



MICROSOFT: ONEDRIVE TEAM
REVIEW SENTIMENT REPORT

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SUMMARY

Electric Web analyzed OneDrive review sentiment from October of 2019 to January of 2020 across Google Play, Apple Store, and OneVoice (Android, iOS, and Web).

TOTAL POSITIVE SENTIMENT COLLATION ACROSS ALL PLATFORMS

Positive sentiment was collated by analyzing all reviews with positive sentiment across Google Play, Apple Store, and OneVoice top, hot and new (web, Android, and iOS).

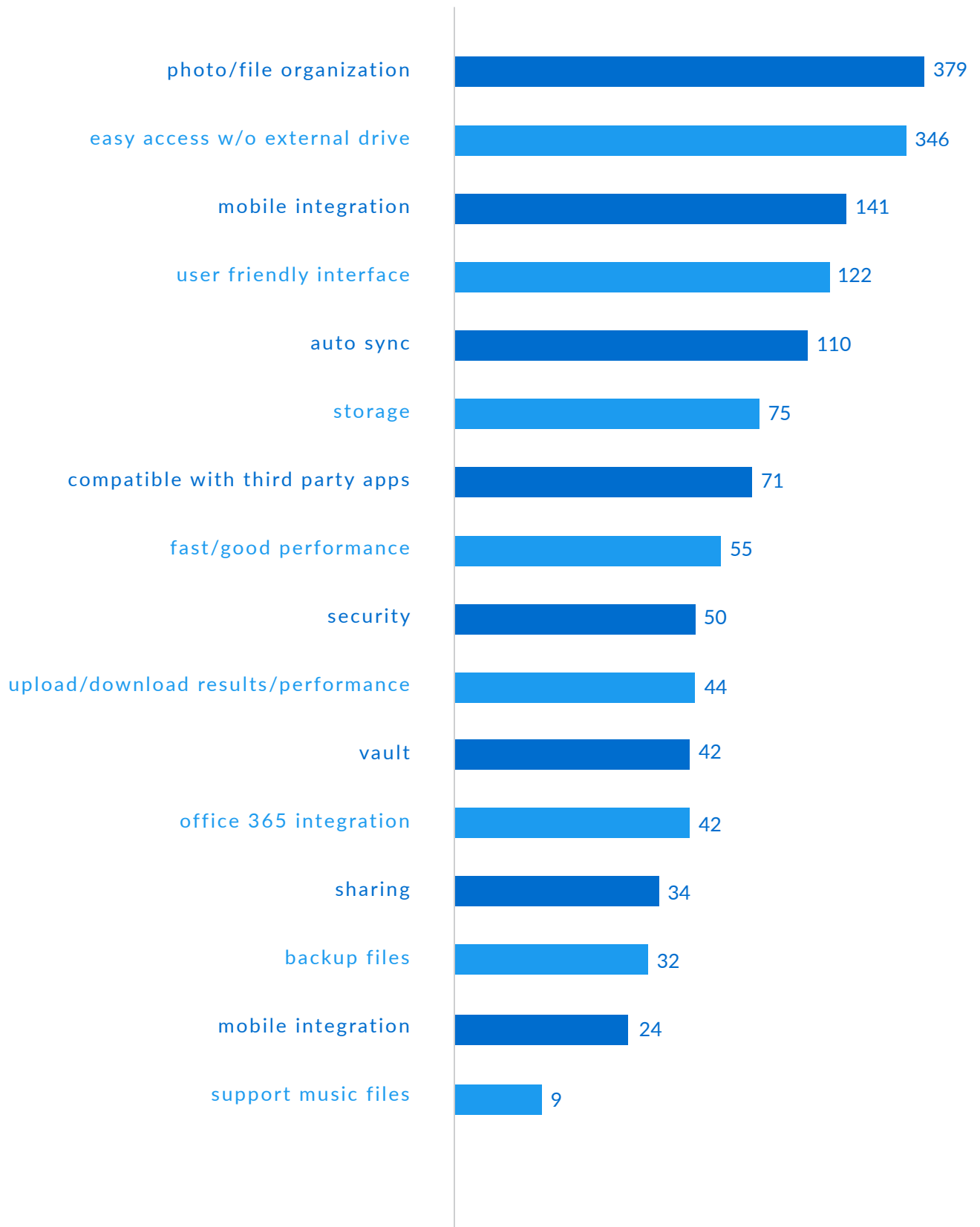
The majority of positive reviews seemed to reflect core functionality, such as photo and file organization, easy access, interface, auto-sync, storage, and mobile integration. Features such as the vault and office 365 integration received high levels of praise.

TOTAL POSITIVE SENTIMENT COLLATION ACROSS ALL PLATFORMS

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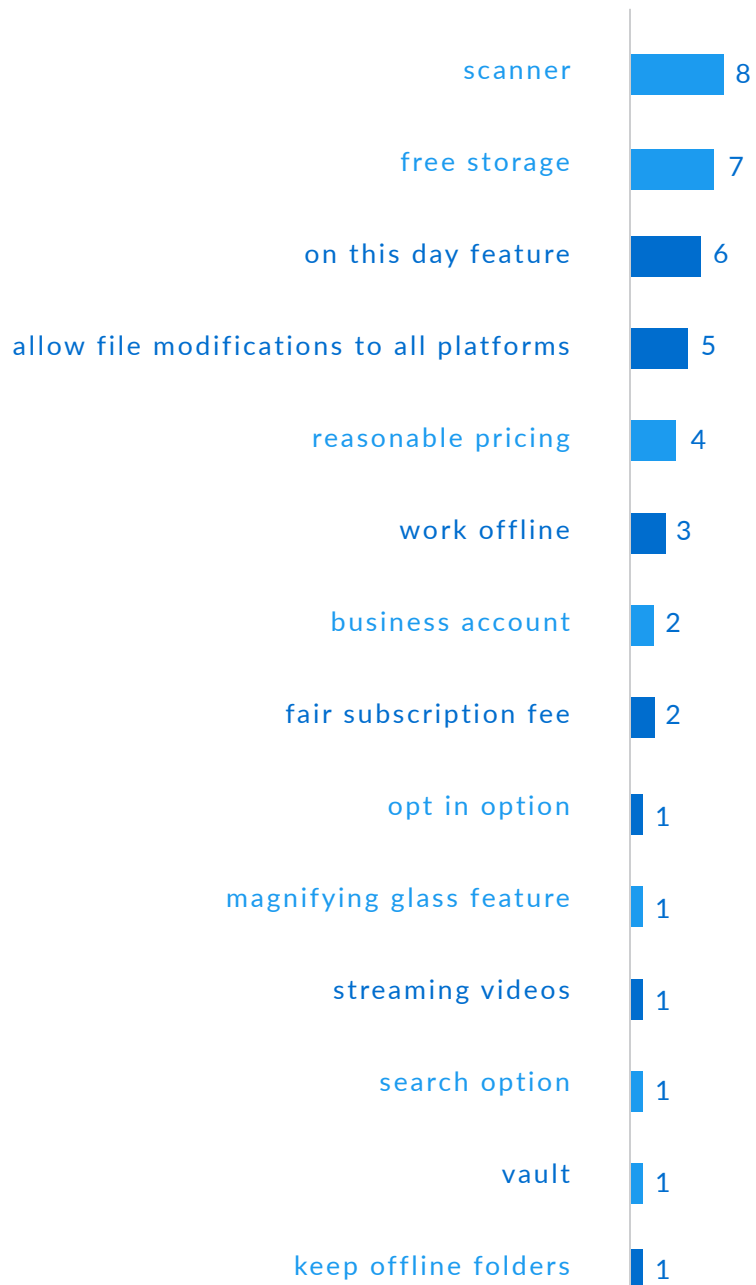
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TOTAL POSITIVE SENTIMENT COLLATION ACROSS ALL PLATFORMS

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TOTAL NEGATIVE COLLATION ACROSS ALL PLATFORMS

Negative sentiment was collated by analyzing all reviews with negative sentiment across Google Play, Apple Store, and OneVoice top, hot and new (web, Android, and iOS).

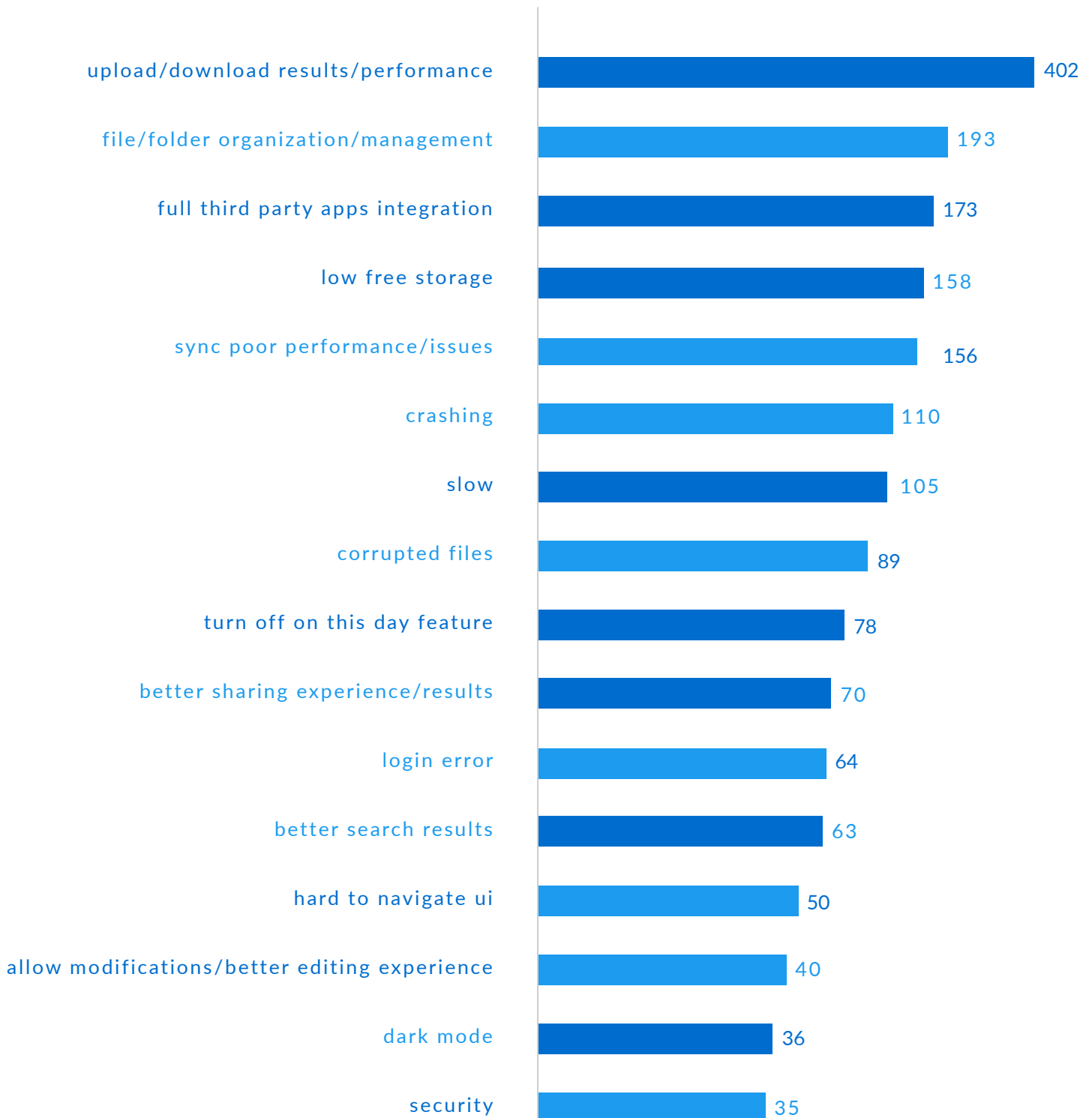
The majority of reviews seemed to reflect low free storage, general upload/download performance, full third party app integration, synchronization, speed, file corruption, and crashing.

