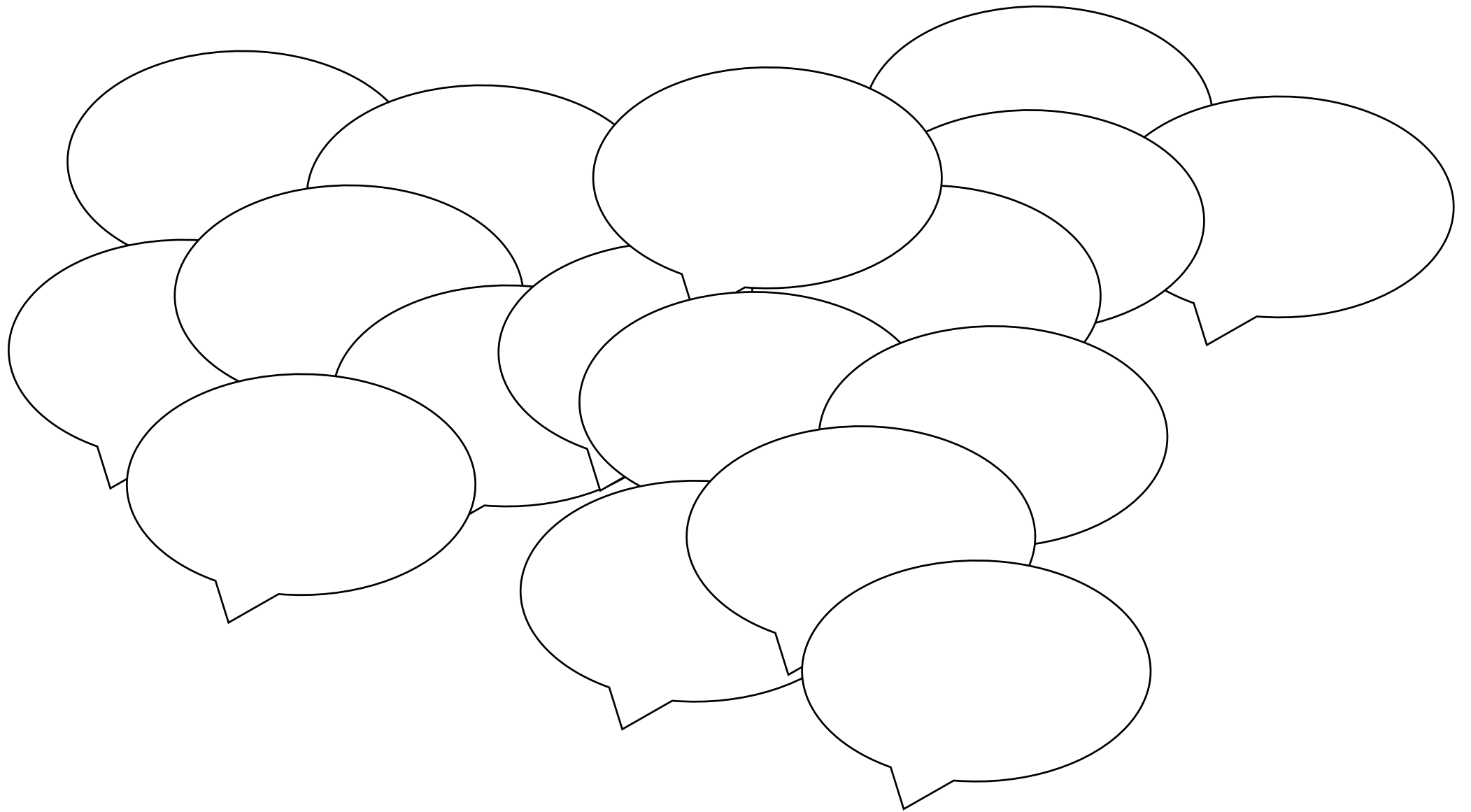
Issue Report_m

User-Review₁

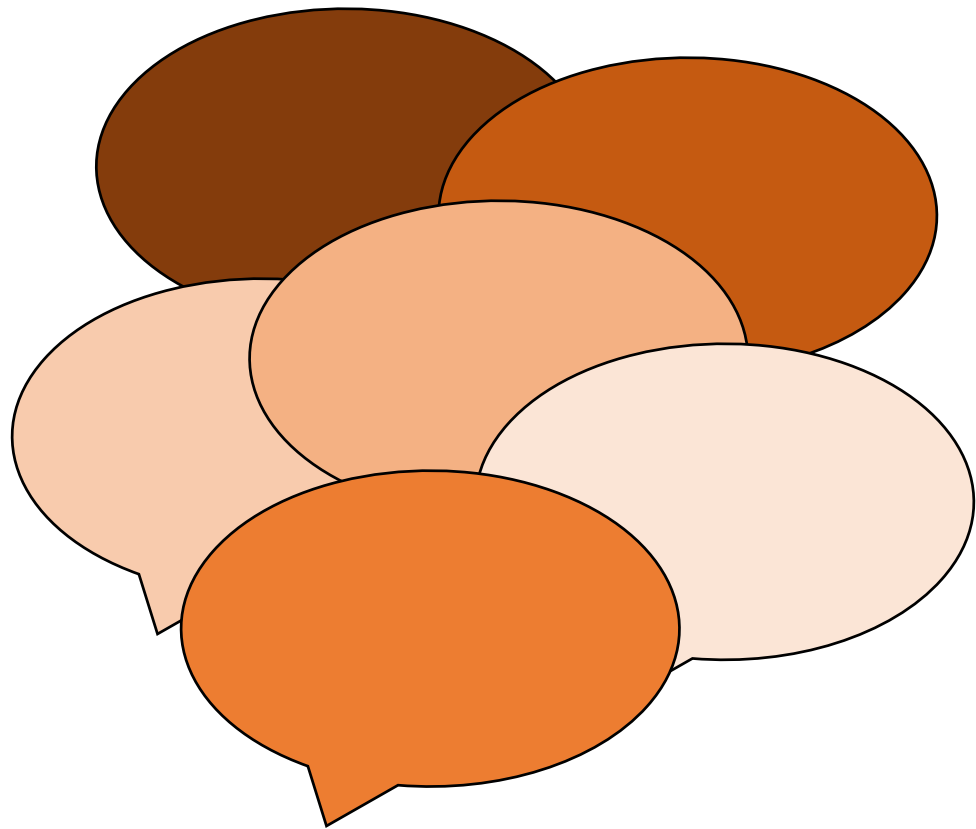
User-Review₂

