

# Mobile app publishers can now interact with users on the App Store

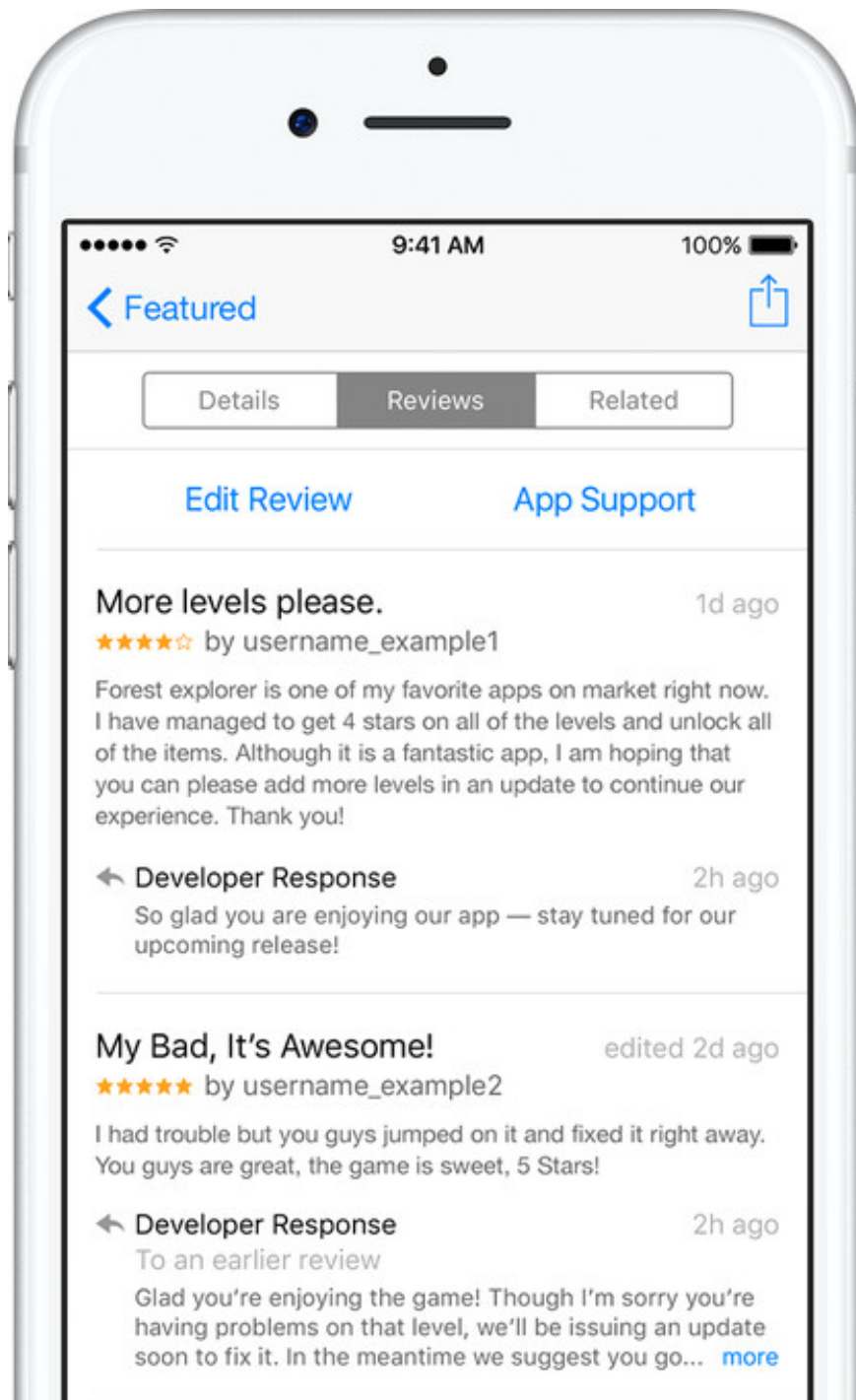
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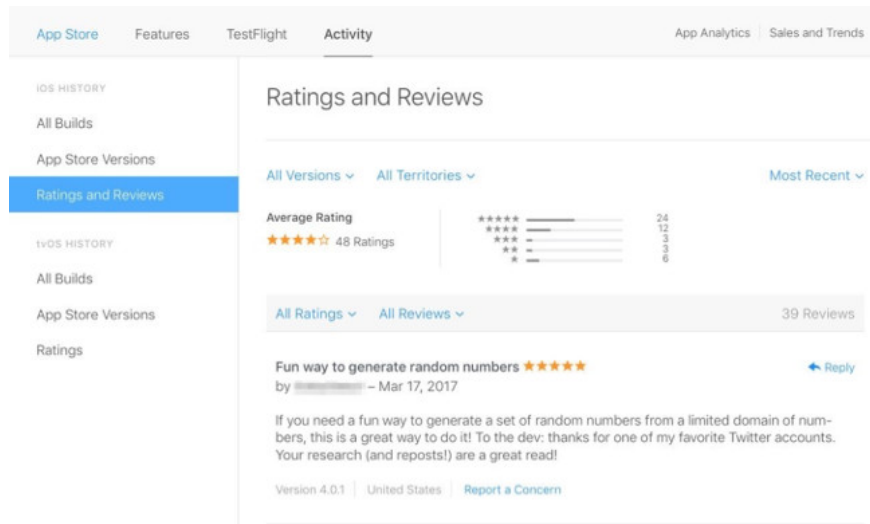
This feature has been available on Google Play since 2013, but it is not until now that Apple has brought this feature into its App Store, so it is not possible to interact with application users. Application as well as application users on Apple App Store have a headache.