TOTAL NEGATIVE COLLATION ACROSS ALL PLATFORMS

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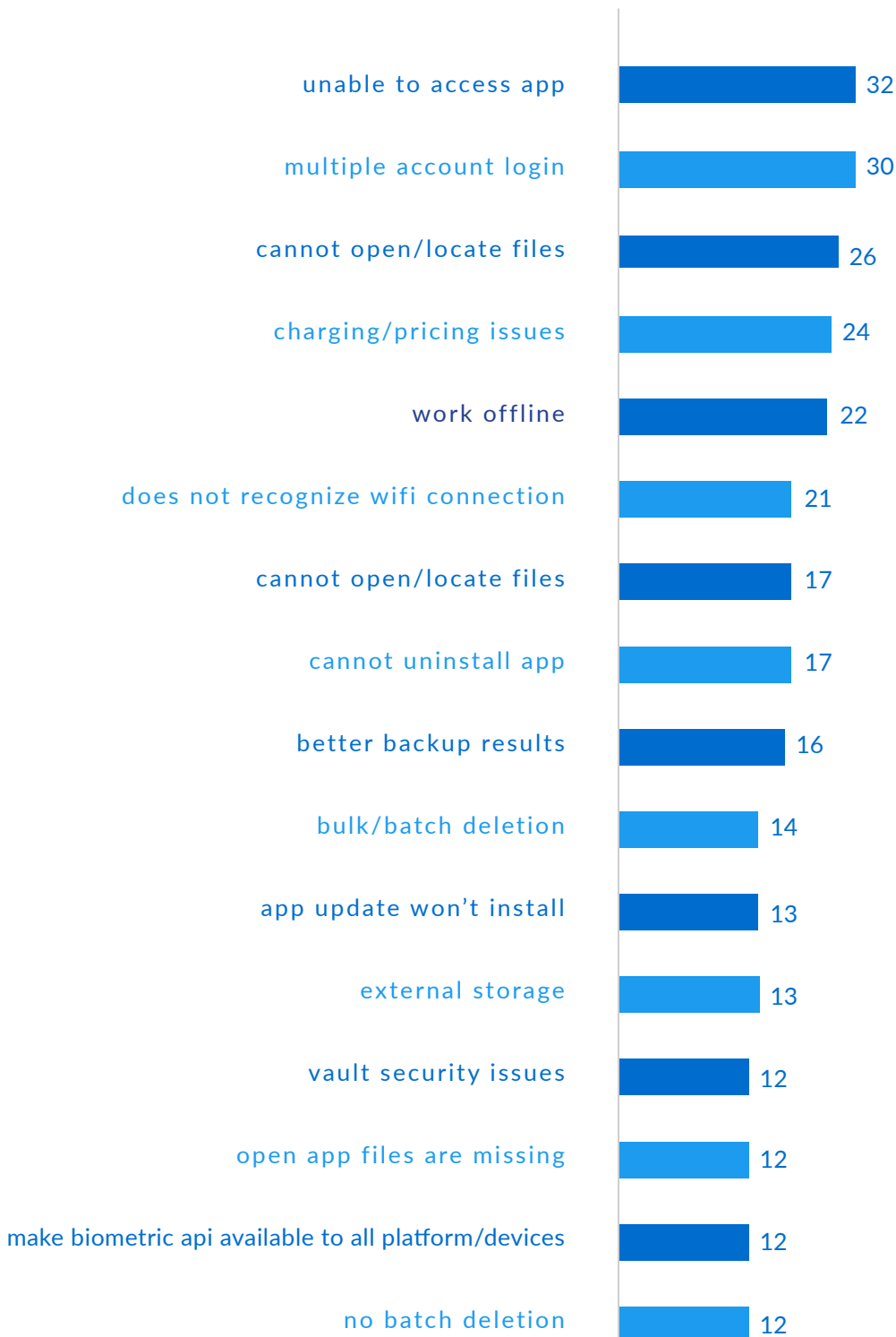
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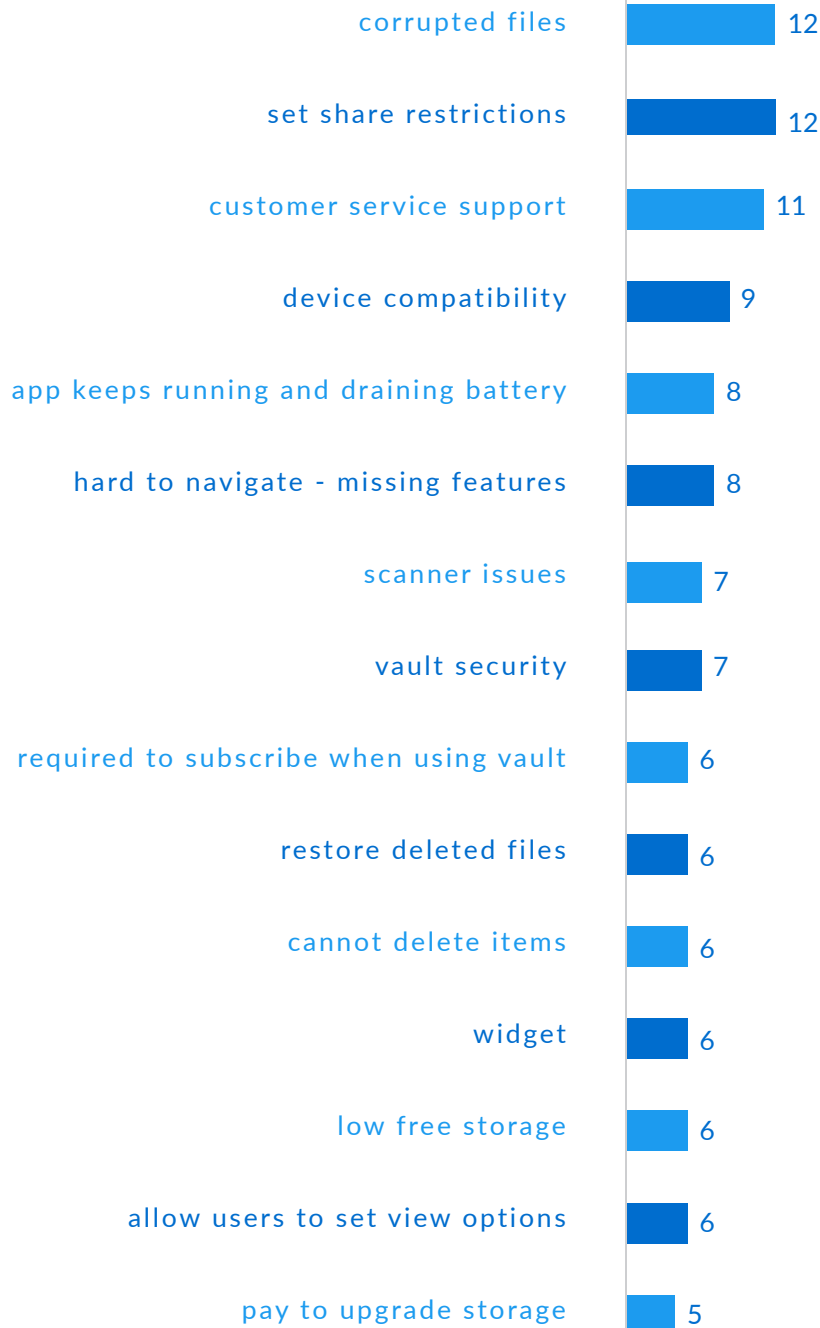
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TOTAL NEGATIVE COLLATION ACROSS ALL PLATFORMS