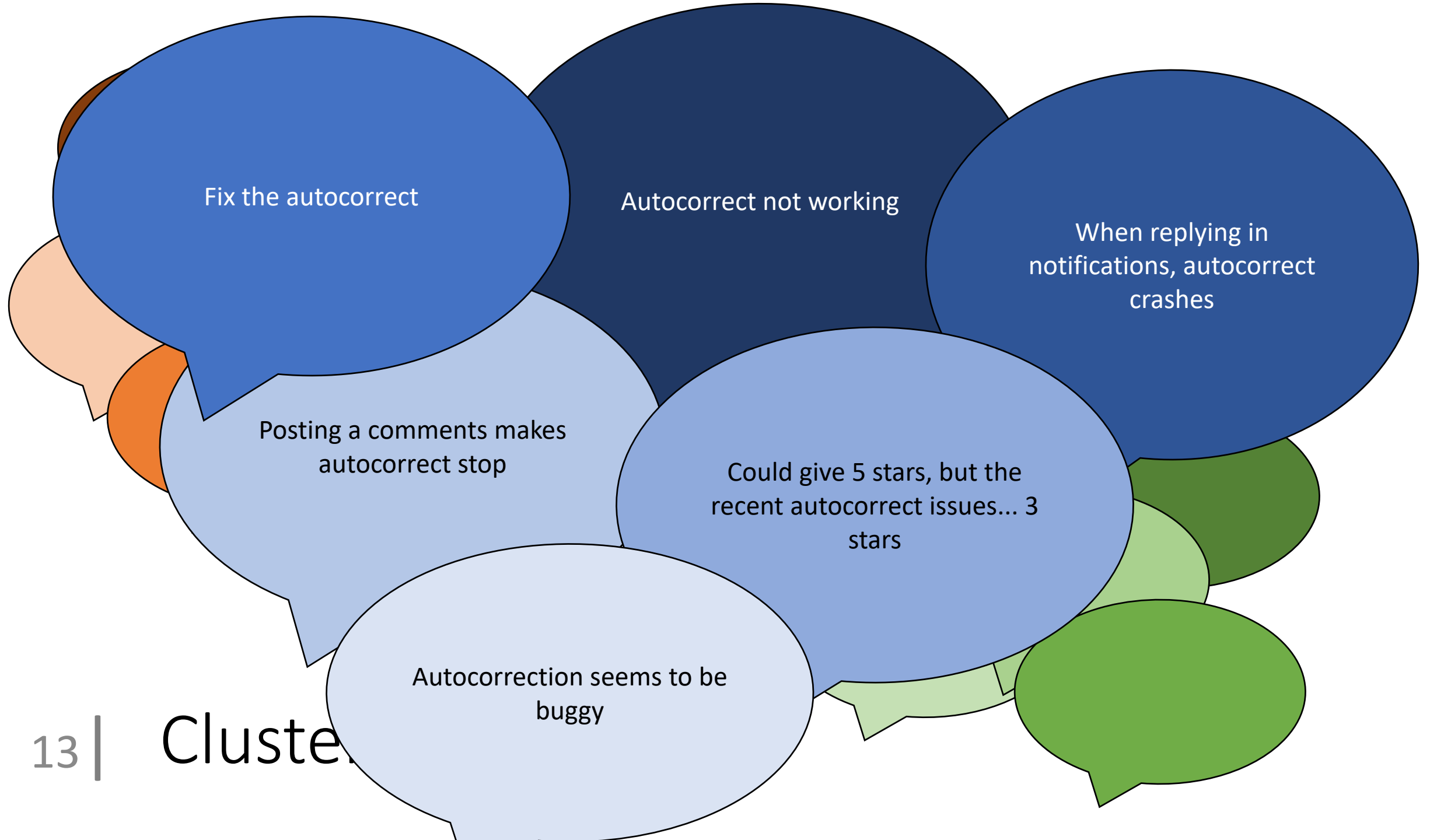
⋮

User-Review_z









Issue Report₁

Issue Report₂

⋮

Issue Report_m

User-Review₁

User-Review₂

⋮

