

# App POVs

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# Apps



**Soundcloud**

streaming



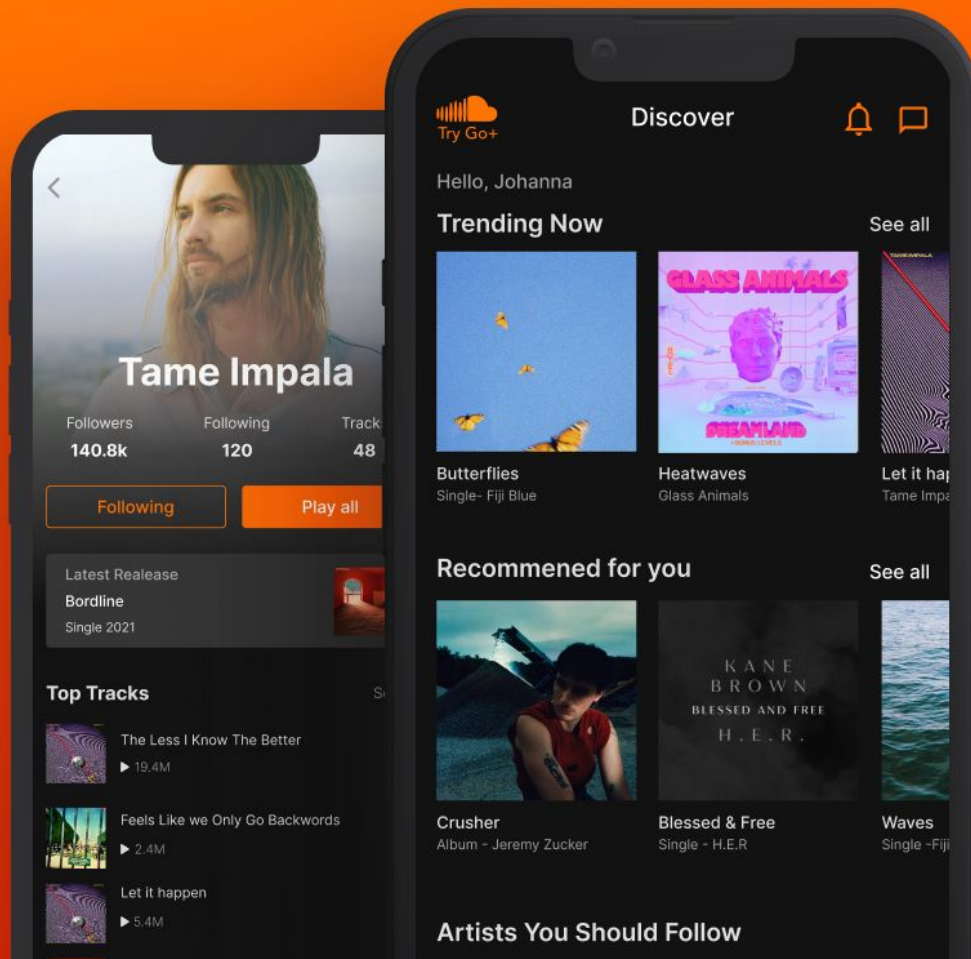
**Clash of Clans**

gaming



**airbnb**

travel



# Soundcloud: positive comments



“...You can listen to music in the background and while your phone is in sleep mode (meaning it uses way less of your battery). Overall I really like the app and hope it stays like it is...”

9/23/2024

“SoundCloud Is the best music application I've ever owned. I'm never disappointed with what the app has to offer. & I would never pick another music app over this one. Its my go to, music app on any circumstance...”

“...Easy-to-navigate UI. Great aesthetics. Massive library of music. Best for finding new artists. Profiles give a real sense of identity. Free version is not restrictive...”

9/07/2024

# Soundcloud: negative comments



“...Also, as someone that makes music, I hate that there’s a pay wall behind me seeing simple things as who’s listening all over the world. Why should I by SoundCloud Go just to see things like that?...”

8/05/2018

“...Trying to rearrange your songs in your own playlists is a hassle, it takes multiple tries to get the song to permanently move because it often just reverts back to where it was right after you moved it. I always have to close then reopen the open to check and make sure my songs moved to where I wanted them to...”

11/26/2019

I won’t receive any emails back aside from the ones telling me I won’t receive any emails back, so I’m not sure if any feedback I write about is even being viewed, nor can I even mark the feedback as a bug on the site (because I’m not given the option to do so)

7/19/2023

# Soundcloud: suggestive comments



“...not only is the environment of the app ‘creation’, but it's also a well made app. I used multiple music softwares/apps so I can get every song I need but I truly wish every app would take notes from SoundCloud. (PLEASE NEVER CHANGE THIS ABOUT THE APP!!)...”

