



All's Well That Ends Well - The Tale of the 1-Star Review

Devolutions

LISTENING TO OUR USERS IS BUILT INTO OUR DNA.

While getting recommendations, advice, and warnings from peers has always been part of the “buyer’s journey”, the web has made consumer feedback about 10 million times more influential. I mean, no matter what you want to buy — from industrial equipment to pizza — there’s a good chance that someone out there is ranting or raving about it.

Here at Devolutions, we read, analyze, and discuss all of the feedback we get – both positive and negative (and sometimes, the same feedback contains both). Listening to our users is built into our DNA.

Now, if you’re a regular blog visitor, you may recall that we feature [Case Studies](#) to put the spotlight on users who are saying positive things about our products and support. However, what you probably haven’t seen is a spotlight on negative feedback — until now! And that brings us to the tale of the 1-star review...

The 1-Star Review

Recently, a user had a bad experience with [Remote Desktop Manager for Android](#) . This user encountered a bug that prevented the username/password prompt dialog from displaying when he tried connecting an RDP session without credentials.

Understandably, this user felt frustrated and did what a lot of us would do in a similar situation: **he left us a 1-star review**. Obviously, we were disappointed, but we certainly respected his right to share his experience. Besides, it's not like he expected something that our app couldn't deliver; **the bug he found was a real problem!**

The story, though, doesn't end there, as this user did something great by going beyond the 1-star review: he went to the **"bug report" section of our [forum](#)** and detailed the problem, which helped us take care of the issue.

The Google Play Store is great when it comes to rating an application, but it doesn't let us communicate with you. That's why we created a [forum](#) so you can directly reach us.

What Happened Next...

As you might expect, our RDM for Android development team was ALL OVER this the moment it was posted. They launched into action, found the bug, and **fixed it within a day**. They also contacted the user, apologized for the problem, and let him know that it was fixed and a patch was available.

And Still, There's More...

Frankly, the fact that this user took the time to help us make RDM for Android a better product was impressive enough. But then he went above and beyond the call of duty by returning to Google Play and **changing his rating from 1 star to 5 stars**. What a guy! After all, thanks to him, the team was able to fix the problem in one day.

The Moral to This Tale...

We invite you all to **let us know when you encounter something that isn't right** or if you have a suggestion for future versions/updates. We take your feedback very seriously and we try to ensure that nothing ever falls through the cracks.

Plus, you need to keep in mind that if you don't contact us through our [forum](#), but only on Google Play. We can't communicate with you and neither help you.

And remember: if you don't know who to contact or where to post in our forum, you can always drop me a line at jdupont@devolutions.net. I will take personal ownership of your communication and make sure that it is routed to the correct person on our team.

Cheers!