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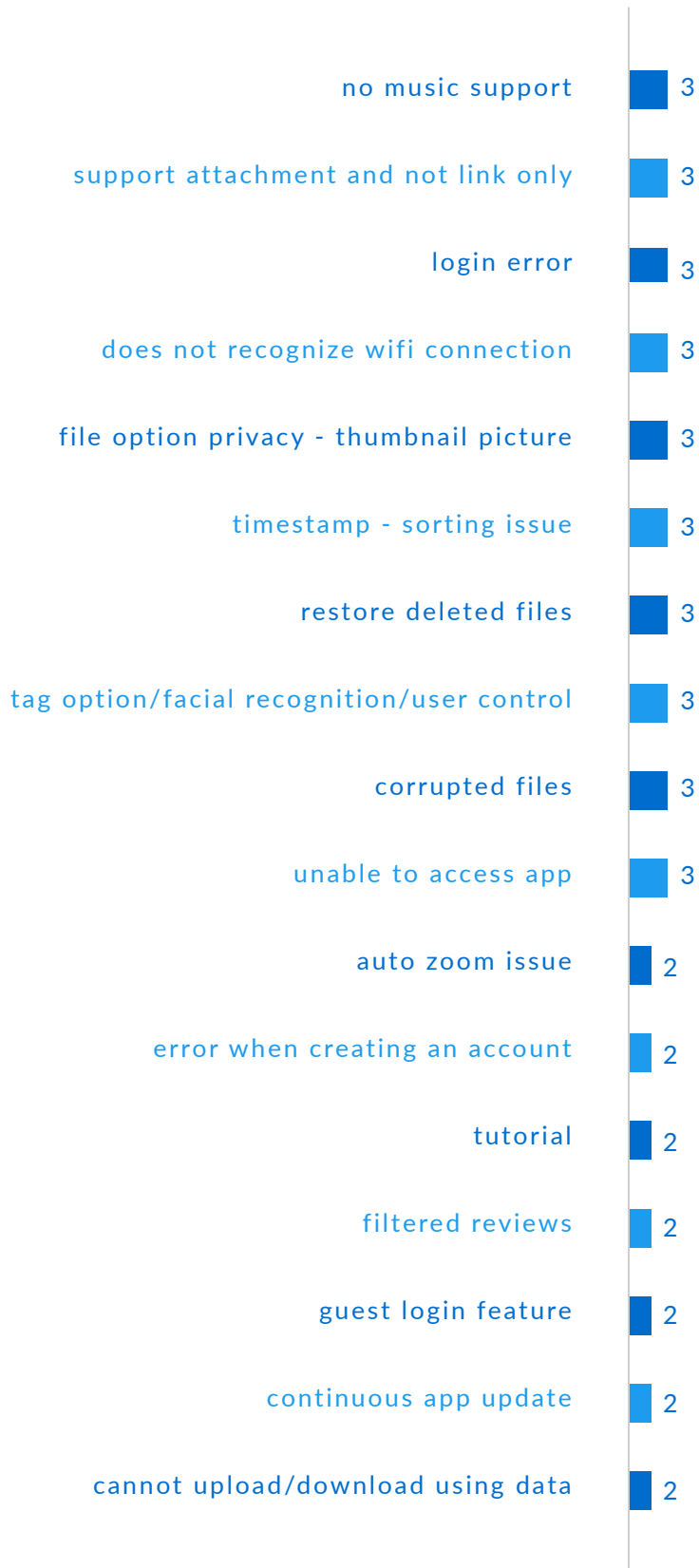
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TOTAL NEGATIVE COLLATION ACROSS ALL PLATFORMS

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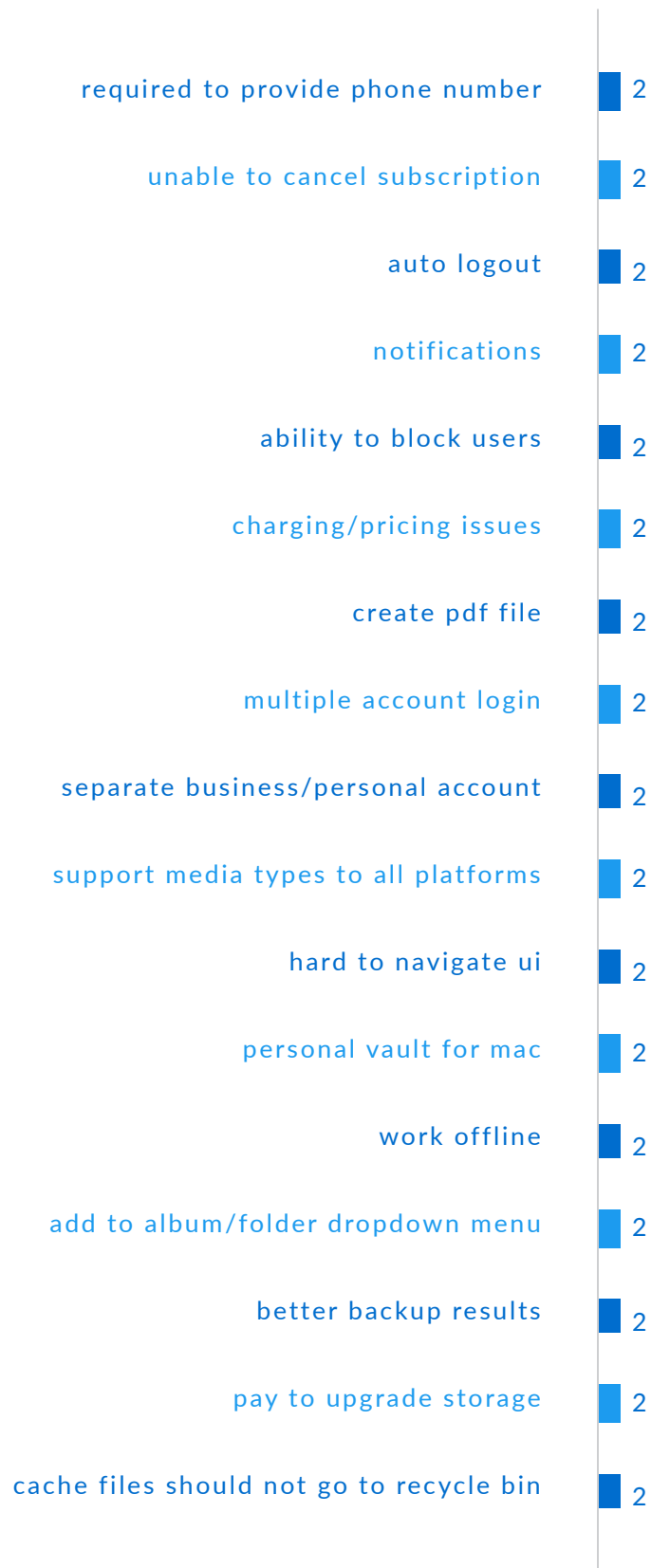
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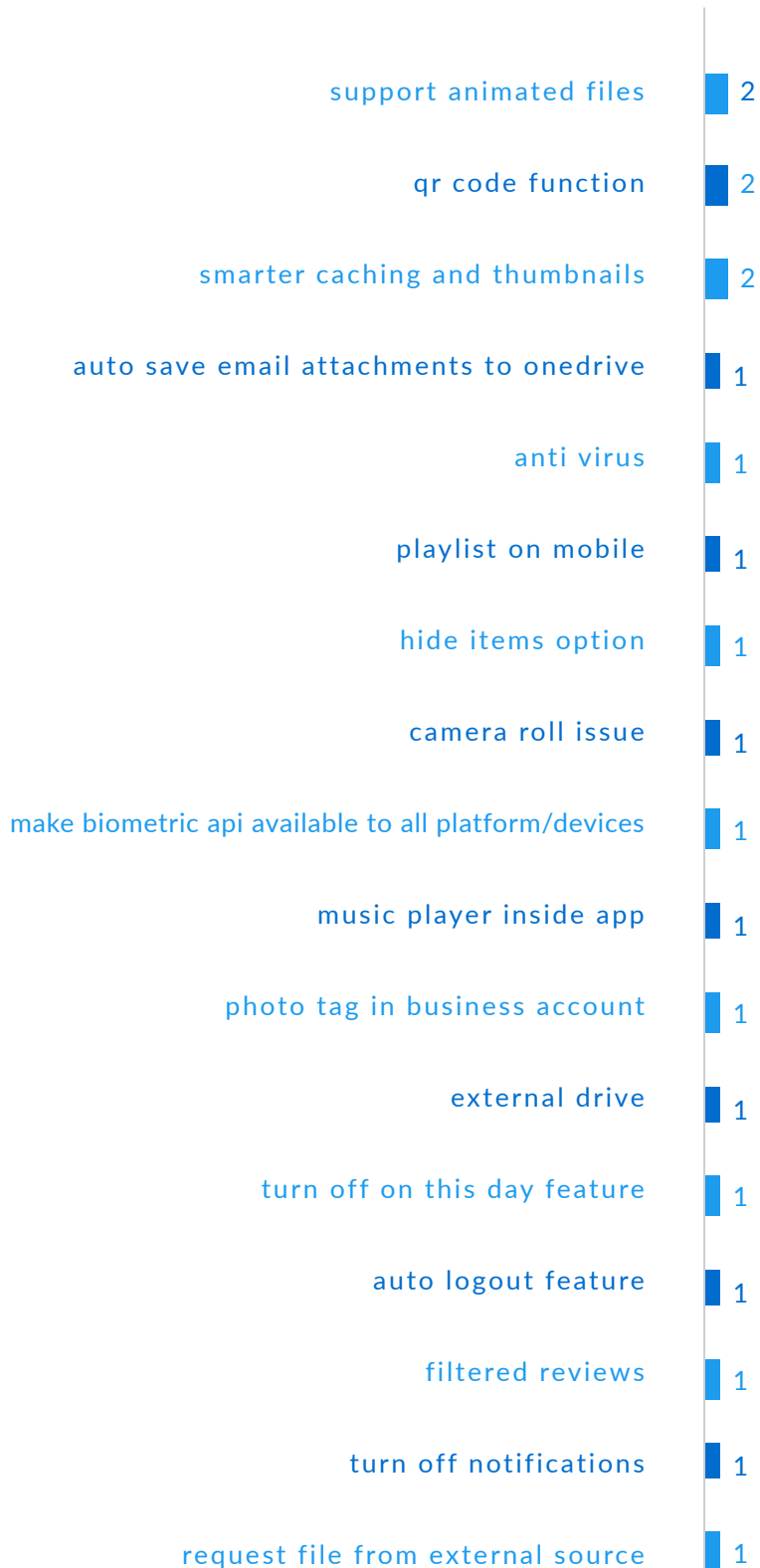
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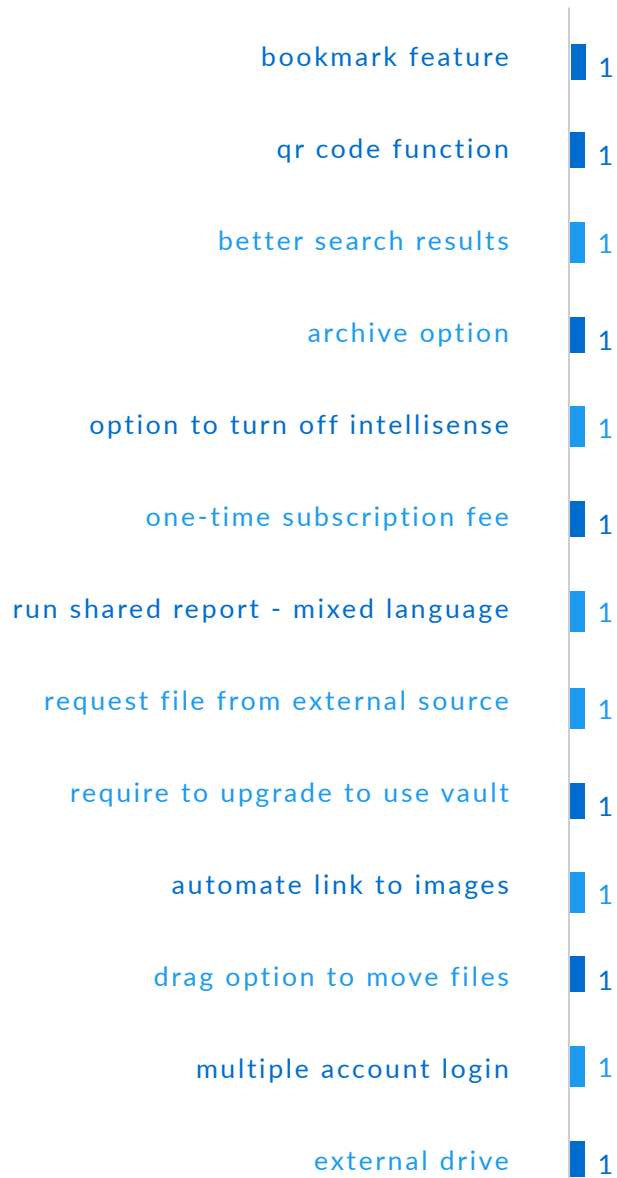
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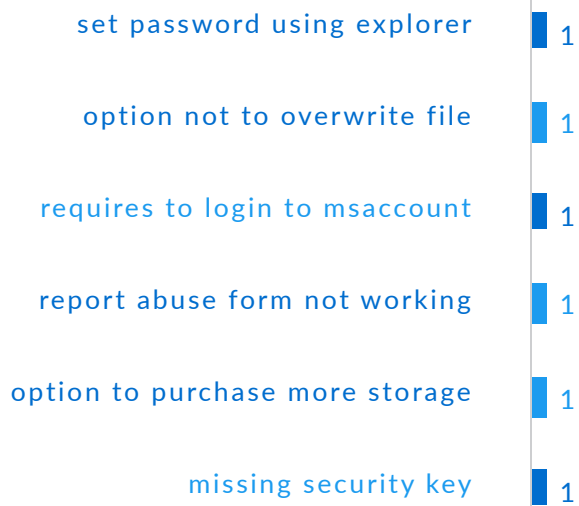
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TOTAL NEGATIVE COLLATION ACROSS ALL PLATFORMS