7/16/2024

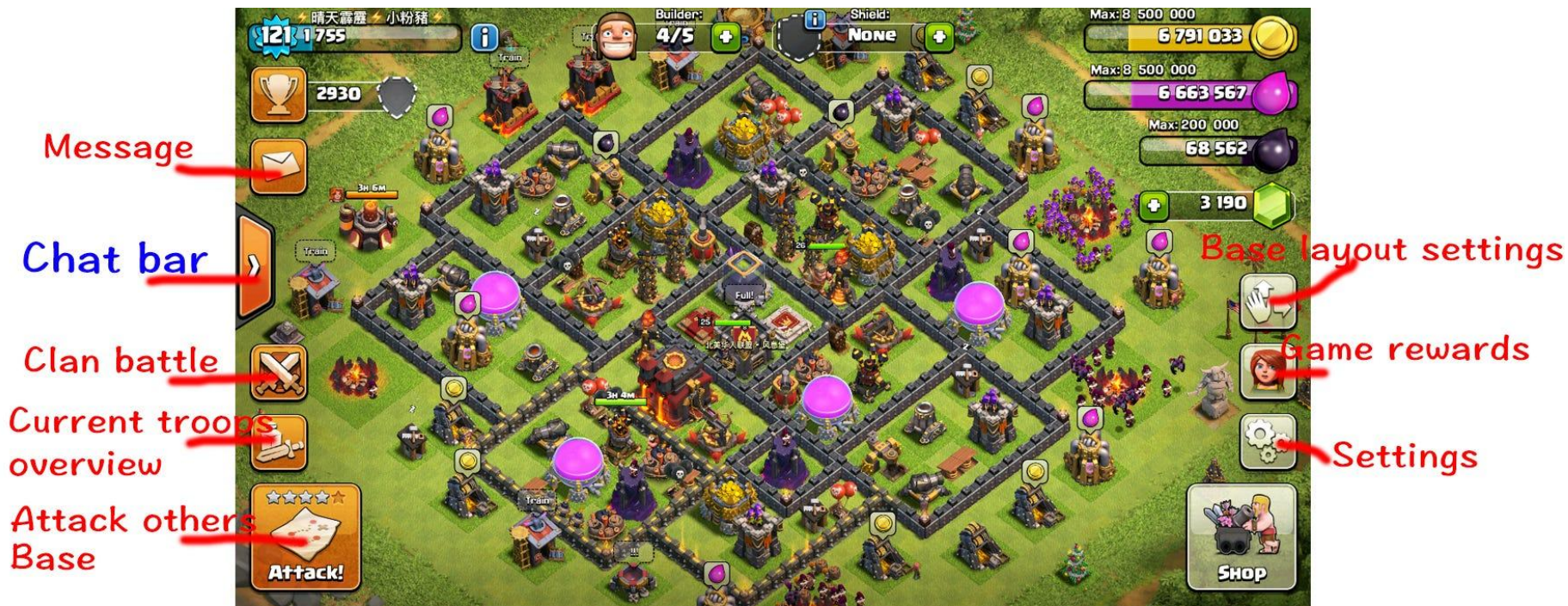
“...The first thing is the UI, if I type in a song and I spell it wrong I wish it could put up something close to that and not say “ No Results”. Second thing is that I wish when you went into your saved playlist that you would start at the bottom or the newest song and not the top...”

2/05/2018

“There is nothing worse than wanting to listen to a song and not being able to find it. Out of my 1,500 + likes I cannot remember the names of all songs I like. I believe if these tracks are deleted it would be very helpful that instead of them simply being taken down, they should still exist in your likes, even if you can't listen to them.”

4/09/2019

# Clash of Clans



# Clash of Clans: positive comments



Fantastic updating with new thoughts and ideas. Also, the best community service. I have been playing for the last 8 years, and many players are more than me, too.

8/17/2024

It is not pay to win at all, I haven't spent a single dime on this game and I am still winning battles and still having fun. You can team up with your friends in clan wars! All family friendly!

8/13/2024

One of the best aspects of it is the focus on strategy—it's not just about power but also planning. Building your village, defending it, and attacking others brings a lot of excitement.

9/23/2024



# Clash of Clans: negative comments



“...My biggest issue is like most games unless you pay to play, it takes FOREVER to upgrade items & the costs are ridiculous, especially in the builder section. The special events are impossible to win, I only can get 2 stars, so I don't get the event prizes...”

8/17/2024

“...The game has fast become a "pay to win" & is rather expensive as you HAVE to spend money upgrading the special equipment, buying ores etc, to be successful which isn't fair on those who can't afford. It definitely takes the fun out of the game..”

9/09/2024

“...The heroes take too much time to upgrade, if you want to max them out, you never even use them in battle...”