Previously, if your favorite application encountered an error or bug, you could not use the application as you wanted. At that time, there will be a few options for you to choose. Or you will have to delete the application, or leave feedback on the App Store in the hope of a chance that the publisher will pay attention to your feedback and fix the application error. .

In addition, being unable to interact with users also makes it difficult for application developers to detect and correct errors in time. This will have a significant impact on the reputation of the developer as well as reduce user satisfaction with the application.



However, this situation will no longer exist. With Apple's recent changes, mobile app developers can now respond to your feedback. This not only increases the interaction between users and application developers, but also makes them better. At the same time, when users feel they are interested and respected by the application publisher. They will tend to rank higher and more frequently.



## What should application developers do?

With the launch of the new feature, Apple has come up with some suggestions on what developers should do to fit this new feature. It is a developer so the user review feedback is clear, meticulous and friendly about the problem that person is interested in.

In addition, Apple also recommends that developers prioritize feedback to reviewers who underestimate the application to improve the rating for their applications. Not only that, using emoji when reviewing user reviews is also an important factor that developers should consider if they want to impress users.

panic sync is dumb. ★☆☆☆☆ [Edit Response](#)  
 by randomized77 – Mar 7, 2017

Who came up with the stupid idea of creating Panic Sync and not make it available on the Mac? And this has been unchanged for at least a couple of years. Way to make progress guys.

👤 **Developer Response (Pending)** - Mar 27, 2017 [?](#)  
 Basically, Panic Sync was created long after Transmit 4 for the Mac was complete. But there's good news: Transmit 5 is being heavily beta tested as I type this. And yes, it will support Panic Sync! Hang in there, friend! 😊

Version 1.3.5 | United States | [Report a Concern](#)

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Works perfectly ★★★★★ [Reply](#)  
 by collegekidchad – Mar 6, 2017

I love to be able to unload my pictures from my iPhone or iPad from anywhere. and this app