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Solid Jan 16
★★★★★ jkirk1626

Dev team cares enough to update regularly.

Syncing is outstanding.

Google Drive and Dropbox are superior in streaming videos you upload. OneDrive often makes you download the video, then try to play it on another application. Not keeping up with its rivals.

Recommend.

IOS POSITIVE

iOS reviews were a much smaller quantity than Android. They followed the general review trend of praising general features such as mobile and desktop integration, performance, storage, and access.

★★★★★★
conwayhd, 10/28/2018

Good app, but...
For my intents and purposes, the OneDrive app is great for storage and accessibility and I love the amount of space that's available to me, which is the key reason I prefer it over [more](#)

★★★★★
ChBoy7, 10/02/2018

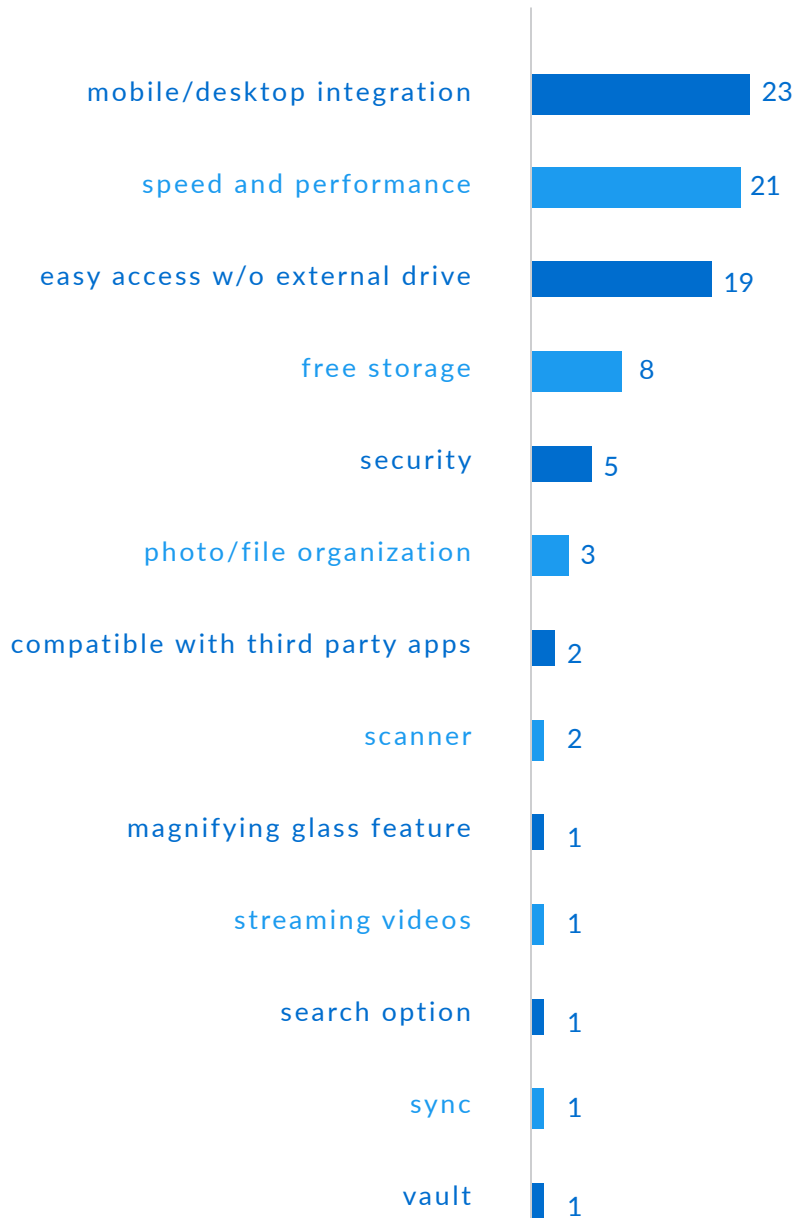
Love one drive
The storage space and ease of syncing with one drive is fabulous.
I just tried the new scanning feature and found it really helpful. it means I can elim [more](#)

IOS POSITIVE

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Crashes

Jan 29



XxGexmanxX

Ok. Now this makes 3 updates and this app is STILL unusable. STILL crashes

IOS NEGATIVE

Unlike Android users, iOS users seem to complain much less about storage capacity proportional to review quantity.



ThrowOutTheApp, 11/09/2019

If this isn't hell, then I do not know what is.

I can count on one hand the number of times that this app has worked smoothly and without errors. It is so unfortunate that it somehow weaseled its way into being a [more](#)



Lexsea3215, 10/23/2019

Completely locked up my phone

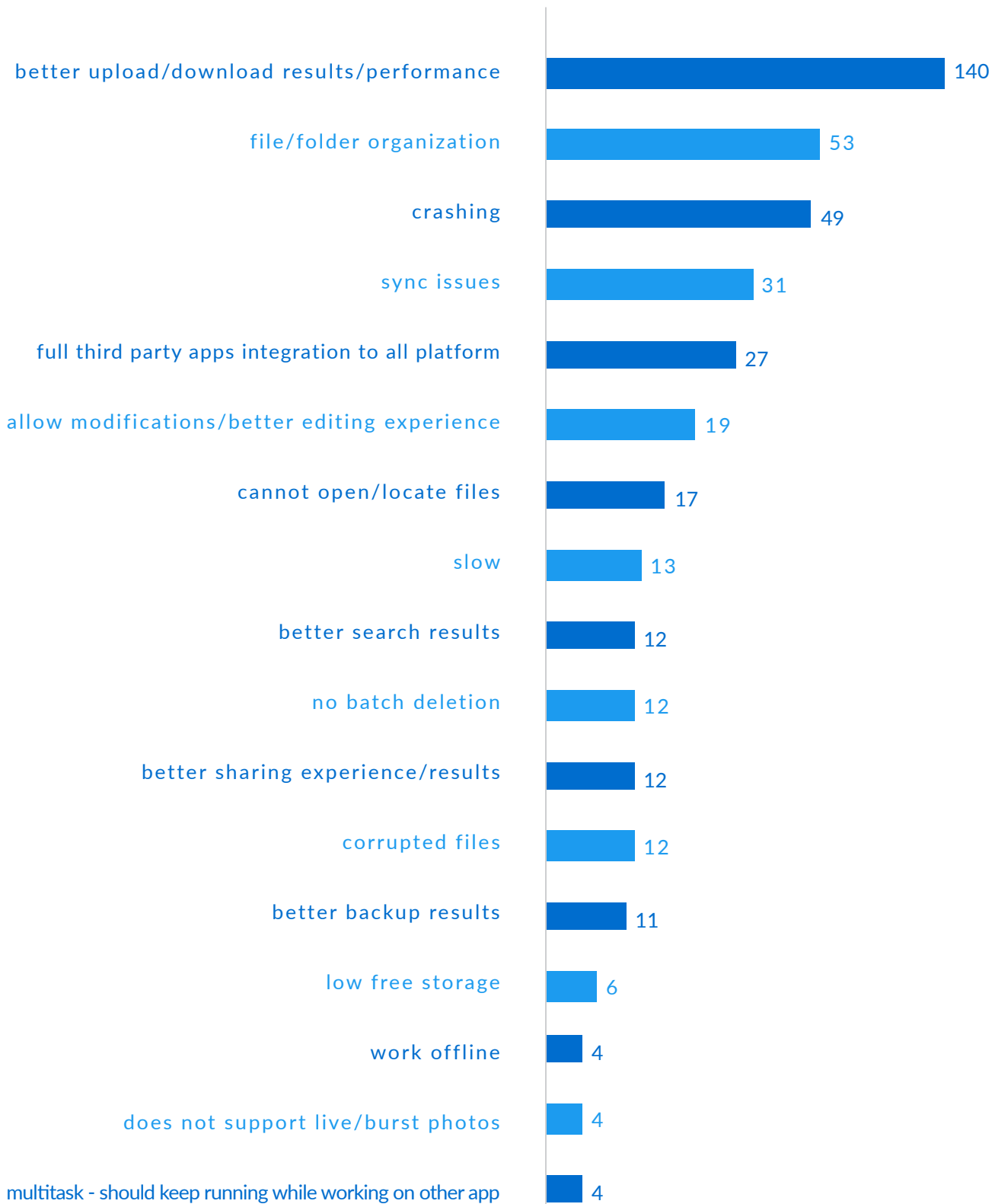
I went to open one drive last night and upon opening it the application was just stuck on its main page and it refused to work so I uninstalled the app and reinstalled it. Wh [more](#)