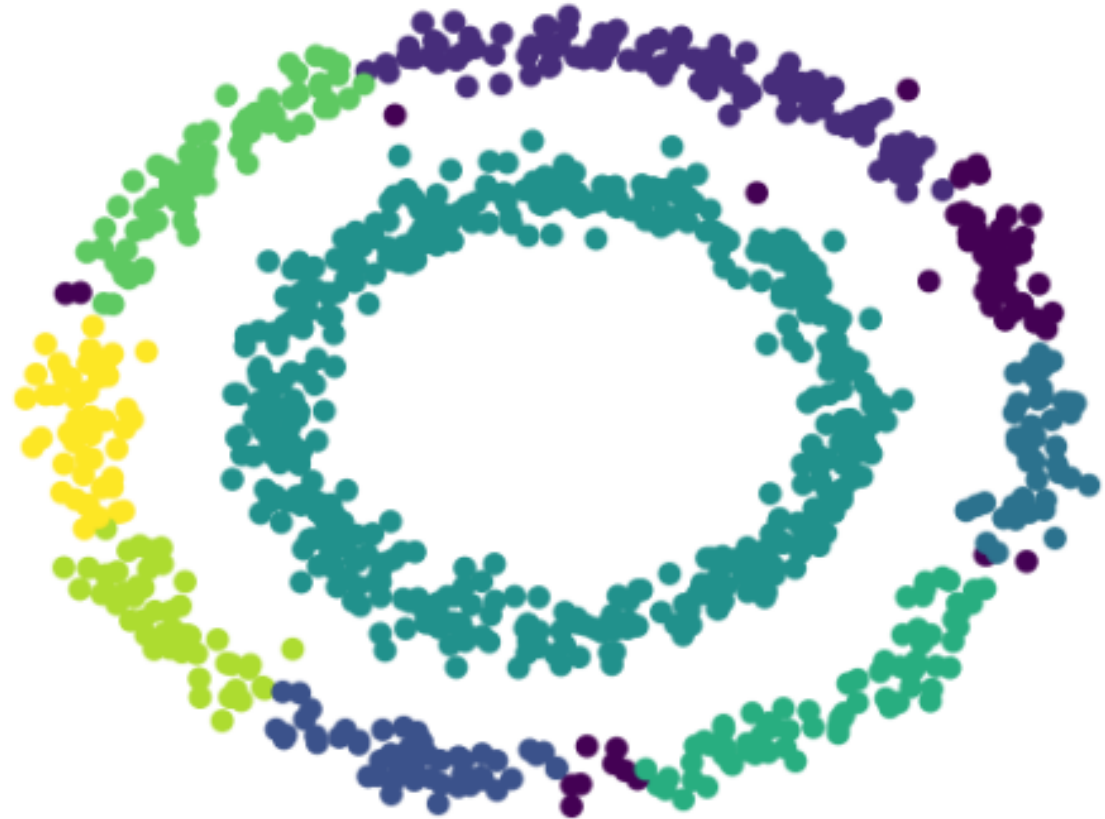
User-Review_z

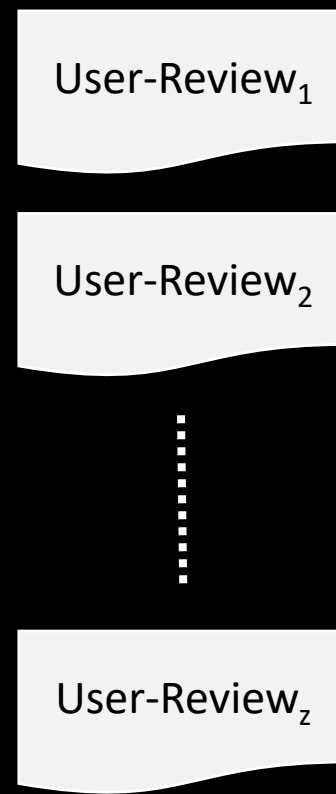
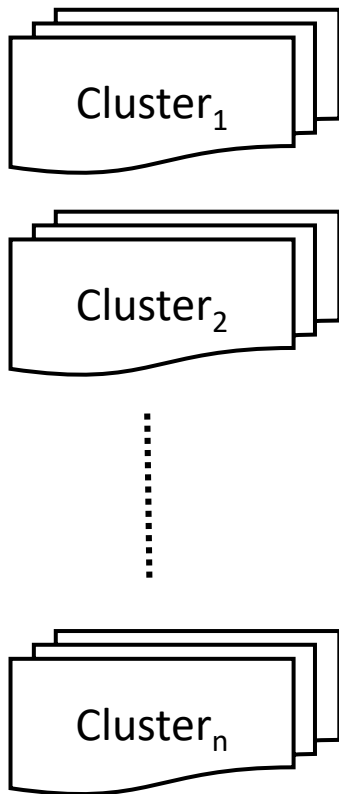
User-Review

