Firefox User Sentiment Report
Firefox for Desktop

BRIEF

Firefox 21 for Desktop was a very successful release, being the first that hasn't required a point update, or major release-related issues since Firefox 12. Being very light on user facing updates, the majority of the user response was neutral to the 21 update. We did see a few negative comments/confusion around removing the 'Clear Recent History' option from the Tools menu. Strongly Positive feedback went down, with slightly positive and neutral feedback going up. You can see this relative neutrality towards 21 reflected in the slightly lower star rating.

TRENDING TOPICS

flash
crash, player, adobe, plugin, work, ... (588)

search
engine, google, switch, hate, rid, ... (390)

pdf
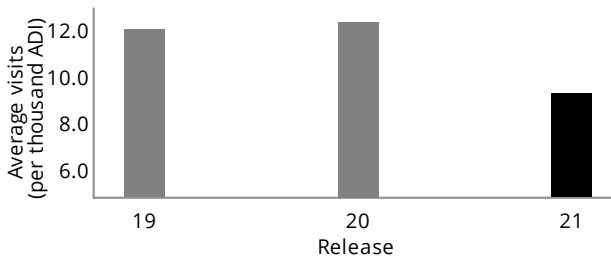*print, page, document, display, background, ... (244)*

download
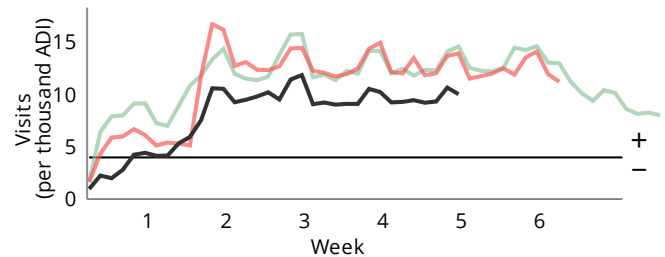*file, manager, update, extension, way, ... (321)*
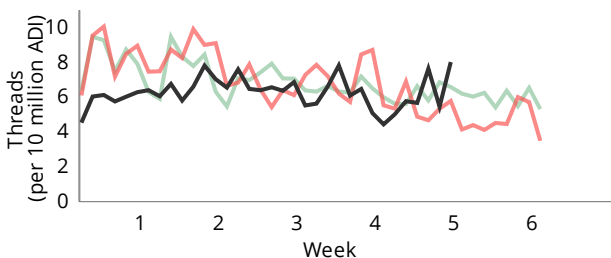
history
clear, tool, option, menu, delete, ... (423)

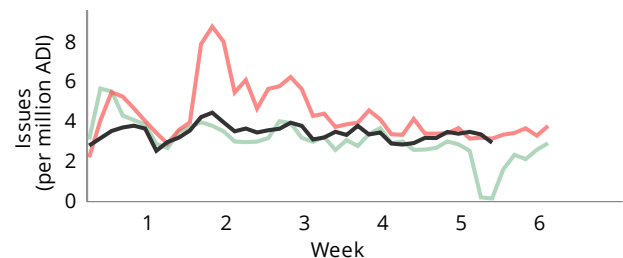## HISTORICAL COST OF SUPPORT

WEEKLY COST OF SUPPORT FOR v21

NEW SUPPORT THREADS

NEGATIVE INPUT

v19 ■ v20 ■ v21

Note: in 21.0 we changed how we're calculating the Cost of Support. Instead of looking at the number of visits to support.mozilla.org, we are only looking at the number of visits that derived from clicking on the help menu item in Firefox. The older method was prone to inflation due to marketing campaigns, which did not accurately reflect the true COS.

Mouse-over blue links to reveal details. Topic names that are followed by asterisks are new ones. Note that the negative input values for 18.0 are taken as the total volume of negative feedback over the release period. A large number of users submitted negative feedback about 18.0 from other versions because they chose not to upgrade.

Historical cost of support:

The Average Cost of Support by version is the average Cost of Support (the number of visits to support.mozilla.org per thousand Active Daily Installs) across a release's entire lifetime.

Weekly cost of support:

The Cost of Support is the number of visits to support.mozilla.org per thousand Active Daily Installs (ADIs).

New support threads:

New Threads are the number of new threads opened at support.mozilla.org per ten million Active Daily Installs (ADIs).

Negative input:

Issues measure the number of issues filed through Firefox's feedback mechanism per million Active Daily Installs (ADIs).

Trending topics:

These topics were automatically generated from the negative feedback for Firefox Desktop. Each element is a topic, and each topic consists of words most commonly associated with that topic. These words define the semantic understanding of the topic itself.

After we automatically generate the topics, we then curate them and select a few representative pieces of feedback mapped to them.