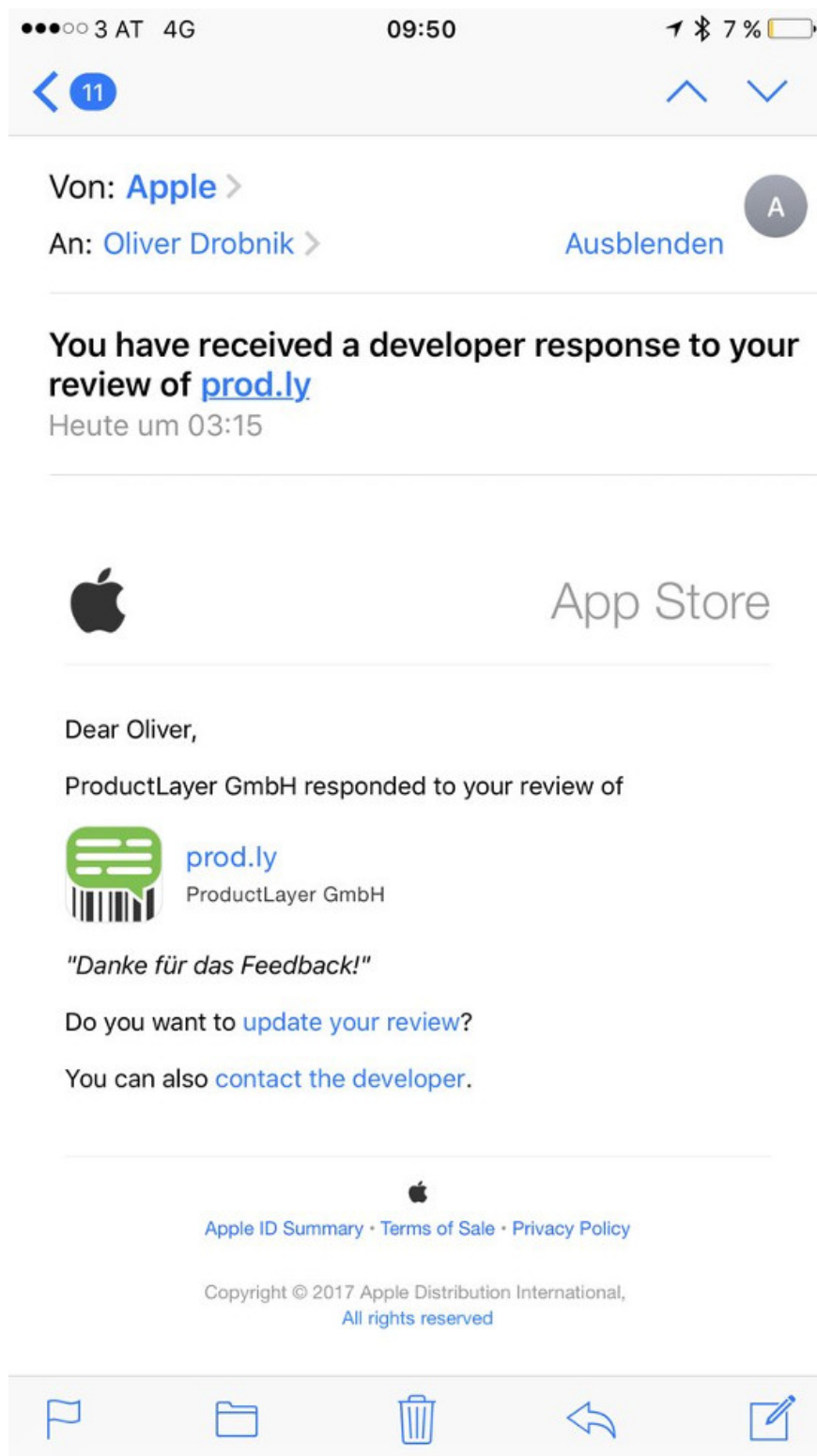
## What should application users do?

Previously, when you wanted to evaluate any application, users often had to jump into the App Store to evaluate, even when they were enjoying the app. This leads to users often feel inconvenient and ignore the app evaluation makes the rating of most App Store applications become extremely poor. However, with the new changes of Apple, users can rate directly within the application without having to jump into the App Store to evaluate. This will certainly have a significant impact on the number of app reviews taking place on the App Store.



In addition, Apple has also added a feature that restricts the number of requests for app reviews from publishers as now each application can only make requests for a maximum of 3 times a year. This will definitely create a positive change for users when there are many applications that cause a lot of discomfort with making requests to evaluate the application very much every time you use it.