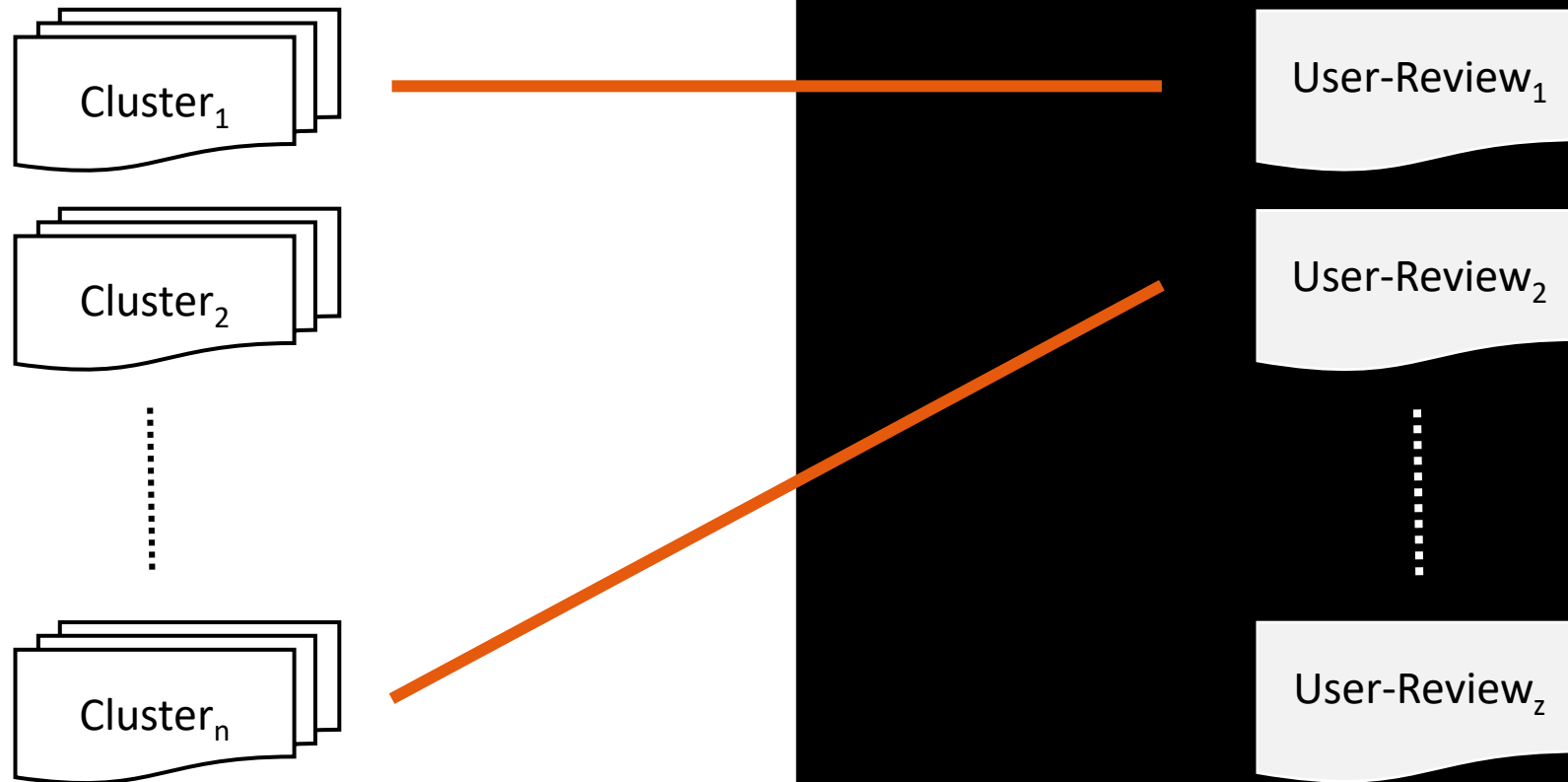
Words

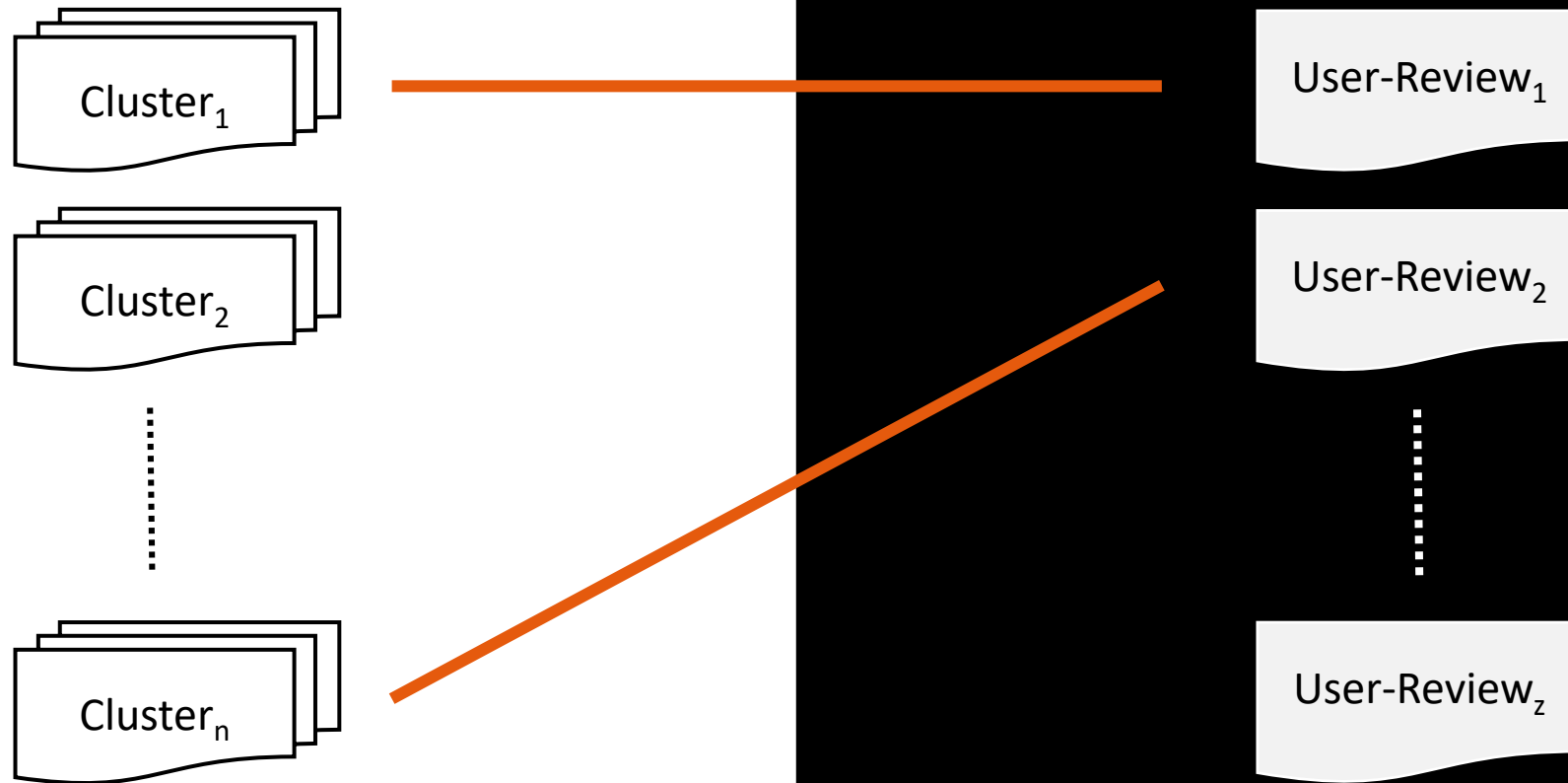
n-grams

Star-Rating









18 | Mapping achieves a precision of 79%.

Issue Report	User-Reviews
<p>Title: Autocorrect stopped working in comment reply field</p> <p>Body: If you reply to a comment in Notifications or the Reader, you won't get any autocorrect suggestions above the keyboard. From a quick poke around in the code, it appears to be related to using a subclass of AutoCompleteTextView</p>	<ul style="list-style-type: none"> (i) Autocorrect not working (ii) Fix the autocorrect (iii) When replying in notifications, autocorrect crashes (iv) Would give 5 stars, but the recent autocorrect issues... 3 stars (v) Posting a comments makes autocorrect stop

GitHub

Number of users

Number of comments

Size of issue reports

Size of comments

Reporter contribution

Number of followers of reporters

etc.

