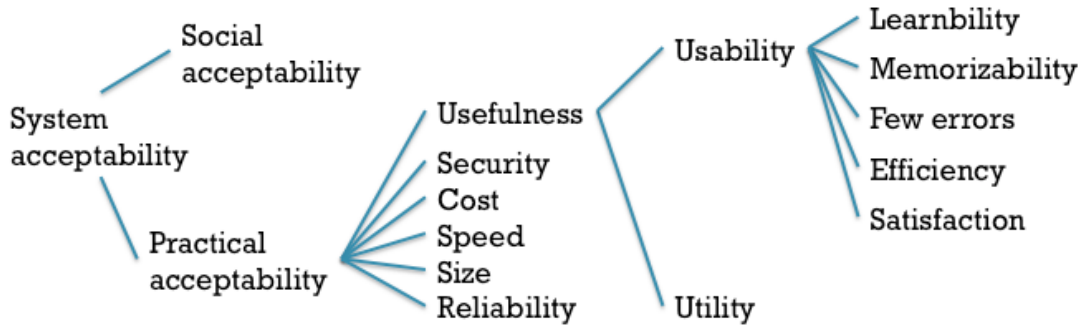


Name(s):

Activity 2: Analyzing Complaints in Customer Reviews

In this activity, you and your partner will analyze complaints in customer reviews and determine which system acceptability attributes these complaints are about. Below is a diagram depicting the hierarchy of system acceptability attributes.



Choose one of the two products for this activity.

[] Microsoft Windows 7 Home Premium, [] Apple Magic Mouse

Read the customer reviews of this product on Amazon.com. Focus on negative reviews with one or two stars. Identify what customers complain about the product. Write down a short phrase summarizing each complaint and indicate which attribute(s) this complaint is about.

Customer Complaint	Which Attribute(s)?
<i>This is too expensive.</i>	<i>Cost</i>