IOS NEGATIVE

FEATURE

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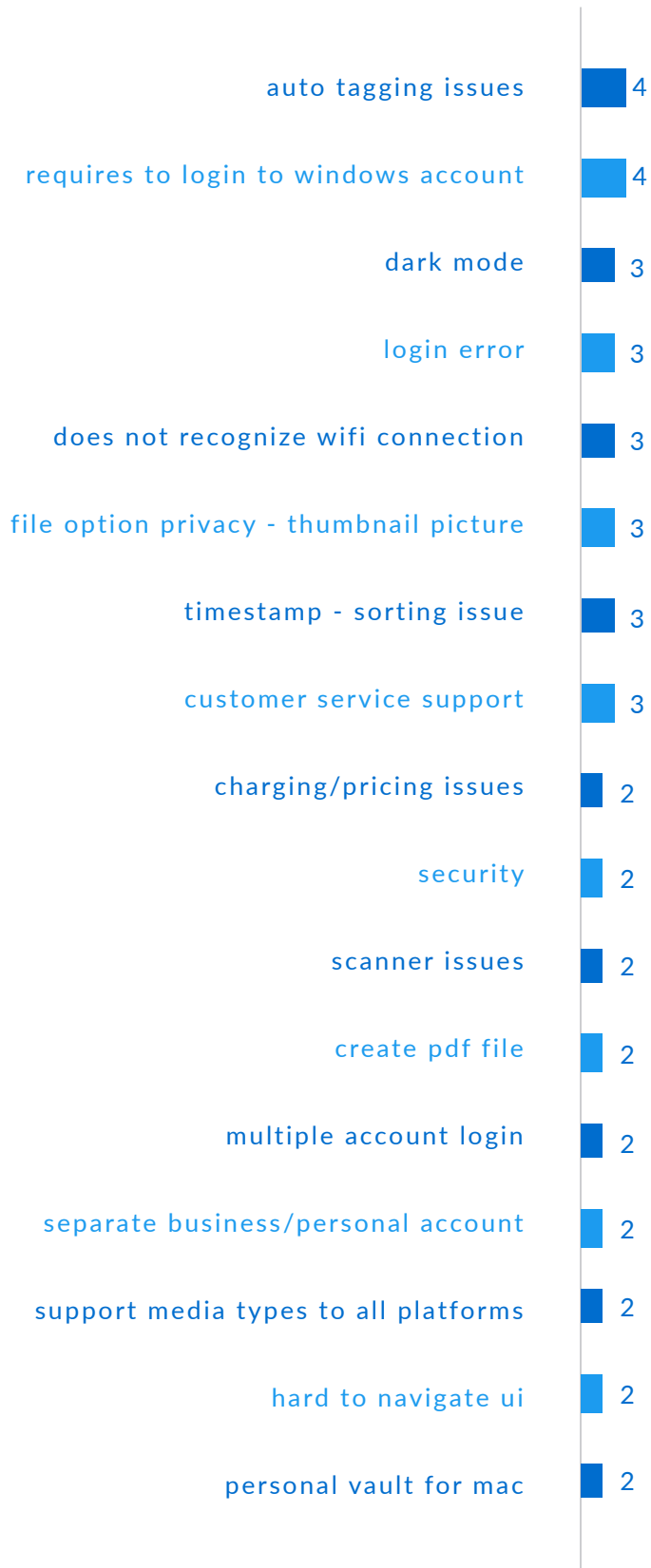
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IOS NEGATIVE

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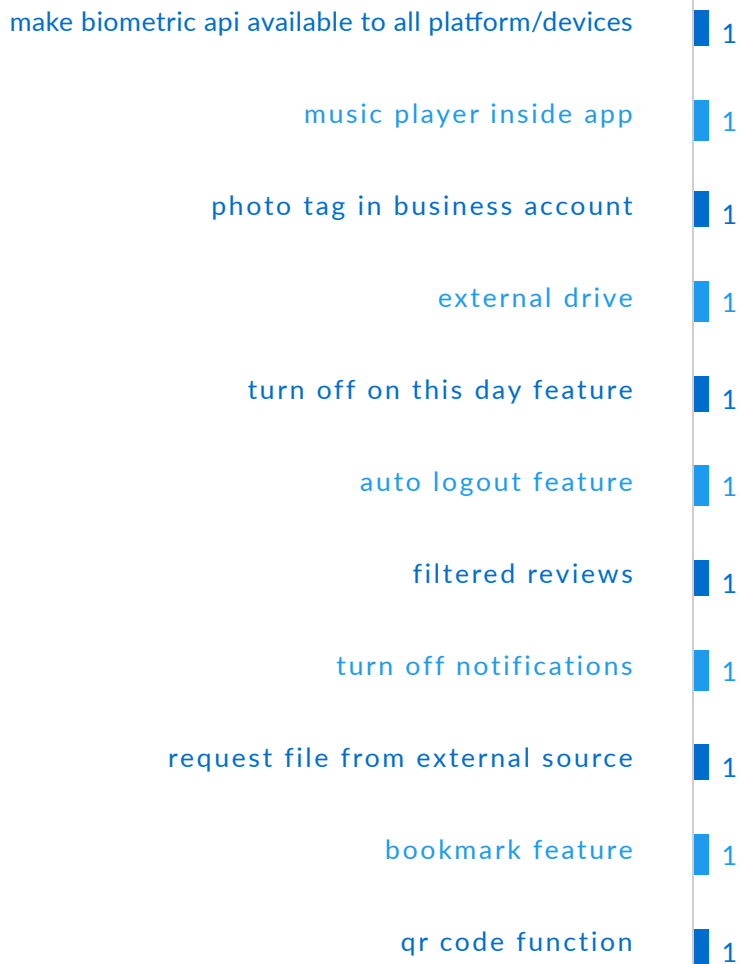
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IOS NEGATIVE

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Jason Perrone

★★★★★ January 29, 2020



Flawless syncing across all my devices, beautiful interface, nice extras like the Remember this Day photo notifications. I can use it to play my music in OneDrive. I have access to all my documents on my phone. Really love it.

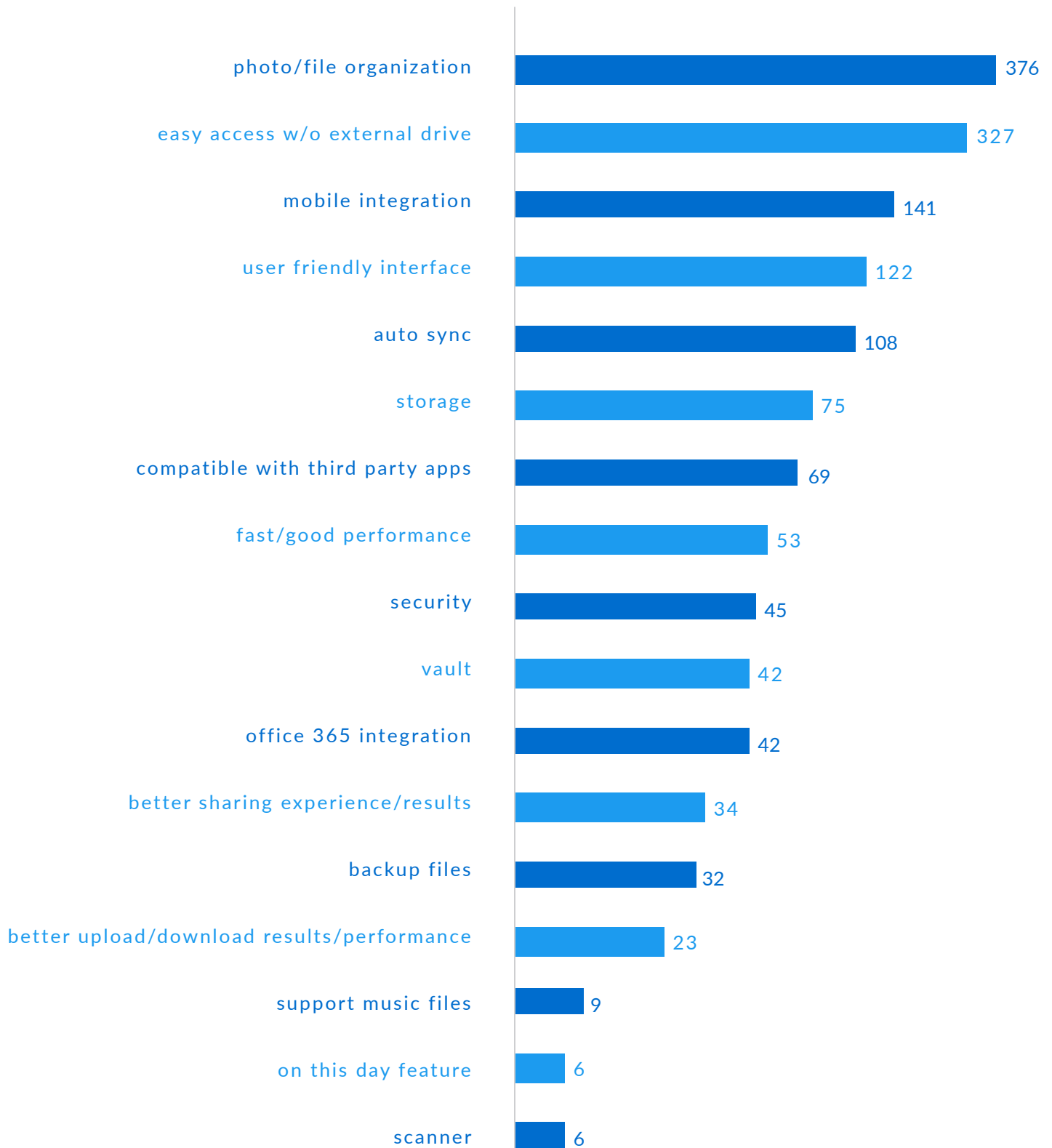
ANDROID POSITIVE

ANDROID POSITIVE

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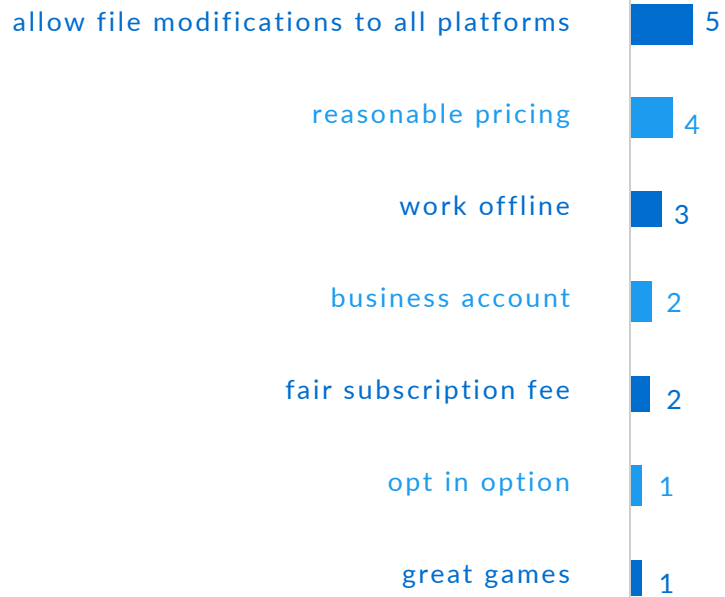
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ANDROID POSITIVE