Google Play Store

Number of similar user-reviews

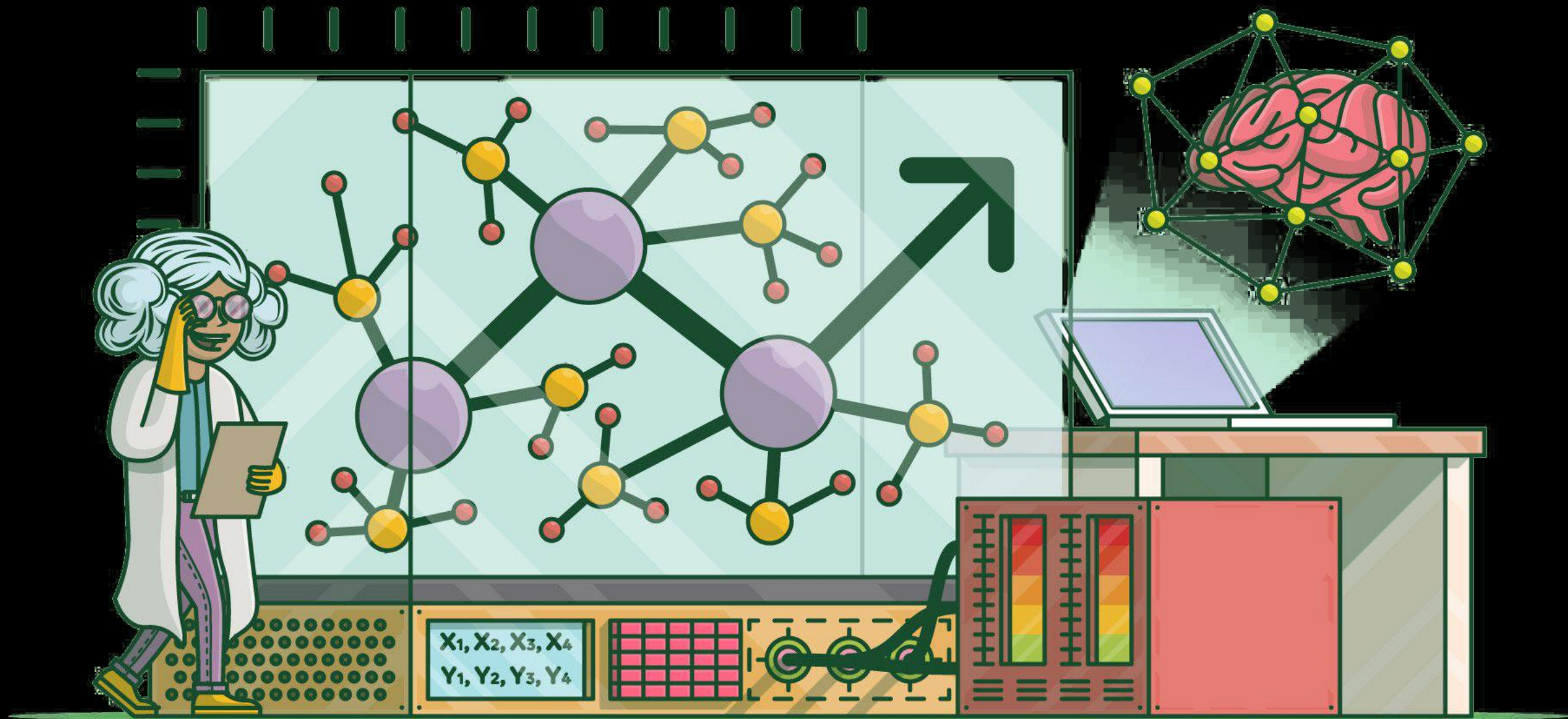
Star-ratings

Proportion of low, neutral, and high
star-ratings

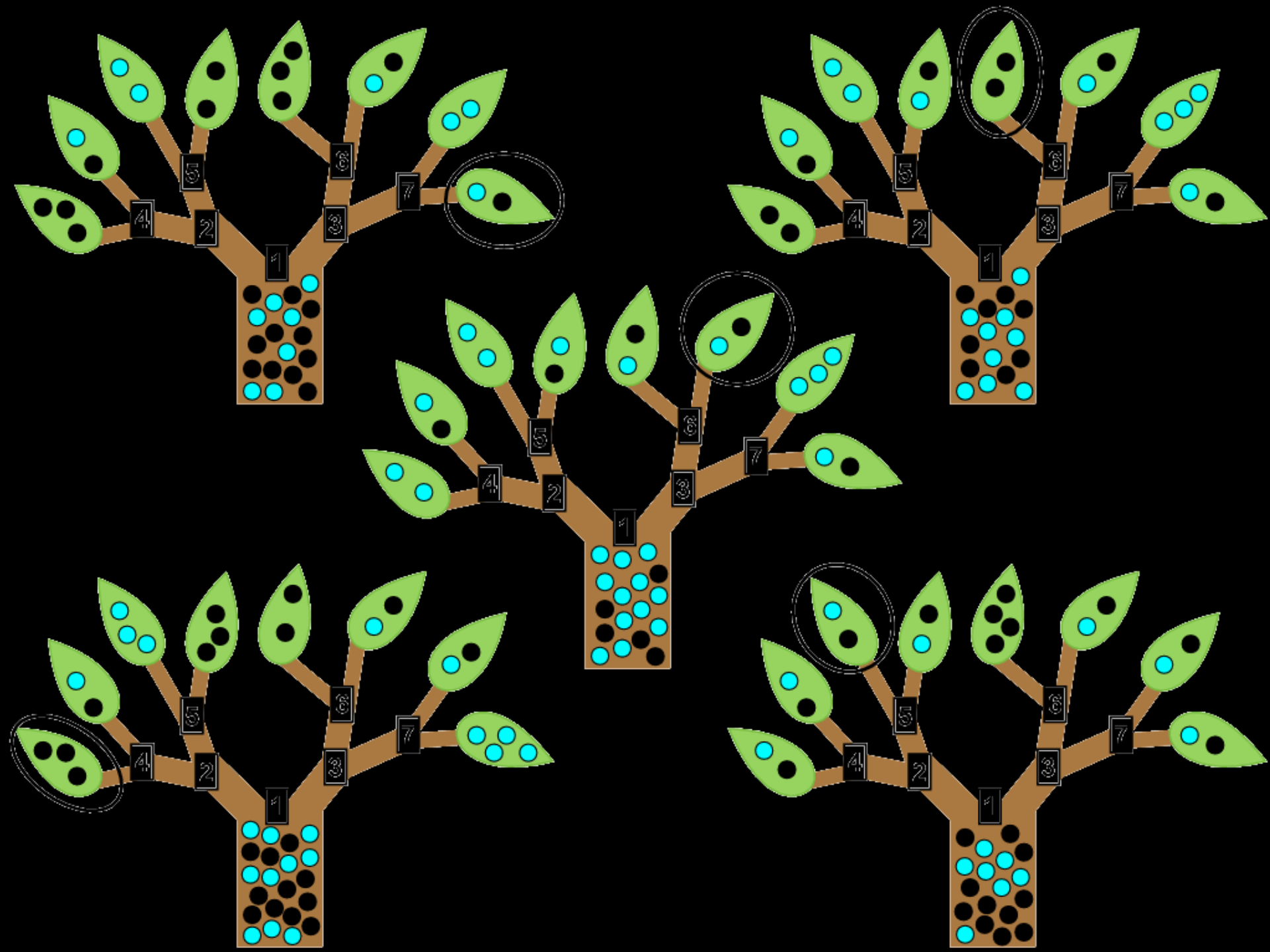
Size of user-reviews

Sentiment scores

etc.



Higher star-ratings are recorded for the