12 Signs you're tangled in a User Feedback Knot

1. CONFUSION
User feedback is unclear, open-ended, subjective and ambiguous.

2. INCONSISTENCY
No consistency in the capture, categorization, management and resolution of feedback.

3. INCOMPLETE
Feedback doesn't get actioned or user-centric steps in product development lifecycle get skipped.

4. FRUSTRATION
Interpreting and managing user feedback is time-consuming and frustrating.

5. DISTRACTION
Developers have to spend precious build time chasing user information from customers rather than building.

6. GUESSWORK
Isolated pieces of feedback are acted upon without knowing the true benefit to the broader user base.

7. DISCONNECTION
User feedback process is standalone and not integrated with other management platforms.

8. MISCOMMUNICATION
Users are left in the dark not knowing if they've been heard as feedback loop never gets closed.

9. UNBALANCED
Feedback is often polarized, coming from highly passionate users, not your 'average' or typical users.

10. CONFLICT
Teams disagree and argue about the urgency and prioritization of user feedback.

11. ATTITUDE
Culturally people think managing feedback is a chore, not an opportunity to improve.

12. FIXES, NOT FEATURES
User feedback is more weighted towards fixing bugs than creating features.

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Is your user feedback loop a tangled knot?

Discover how to automate and streamline user feedback throughout the product development lifecycle at **userback.io**