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1
vote

Vote

Photos are backed up not synced , so if i delete a photo from my phone its not deleted from the one drive

Photos are backed up not synced. If I delete a photo from phone similar action should happen in OneDrive as well.



shared this idea - January 15, 2020

[Flag idea as inappropriate...](#)

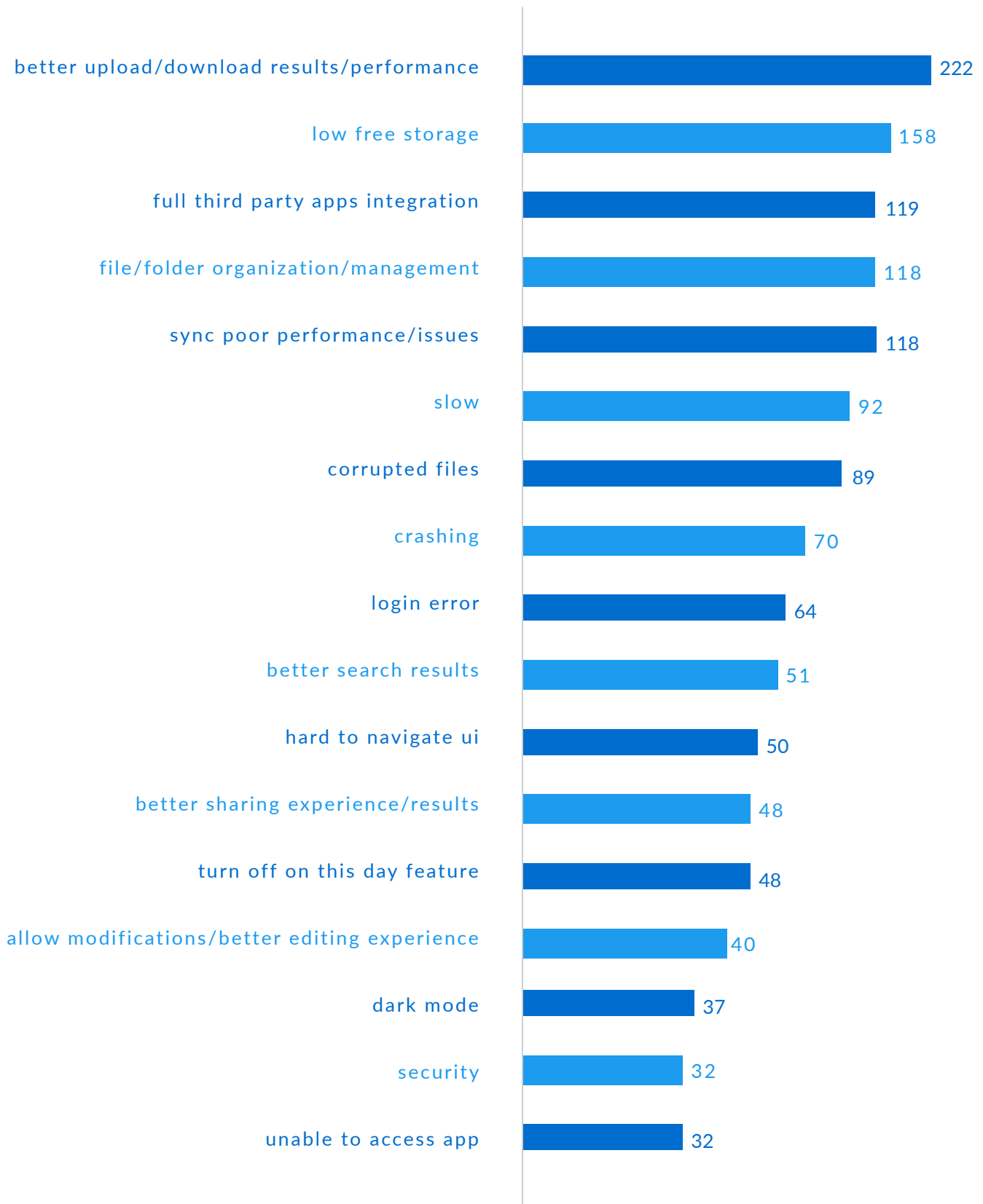
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ANDROID NEGATIVE

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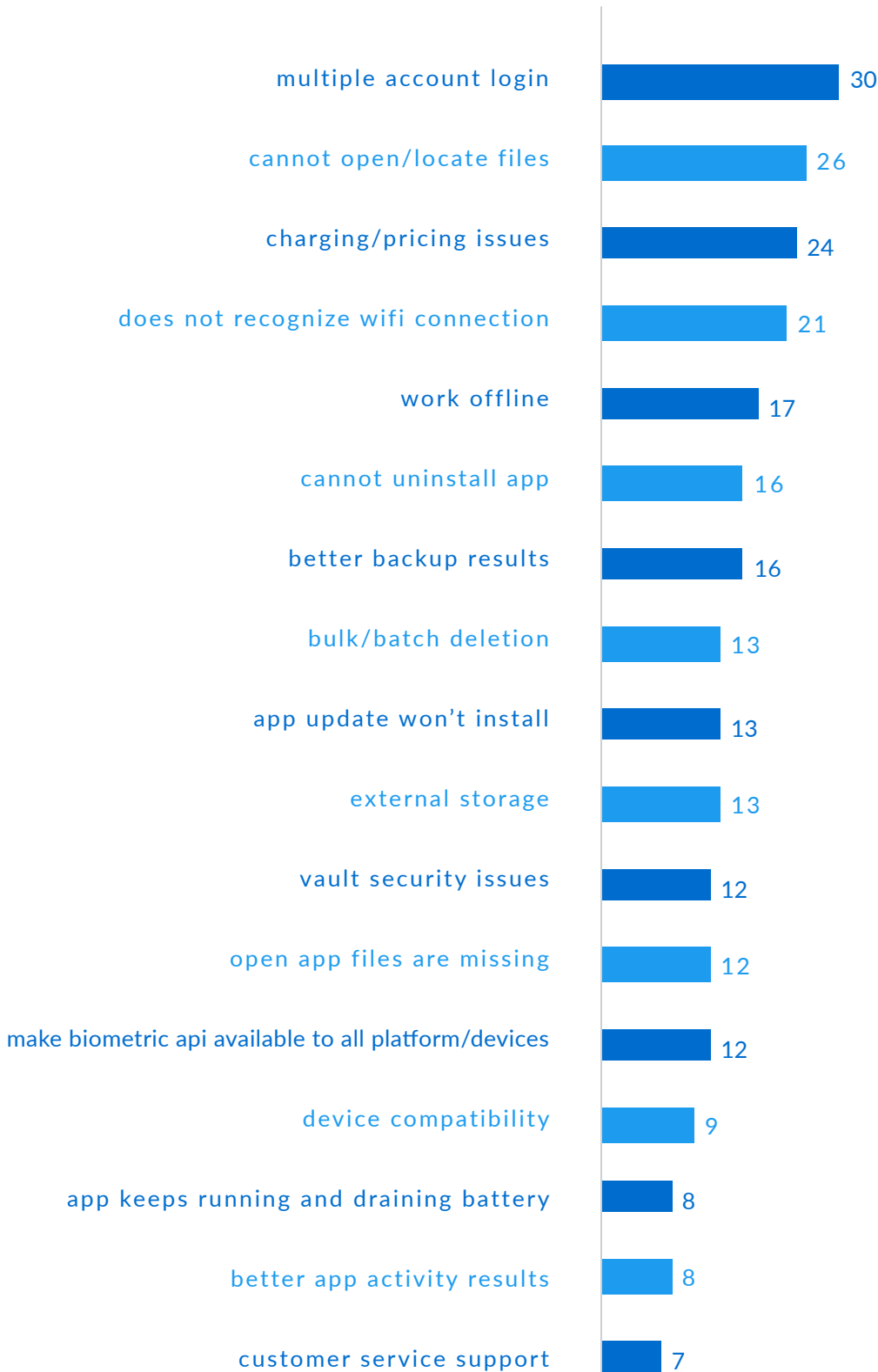
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ANDROID NEGATIVE