apps that there is a statistically significant relationship between the measured metrics and issue reports prioritization.



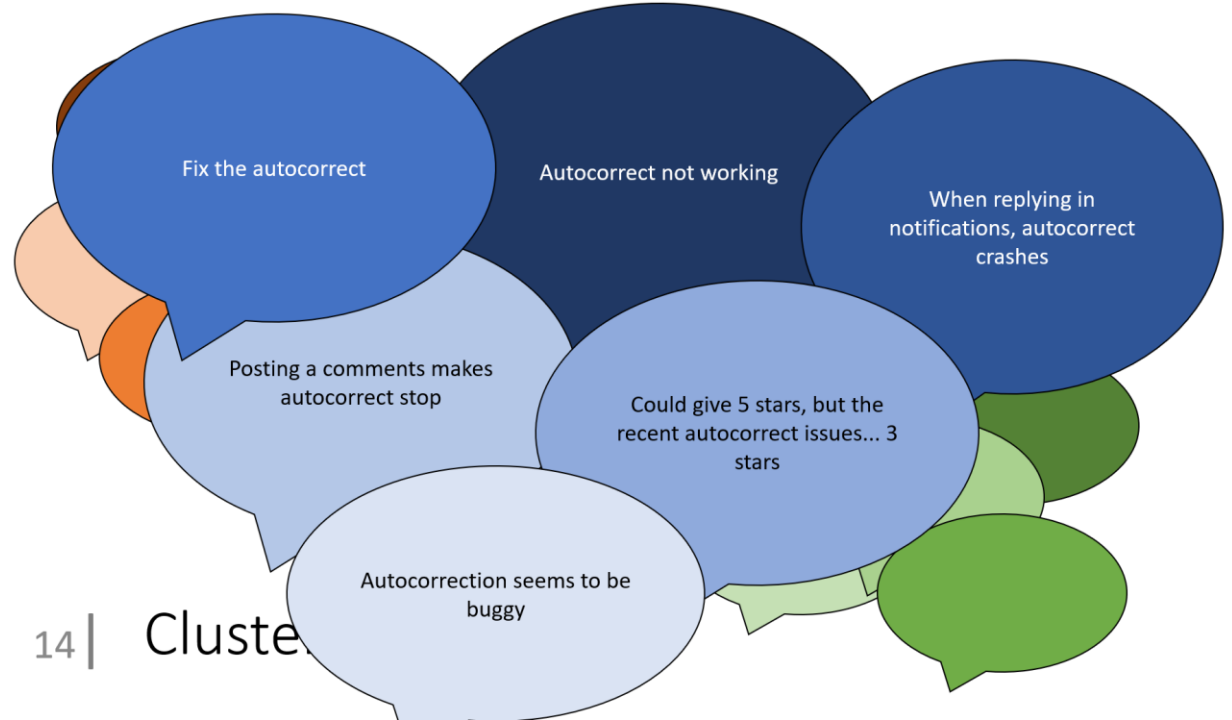
Apps with **similar** prioritizations to the prioritizations recommended by our approach receive **higher star-ratings**.