8/17/2024

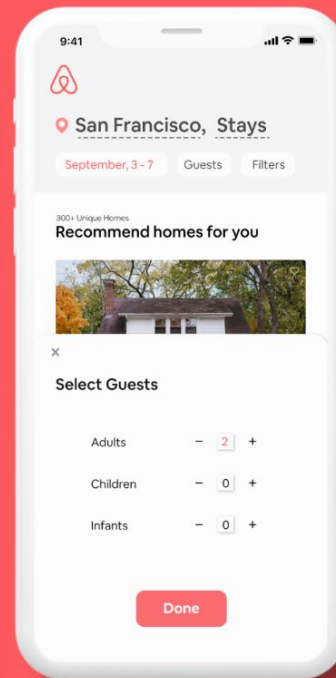
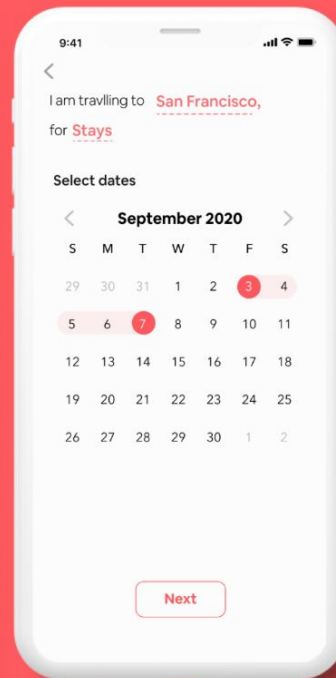
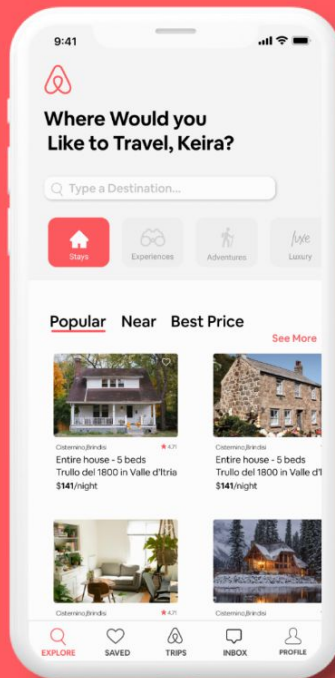
# Clash of Clans: suggestive comments



“...capital gold should also have a use in the village base. And maintenance breaks should be about 10/15 mins but it takes more time than that like 1hr. Why is that happening?...”  
9/18/2024

“...But upgrade takes too much time especially for heroes. So, I would like to suggest to make upgrade time less or make it possible to use heroes while upgrading...”  
9/14/2024

“...The invite players feature should be added back, as clan notices are not fully reliable for growing your clan. Also, unlimited heroes were great ideas. Still, I have hope...”  
8/17/2024



# airbnb: positive comments



“... It's easy to search and add amenities you're looking for, and my favorite feature is the wish list. It's easy to add and organize homes for future stays...”

4/11/2024

“...The platform is user-friendly, and the variety of options available makes finding the perfect accommodation easy. The communication with hosts was smooth, and the overall booking process was seamless...”

8/11/2024

“...Love that it isn't as expensive as other sites and you have different options on how to pay for a booking...”

9/12/2024

# airbnb: negative comments



“...I have a Pixel 4 and the it's not possible to select options directly on the map. It's incredibly frustrating not to be able to navigate/select the location ...”

9/21/2024

“...This app, designed for global travelers, requires you to verify your account via SMS sent to your phone number, in order to complete booking. The idiots running this goat rodeo didn't think it through enough to realize, global travelers frequently use burner SIMs, so don't have access to any phones or SMS...”

7/21/2024

“...Repeatedly, after an update, this app kicks me out of hosting and I can't switch back to it from traveling. I need to be able to view the hosting calendar and I can't...”

9/01/2024

# airbnb: suggestive comments



“...Photo tour sucks. It is the absolute worst mandatory feature in the world and should be removed or made optional. I have my photos organized how I want them and now you've gone and reorganized them...”

8/26/2024

Its good that in amenities for bathroom, you have the option to tick bathtube, but it's BETTER if you add an option to add Shower cabin. Because even though there are photos of shower in the listing, every third person is asking is there shower or not

7/27/2024

“...I don't know what my background have to do with me making a reservation to stay somewhere. My host never had a problem with me instead my host love for me to come back every time. Airbnb need to fix the problems and stop doing background checks and it's not related to them of their policy....”

8/28/2024

# User POV Statements

Soundcloud



Soundcloud users need better song searching capabilities because the app frequently displays “No Results” which discourages users from continuing to use the app.

Soundcloud users need more track organization options because those who have large music libraries struggle to find the specific songs that they are looking for.

# User POV Statements

## Clash of Clans



Upgrade times need to be shortened for new players because the current length for most upgrade times makes the game experience limiting because players cannot accomplish what they want to

Users need more transparency with the elements of the game that can be paid for they consistently feel that certain game elements are designed to incentivize players to spend money (it is a free game with options for payable add-ons)



# User POV Statements

airbnb



Users need better customer service options because it is challenging to reach a representative in appropriate time spans, this especially important because of the importance of timing during travel.

Hosts need more freedom for displaying their properties within the application because each property is unique and hosts have a higher understanding of why users value their property.