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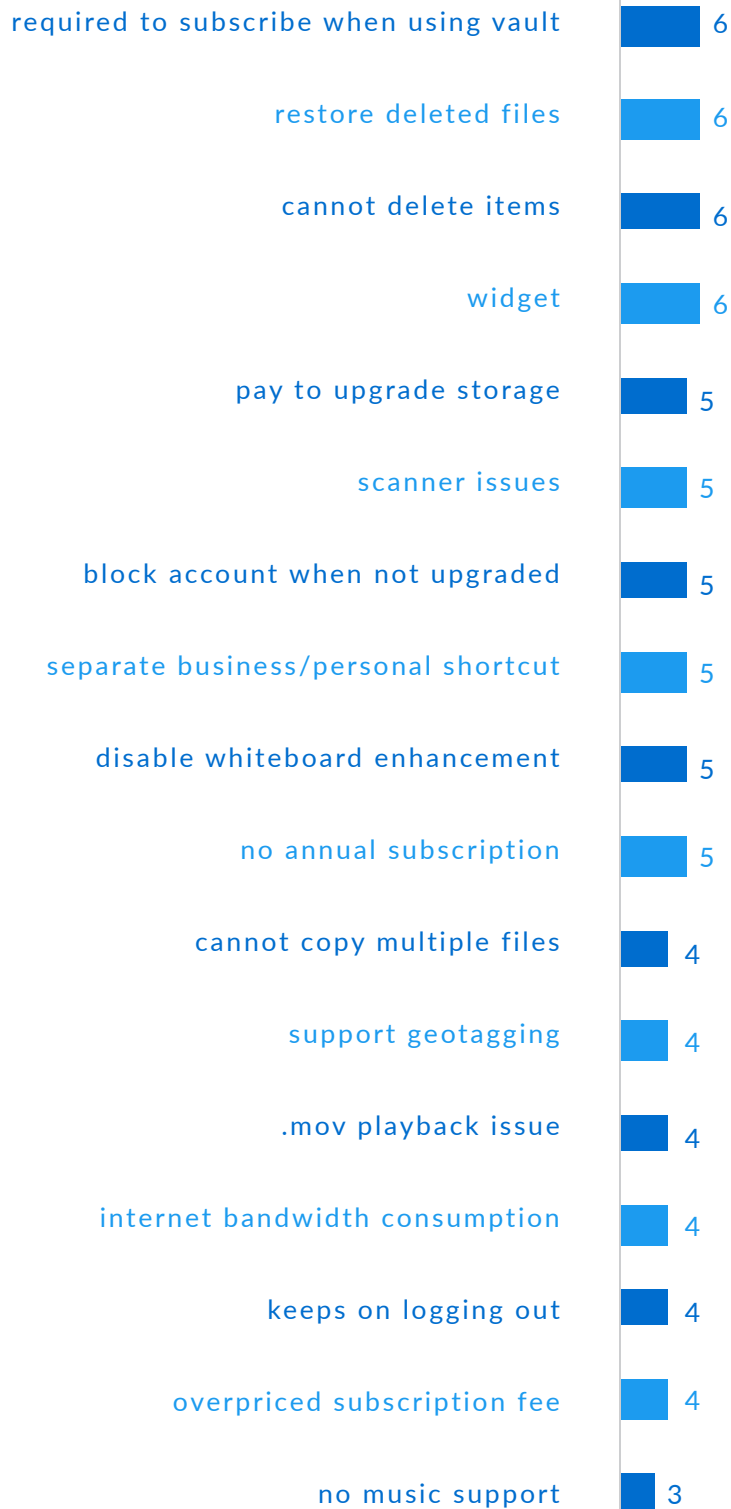
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ANDROID NEGATIVE

FEATURE

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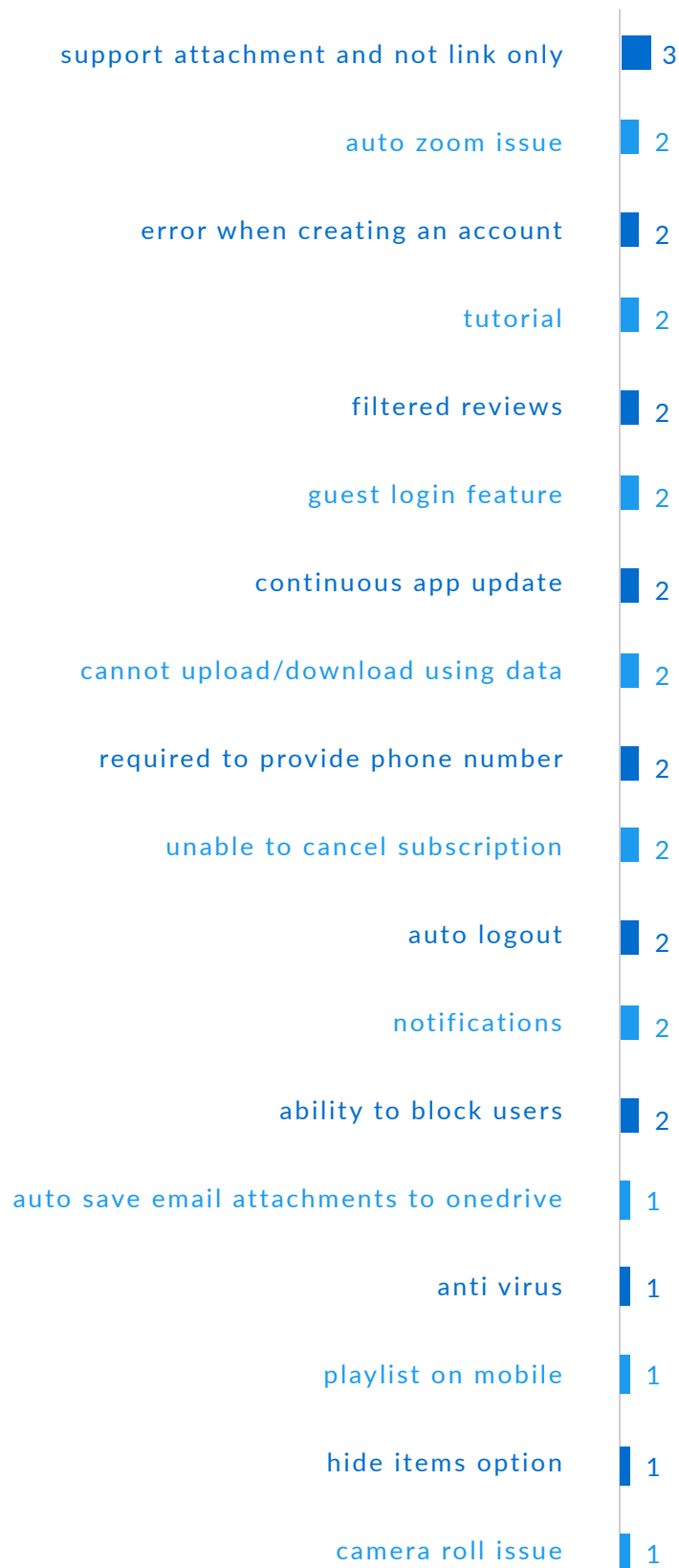
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ANDROID NEGATIVE

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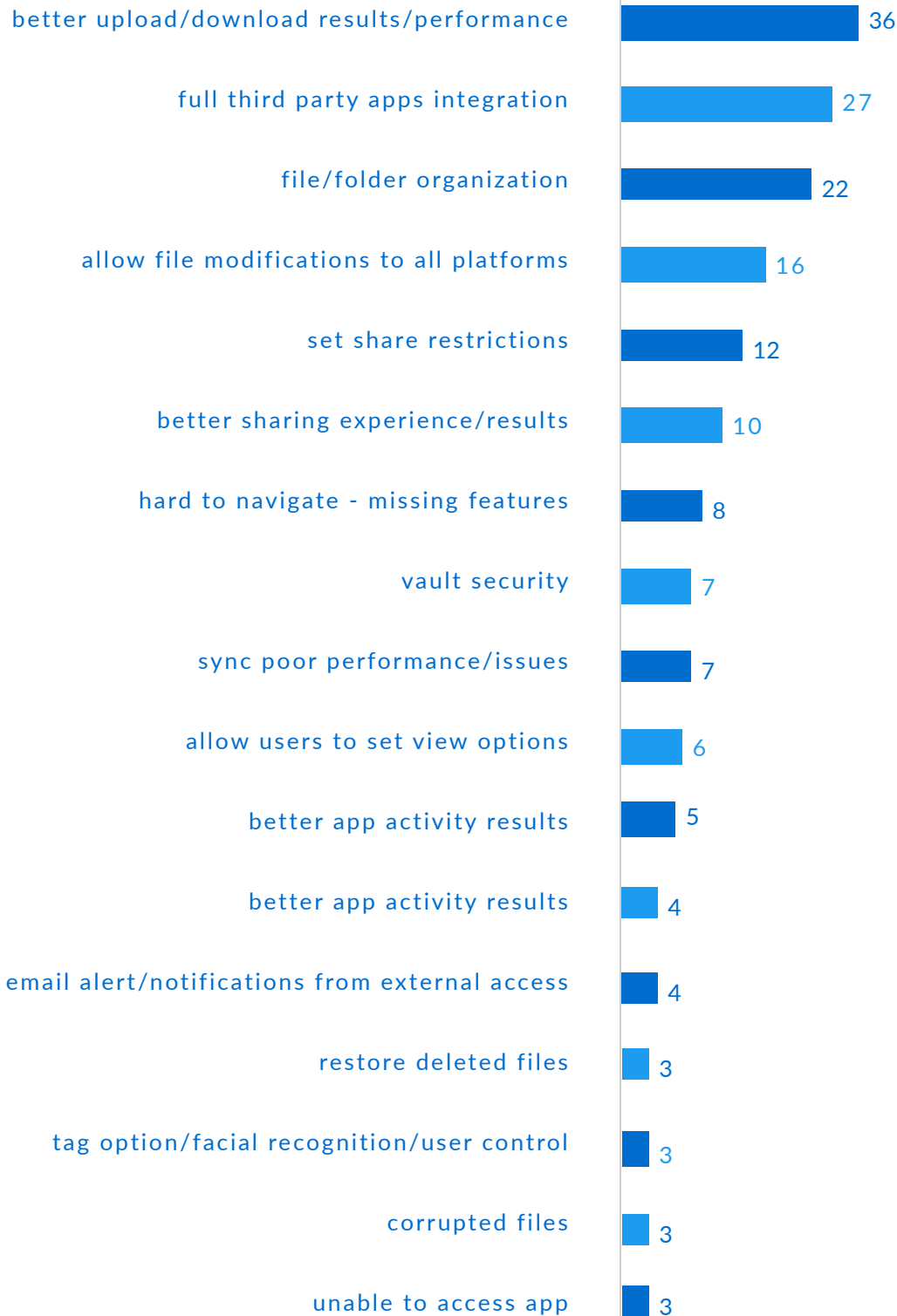
WEB