25 | Conclusion



9 |



14 |

Cluster

26 | Conclusion

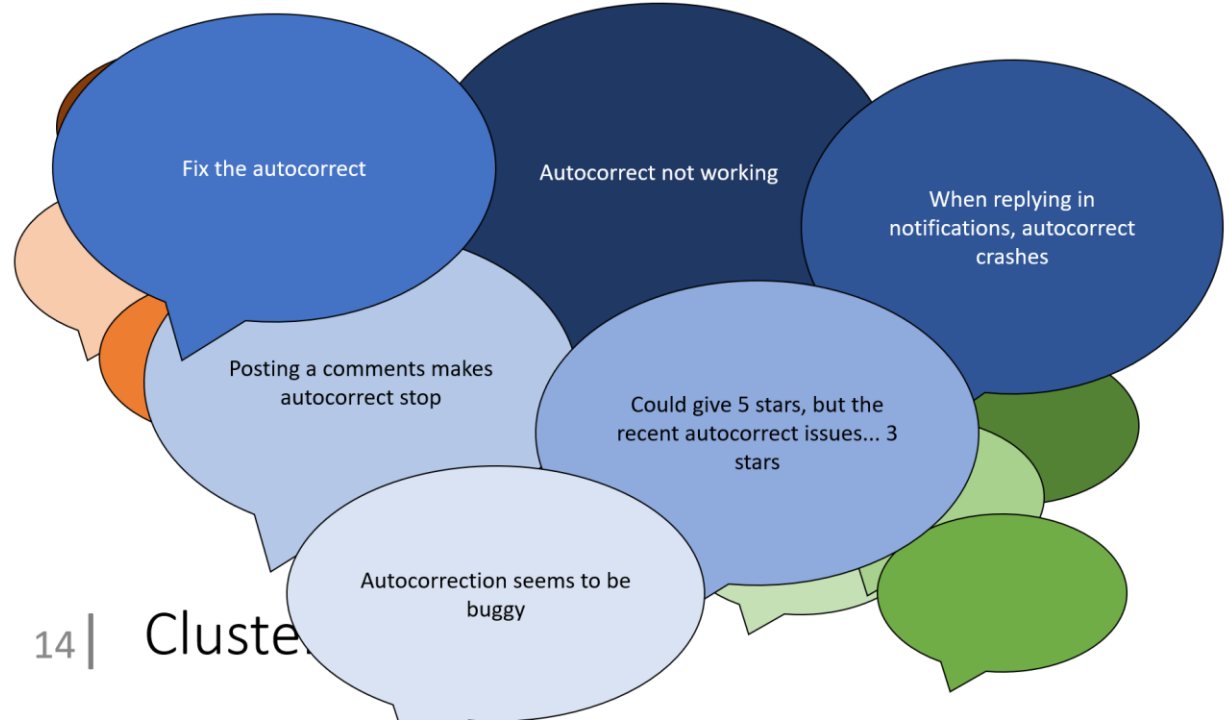


9 |

Higher star-ratings are recorded for the apps that there is a statistically significant relationship between the measured metrics and issue reports prioritization.

Conclusion

24 |



14 |

Cluster

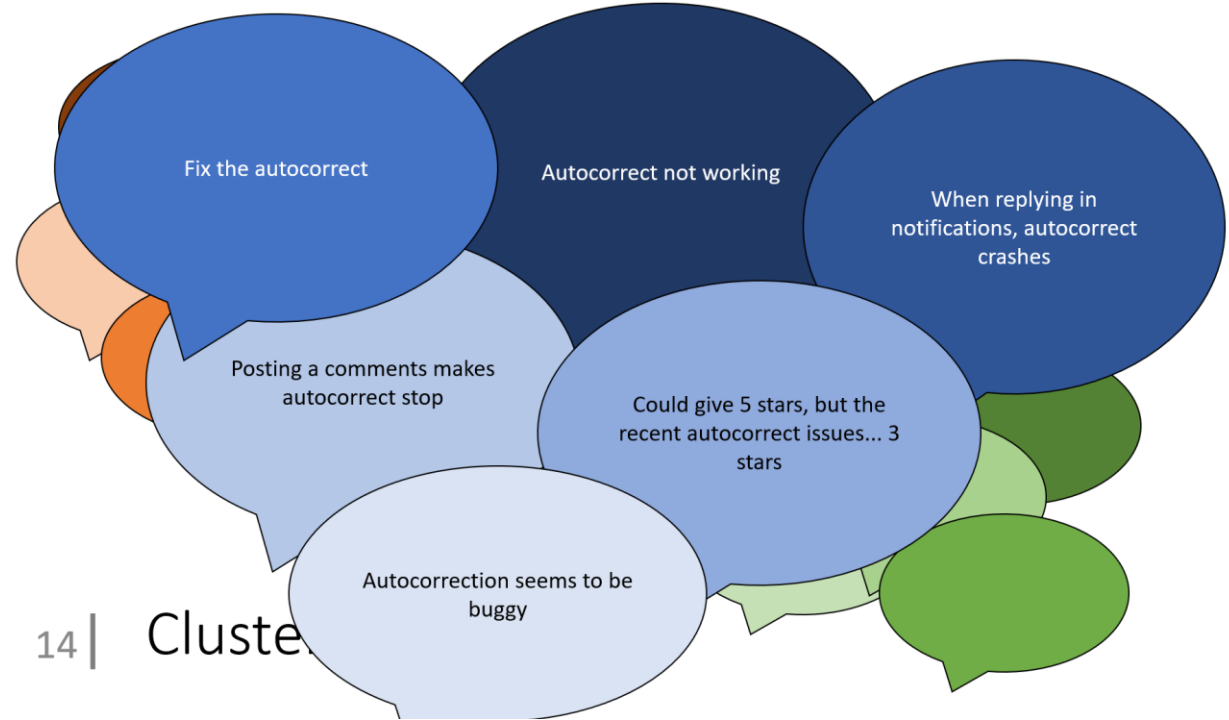


9 |

Higher star-ratings are recorded for the apps that there is a statistically significant relationship between the measured metrics and issue reports prioritization.

28 | Conclusion

24 |



14 |

Cluster

Apps with similar prioritizations to the prioritizations recommended by our approach receive higher star-ratings.

26 |