Categorizing User Feedback Worksheet

	Source		Segment			Other		
Date	Feedback	Source	Category	Sentiment	Priority	Assigned to	Status	Notes/Action
	(Verbatim)	(e.g., Survey, Interview, Social Media)	(e.g., Usability, Features, Pricing, Support)	(Positive, Negative, Neutral)	(High, Medium, Low)		(e.g., Open, In Progress, Implemented, Closed)	

Track Progress & Follow Up

- Regularly review the feedback: Schedule dedicated time (e.g., weekly) to review and categorize new feedback.
- Prioritize action items: Focus on addressing high-priority feedback first, especially those related to critical usability issues or customer pain points.
- Assign ownership: Assign feedback items to relevant team members (e.g., design, product, support) for action.
- Track status: Update the "Status" column to reflect the progress of each feedback item.
- Follow up with users: When you implement changes based on feedback, close the loop by informing the users who provided the feedback.
- Continuously gather feedback: Make feedback collection an ongoing process to ensure you're consistently improving your SaaS product.

Tips for Using This Worksheet

- Customize categories: Adapt the "Category" column to align with your specific product and feedback types.
- Add more columns: Include additional columns as needed (e.g., "User Segment," "Product Version").
- Use filters and sorting: Leverage Google Sheets' filtering and sorting features to analyze feedback by category, sentiment, priority, or status.
- Collaborate with your team: Share the worksheet with your team to facilitate collaboration and transparency in addressing user feedback.

Integrate with other tools: Consider integrating this worksheet with your project management or CRM system to streamline workflows and track progress effectively.