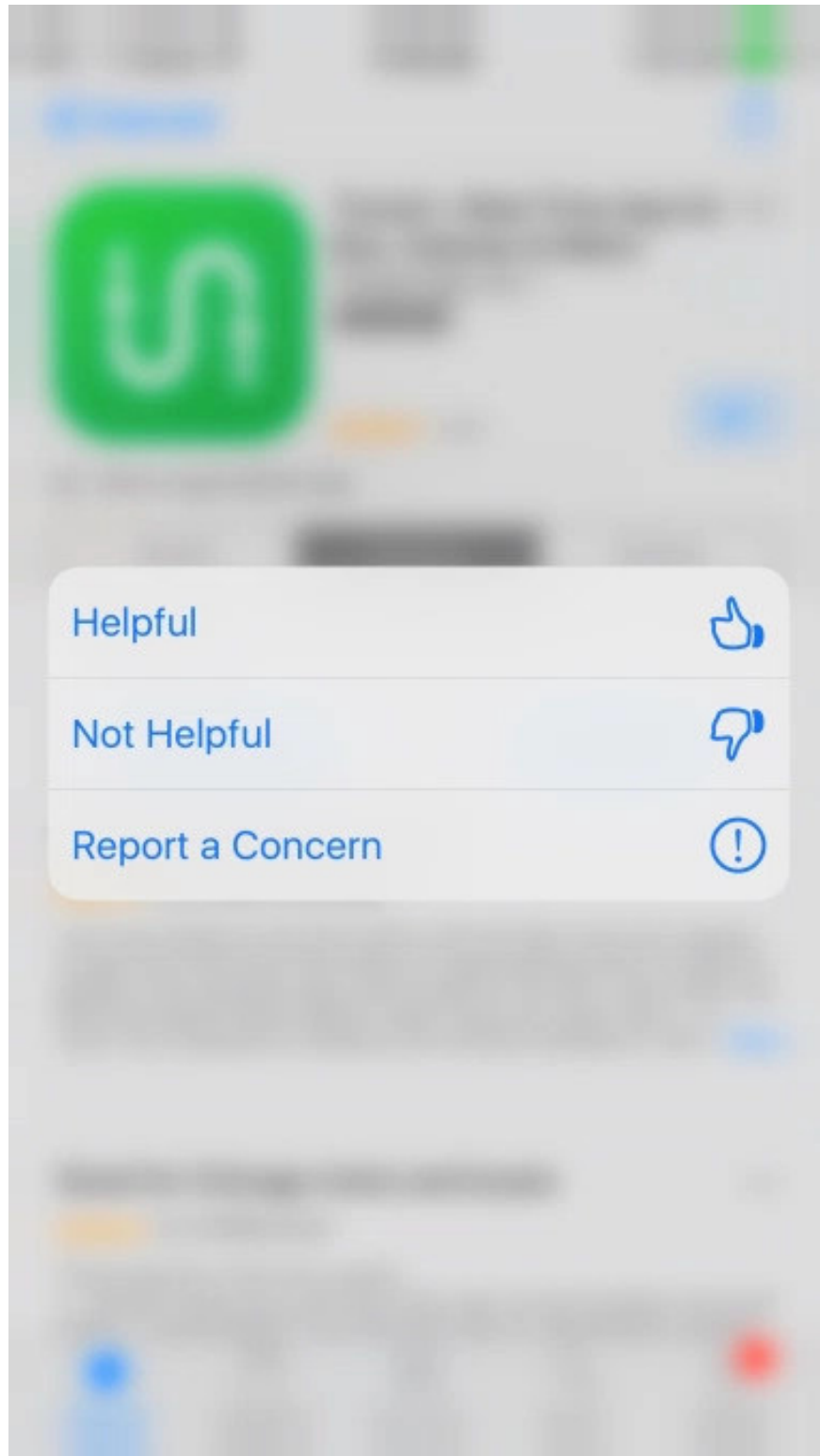
Another feature that users need to know is that Apple will now send mail to users whenever there is feedback from the developer for that review. In the mail, Apple will cite the entire response from the developer and include some options such as "review review" or "contact the developer directly".



The App Store application itself will also display the Developer Response text to help users easily distinguish it from other responses.

Another noteworthy point is that a review can only have one response, but the developer can update it by fixing it.

In addition, users can also use 3D Touch to mark feedback as useful or not useful.



Clearly with these changes, Apple is showing its interest in users and application developers. Hopefully, these changes will not only help Apple improve the rating system in the App Store in the future, but can also reinforce the expectations of users and application developers for public production corporations. The best technology in this world.

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