WEB NEGATIVE

FEATURE

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WEB NEGATIVE

FEATURE

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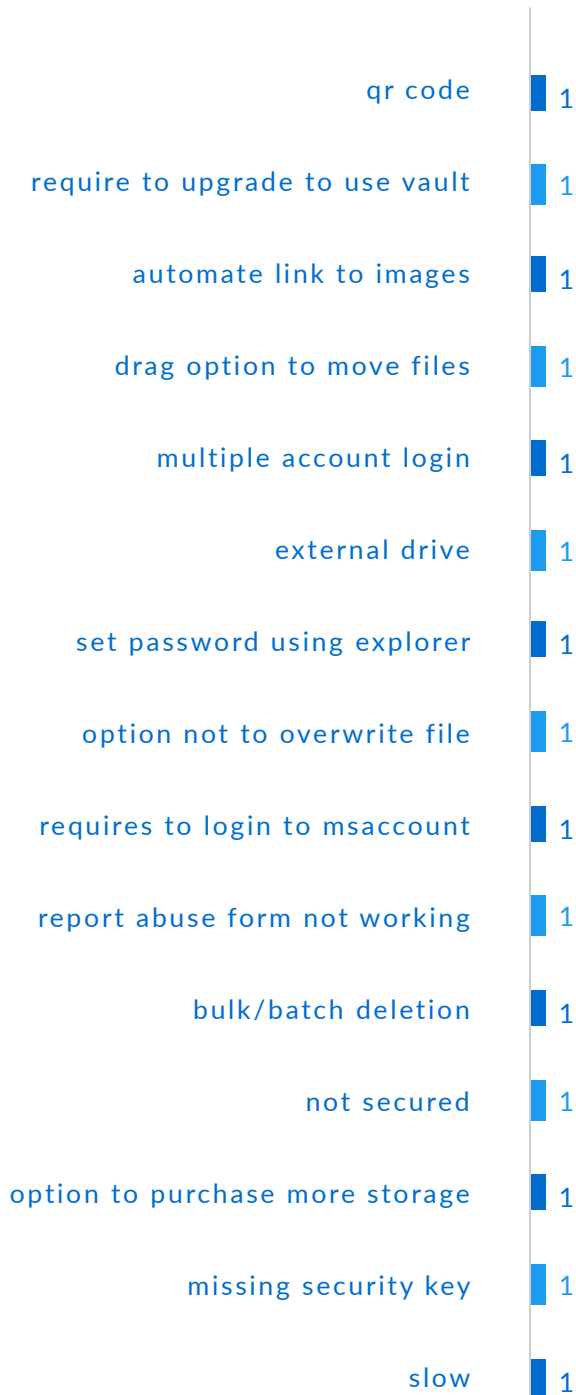
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WEB NEGATIVE

FEATURE

FREQUENCY

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COMPARITIVE DATA

Since Android reviews comprise the majority of all reviews listed, we compressed down the review comparison to 15% for Android and 60% for web to give representative comparisons that are proportional.

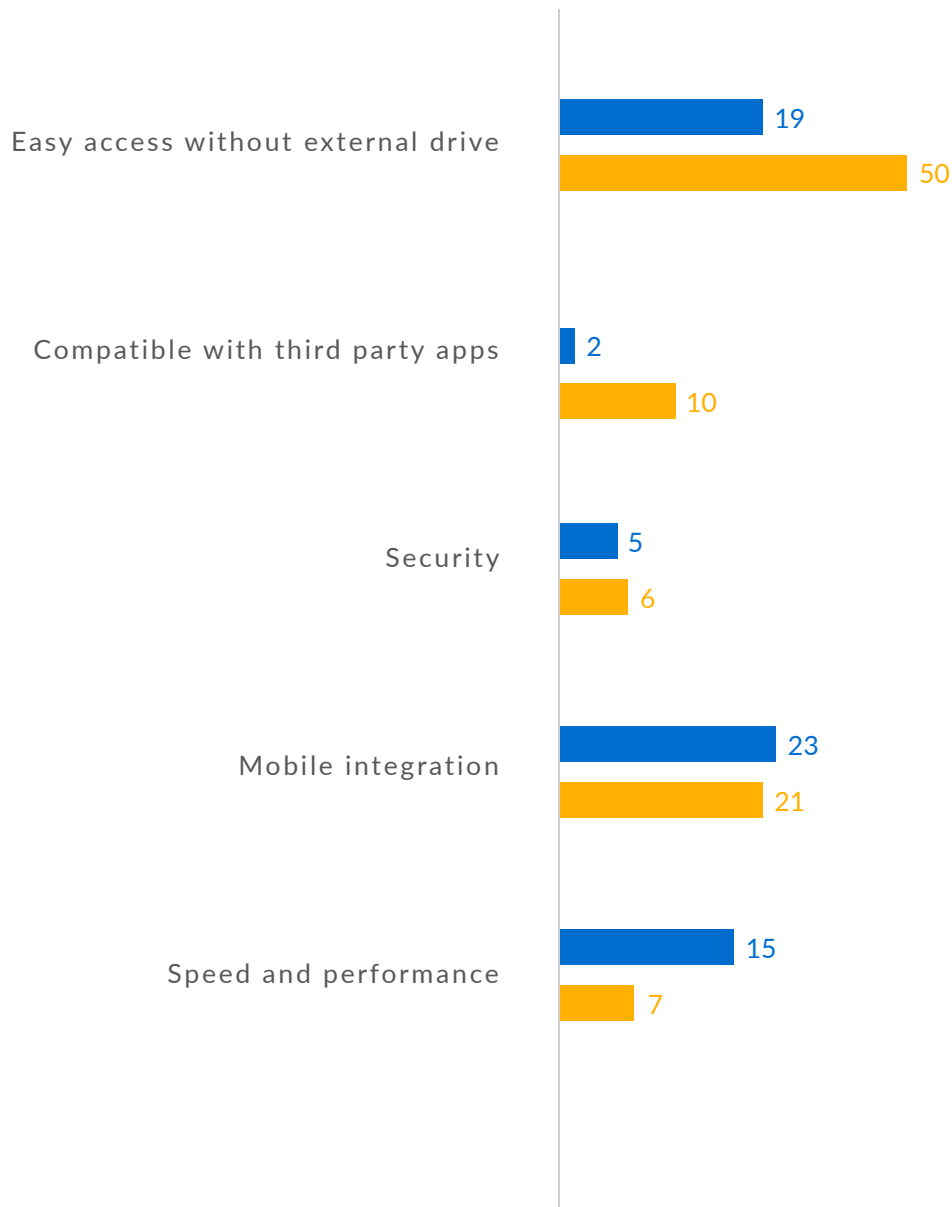
POSTIVE COMPARITIVE

FEATURE

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IOS ANDROID

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COMPARITIVE DATA NEGATIVE

In the small sample taken, iOS users seem to have disproportionately higher levels of negative reviews.

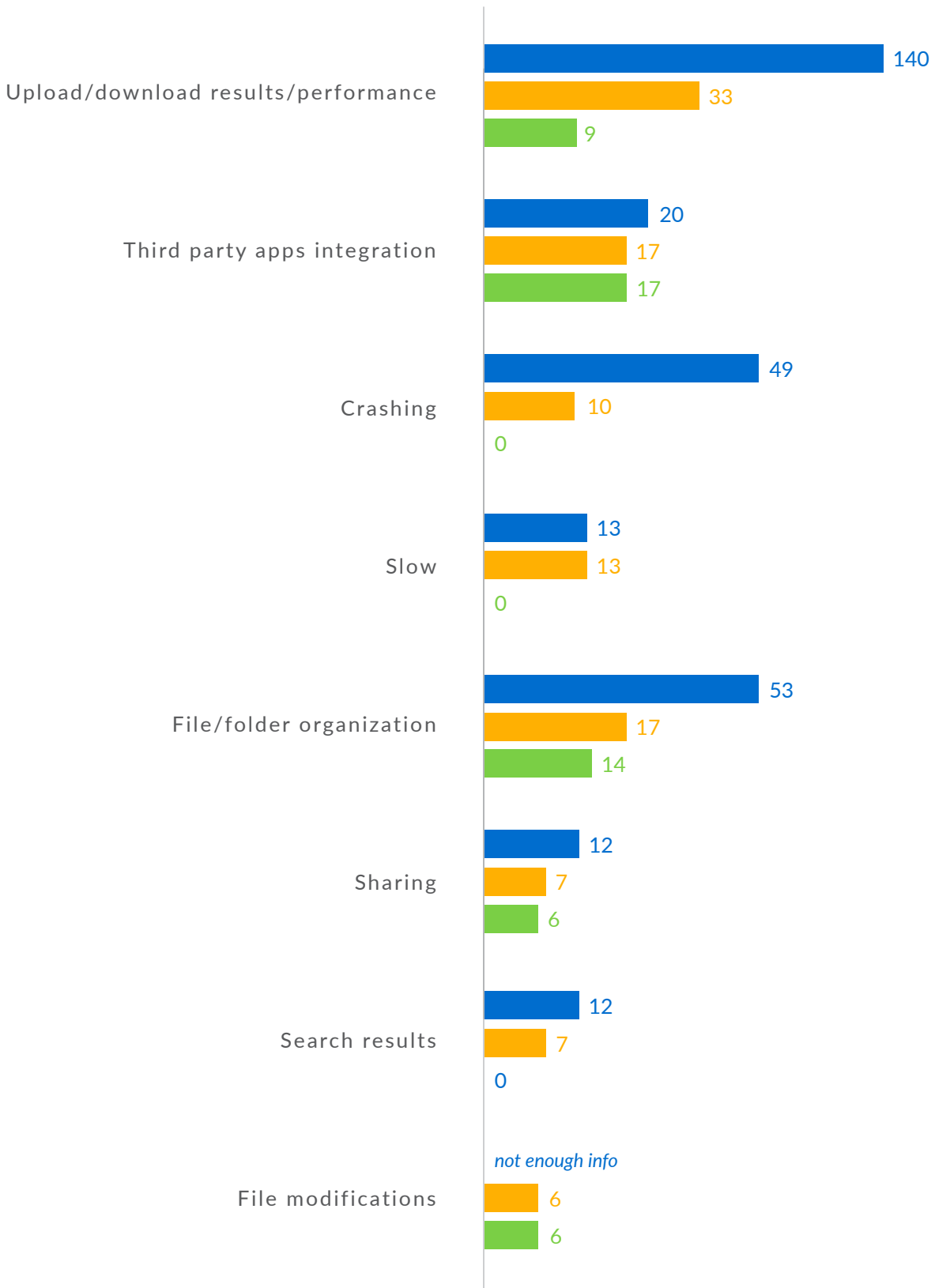
NEGATIVE COMPARITIVE

FEATURE

FREQUENCY

IOS ANDROID WEB

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METHODOLOGY

REVIEWS ANALYZED:

iOS: 615

Android: 4,000

Web: 1,000

- Full review of all reviews listed across native app stores and OneVoice.
- Sentiment analysis.
- Data collation.
- Additional methods: Sort by date, sort by hot/top/new.
- Each vote on OneVoice counted as frequency.
- Duplicate reviews filtered